

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO END-USER
COMMUNICATIONS SERVICES WITHIN
THE STATE OF MASSACHUSETTS

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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Joseph Kahl
 VP Regulatory & Public Affairs
 650 College Road East, Suite 3100
 Princeton, NJ 08540

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 VP Regulatory & Public Affairs
 650 College Road East
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Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
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Sr. Director, Regulatory & External Affairs
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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXPLANATION OF SYMBOLS, REFERENCE
MARKS, AND ABBREVIATIONS OF TECHNICAL
TERMS USED IN THIS TARIFF

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

- C To signify changed regulation.
- D To signify discontinued rate or regulation.
- I To signify increased rate.
- M To signify a move in the location of text.
- N To signify new rate or regulation.
- R To signify reduced rate.
- S To signify reissued matter.
- T To signify a change in text but no change in rate or regulation.

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Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user communications services by RCN-BecoCom, LLC to business customers within the State of Massachusetts.

In addition, this tariff sets forth the service offerings and rates applicable to the furnishing of intrastate end-user communications services by RCN-BecoCom, LLC to residential customers within the State of Massachusetts. RCN-BecoCom, LLC will comply with the billing and termination practices for presubscribed residential customers as adopted by MA. D.T.C. in Docket 18448.

The Company will offer service under either of the following names: RCN-BecoCom, LLC or RCN. All names are service marks of the Company (excluding RCN).

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

Certain terms used generally throughout this tariff are defined below.

Access Code: A sequence of numbers that, when dialed, connect the caller to the provider of Alternative Operator Services associated with the sequence.

Account Codes: Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

Aggregator: Any Person that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises for intrastate telephone calls using the Company's Alternative Operator Services.

Alternative Operator Services: Any intrastate telecommunications service initiated from an Aggregator location that includes, as a component, any automatic or live assistance to the Customer to arrange for billing or completion, or both, of an intrastate telephone call through a method other than:

- 1) Automatic completion with billing to the telephone from which the call originated;
or
- 2) Completion through a Company Access Code used by the Customer, with billing to an account previously established with the Company by the Customer.

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

Authorization Code: A numerical code, one or more of which may be assigned to a Customer to enable identification of individual users on an account and to allocate costs of service accordingly. Authorization codes are the sole property of the Company, and no Customer shall have any property or other right or interest in the use of any particular Authorization Code.

Automatic Number Identification (ANI): Allows the automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party subscriber. The primary purpose of ANI is to allow for billing of toll calls.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

Bit: The smallest unit of information in the binary system of notation.

Billed Party: The person or entity responsible for payment of the Company's service. The Billed Party is the Customer associated with the Authorization Code used to place the call, with the following exceptions:

- 1) In the case of a calling card or credit card call, the Billed Party is the party assigned the Authorization Code for the calling card or credit card used by the Users; and
- 2) In the case of a collect or third party call, the Billed Party is the person responsible for the local telephone service at the telephone number that agrees to accept charges for the call.

Business Service: Applies to Customers who operate office buildings, stores, factories and all other places of a business nature or where the substantial use of the service is occupational rather than domestic, including colleges, hospitals, and in churches (except when the station is located in the clergyman's study). Also at any location where the listing indicates a business or a professional institution such as hotels, apartment houses, clubs, boarding and rooming houses (except when all stations are within the subscriber's domestic establishment and no business listings are provided).

Call Back/Camp On: Permits a station line encountering an all-trunk-busy condition the option of being notified when a trunk becomes idle.

Call Forwarding:

Call Forwarding Station: Allows calls directed to a station line to be routed to a user defined line inside or outside the customer's telephone system.

Call Forwarding System: Permits calls attempting to terminate to a busy station line to be re-directed to a predetermined line inside or outside the customer's telephone system.

Call Forwarding Remote: This optional feature allows a user to activate/deactivate the Call Forwarding - All Calls feature or change the forwarded to telephone number from a remote location.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONSCall Forwarding (cont'd.):

Call Forwarding Busy: Allows incoming calls to a busy station to be routed to a preselected station line or attendant within the same system or outside the system. Intercom calls can be arranged to be forwarded to a number different from DID calls.

Call Forwarding Don't Answer: Allows incoming calls to be automatically routed to a preselected station line or attendant in the same system or outside the system, when the called station is not answered after a preset number of rings. Intercom calls can be arranged to be forwarded to a number different from DID calls.

Call Forwarding Variable Limited: When this feature is activated by a station line user or the attendant, incoming calls to the activated station line or attendant position will be automatically routed to any other selected station line, within the same Centrex system, or to the attendant position. The attendant may also activate this feature for a station line user.

Call Forwarding Variable Unlimited: The same as a Call Forwarding Variable Limited except that incoming calls may be automatically routed to a telephone number outside the Centrex system or to station lines within the same Centrex system. The attendant may not activate this feature to a telephone number outside the Centrex system for a station line use. Calls forwarded outside the Centrex system are subject to the appropriate charges for local and toll messages.

Call Hold: Allows the user to hold one call for any length of time provided that neither party goes on-hook.

Call Park: Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

Call Pickup: Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a customer group.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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Call Transfer: Allows a station line user to transfer any established call to another station line inside or outside the customer group without the assistance of the attendant.

Call Waiting: Permits a line in the talking state to be alerted by a tone when another call is attempting to complete to the line. Audible ringing is returned to the originating line. The Service also provides a hold feature that is activated by a switchhook flash.

Called Station: The terminating point of a call.

Calling Card: A card issued by the Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

Calling Station: The originating point of a call.

Collect Call: A billing arrangement whereby the Called Station agrees to accept the charges for the call.

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

Company or RCN-BecoCom, LLC.: RCN-BecoCom, LLC, the issuer of this tariff.

Company Calling Card: A telephone calling card issued by the Company at the Customer's request, which enables the Customer or User(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

Credit Card: A Credit Card is an accepted credit card, which is defined as a credit card that the cardholder has requested or applied for and received, or has signed, used or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

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

Customer Dialed Calling Card Call: A Service whereby the Customer dials all of the digits necessary to route and bill the call without any live operator assistance.

Debit Card: A calling card issued by the Company in return for prepayment of an amount certain by the Customer. The Customer uses a Personal Identification Number (APIN@) associated with the card to make calls which are charged against the prepayment amount until it is exhausted.

Dedicated Inbound Calls: Refers to calls that are terminated via dedicated access facilities connecting the Customer's premises and the Company's POP. This service is offered to the extent facilities are available and where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

Dedicated Outbound Calls: Refers to service that is offered to the extent facilities are available in those cases where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's Point of Presence (POP). The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

Department: Massachusetts Department of Telecommunications and Cable.

Dial Pulse (or "DP"): The pulse type employed by rotary dial station sets.

DID Trunk: A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the company operator.

Direct Inward Dial (or "DID): A service attribute that routes incoming calls directly to stations, bypassing a central answering point.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

Direct Outward Dial (or "DOD): A service attribute that allows individual station users to access and dial outside numbers directly.

Do Not Disturb: Permits the attendant to cut off a single station line and selected groups of station lines from receiving incoming and station-to-station calls.

Dual Tone Multi-Frequency (or "DTMF"): The pulse type employed by tone dial station sets.

Duplex Service: Service which provides for simultaneous transmission in both directions.

Exchange Telephone Company or Telephone Company: Denotes any individual, partnership, association, joint- stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

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

Hunting: Routes a call to an idle station line in a prearranged group when the called station line is busy.

In-Only: A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

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

Kbps: Kilobits per second, denotes thousands of bits per second.

Last Number Redial: Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

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

Mbps: Megabits, denotes millions of bits per second.

Multi-Frequency or ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Network: Refers to the Company's facilities, equipment, and services provided under this Tariff.

Notice: Refers to correspondence sent between the Company and the Customer via U.S. Mail-First Class.
Additional information to be contained within the notice is addressed within the appropriate section of the tariff.

Office Communications Services (OCS): The Company's product name for its Shared Tenant Service, where the Company owns the PBX and provides shared telecommunication services (equipment, network, voice mail) to numerous tenants at one site.

Off Net Service: A resale product sold to customers in areas where the Company cannot originate via its leased facilities.

On Net Service: Service provided to customers in areas where the Company has network origination capabilities.

Operator Handling Fee: A fee which may be applied to calls which require the assistance of an RCN-BecoCom, LLC Operator. This charge may vary depending upon the payment method selected by the Person originating the call.

Operator -Station Call: A service whereby the caller places a non-Person-to-Person call with the assistance of an operator (live or automated).

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Other Telephone Company: An Exchange Telephone Company, other than the Company.

Person-to-Person Call: A service whereby the person originating the call specifies a particular person, particular station, room number, department, or office to be reached.

Premises: The space designated by a Customer or Aggregator at its place or places of business for termination of the Company's service, whether for its own communications needs or for the use of its patrons, guests, or employees. In the case of the non-profit sharing group, this term includes space at each sharer's place or places of business, as well as at the Customer's or Aggregator's place of business.

Public Safety Agency: The State or any city, county, municipal corporation, public district, public authority, or functional division located in whole or part within the State which provides or has the authority to provide fire fighting, law enforcement, ambulances, medical, or emergency services. Referred to as the customer for Universal Emergency Telephone Number Service.

Public Safety Answering Point (PSAP): A location operated and maintained by a Public Safety Agency at which requests for fire fighting, law enforcement, ambulance, medical, or other emergency services are answered.

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

Remote Call Forward: Facility based Remote Call Forward 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 connecting telephone number. Installation charges or change order charges vary depending on whether the customer has signed up for month-to-month, one-year or two-year plan.

Residential Rules: The "Rules and Practices Relating To Telephone Service to Residential Customers" as adopted in M.D.T.C. Docket 18448.

Residential Service: Applies to Customers who reside in private homes, apartments, fraternity or sorority houses, and convents and monasteries (including stations located in the study of a clergyman located in a church), or any similar domicile not clearly defined herein.

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DEFINITIONS

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

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

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

Shared Inbound Calls: Refers to calls that are terminated via the Customer's LEC-provided local exchange access line.

Shared Outbound Calls: Refers to calls in Feature Group D exchanges whereby the Customer's local telephone lines are presubscribed by the local exchange company to the Company's outbound service such that "1 + 10-digit number" calls are automatically routed to the Company's network. Calls to stations within the Customers LATA may be placed by dialing "10XXX" + 1 + 10-digit number."

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

Speed Calling: Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is customer-changeable.

System: Allows shared use of speed calling list. A control station will add, change or delete telephone numbers from the list for the group.

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

Subscriber: See "Customer" definition.

Telecommunications: The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or any other form of intelligence.

Third Party Billing: A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the numbers of the Calling Station and the Called Station.

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

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

Universal Emergency Telephone Number (911) Service: Wherever feasible, the Company will provide a universal Central Office number "911" for the use of Public Safety Agencies having the responsibility to protect the safety and property of the general public. It is intended that use of 911 Service will provide the public with a means of simple and direct telephone access to a Public Safety Answering Point.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

DEFINITIONS

Universal Range: Limitation of a Customer's ability to place calls to selected Area Codes through the placement of restrictions on a Customer's 1+and calling card access to the network. Such limitations may be imposed by only specific request of Customers on their own lines or cards.

User or End User: Any person or entity that obtains the Company's services provided under this Tariff, regardless of whether such person or entity is so authorized by the Customer.

Verified Account Code: A numerical code, one or more of which are available to a Customer to enable identification of individual users or groups of users on an account and to allocate costs of service accordingly. Account codes are verified against a predefined list of codes maintained by the Company.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.1 Undertaking of the Company2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Massachusetts.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

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

The Company or its designee may act as the Customer's or Aggregator's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer or Aggregator, to allow connection of a Customer's location or Aggregator's Station to a service provided by the Company. The Customer or Aggregator shall be responsible for all charges due for such service arrangement.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.3 Terms and Conditions

- A) Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- B) Customers or Aggregators may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers or Aggregators will also be required to execute any other documents as may be reasonably requested by the Company.
- C) Except as otherwise stated in the tariff, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve the Customer or Aggregator of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.3 Terms and Conditions (Cont'd)

- D) Service may be terminated upon written notice to the Customer or Aggregator if:
- 1) the Customer or Aggregator is using the service in violation of this tariff; or
 - 2) the Customer or Aggregator is using the service in violation of the law.
- E) This tariff shall be interpreted and governed by the laws of the State of Massachusetts without regard for its choice of laws provision.
- F) Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- G) To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its' customers. At the reasonable request of either party, the Company and the Other Telephone Company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.4 Limitations on Liability

- A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representatives, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer or Aggregator for interruptions in service as set forth in Section 2.7.
- B) Except for the extension of allowances to the Customer or Aggregator for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer, Aggregator or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C) The liability of the Company for errors in billing that result in overpayment by the Customer or Aggregator shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.4 Limitations on Liability (cont'd.)

- D) The Company shall not be liable for any claims for loss or damages involving:
- 1) Any act or omission of: (a) the Customer or Aggregator, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
 - 2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer, Aggregator or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
 - 3) Any unlawful or unauthorized use of the Company's facilities and services;

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.4 Limitations on Liability (cont'd.)

D) (cont'd.)

- 4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services with Customer or Aggregator provided facilities or services,
- 5) Breach in the privacy or security of communications transmitted over the Company's facilities;
- 6) Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer or Aggregator obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.4 Limitations on Liability (cont'd.)

D) (cont'd.)

- 7) Defacement of or damage to Customer or Aggregator premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof.
- 8) Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer or Aggregator, or the construction, installation, maintenance, presence, use or removal of the Customer's or Aggregator's facilities or equipment connected, or to be connected to the Company's facilities;
- 9) Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company;
- 10) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Tariff.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.4 Limitations on Liability (cont'd.)

(D) (cont'd.)

- 11) Any act or omission in connection with the provision of 911, E911, or similar services;
- 12) Any noncompletion of calls due to network busy conditions;
- 13) Any calls not actually attempted to be completed during any period that service is unavailable.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.1 Undertaking of the Company (cont'd.)2.1.4 Limitations on Liability (cont'd.)

- E) The Company shall be indemnified, defended and held harmless by the Customer, Aggregator or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by the Customer, Aggregator 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, Aggregator 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 Company, Customer or Aggregator equipment or facilities or service provided by the Company.
- F) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer or Aggregator 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, Aggregator 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, Aggregator 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.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.4 Limitations on Liability (cont'd.)

- G) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer or Aggregator, even if the Company has acted as the Customer's or Aggregator's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- H) Except as otherwise stated in this Tariff, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
- I) 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.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.1 Undertaking of the Company (cont'd.)2.1.5 Notification of Service-Affecting Activities

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

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.1 Undertaking of the Company (cont'd.)2.1.6 Provision of Equipment and Facilities

- A) Except as otherwise indicated, customer-provided or Aggregator-provided station equipment at the Customer's or Aggregator's premises for use in connection with this service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

- B) The Company shall not be responsible for the installation, operation, or maintenance of any Customer or Aggregator provided communications 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 in the proper manner. Subject to this responsibility, the Company shall not be responsible for:
 - 1) the through transmission of signals by Customer or Aggregator provided equipment or for the quality of, or defects in, such transmission; or
 - 2) the reception of signals by Customer or Aggregator provided equipment.
 - 3) network control signaling where such signaling is performed by Customer or Aggregator provided network control signaling equipment.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.7 Non-routine Installation

At the Customer's or Aggregator's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's or Aggregator's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.1 Undertaking of the Company (cont'd.)2.1.8 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 or Aggregator. Special construction is that construction undertaken:

- A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- D) in a quantity greater than that which the Company would normally construct;
- E) on an expedited basis;
- F) on a temporary basis until permanent facilities are available;
- G) involving abnormal costs; or
- H) in advance of its normal construction.

2.1.9 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents, contractors or suppliers.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.1 Undertaking of the Company (cont'd.)2.1.10 Universal Emergency Telephone Number Service

- A) This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service, nor does the Company undertake such responsibility.
- B) 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management System only after a 911 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.
- C) 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.
- D) 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.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.1 Undertaking of the Company (cont'd.)2.1.10 Universal Emergency Telephone Number Service (cont'd.)

- E) The Company assumes no liability for any infringement, or invasion of any right of privacy or 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 loss 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 of 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 identification of the telephone number, address, or name associated with the telephone used 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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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.1 Undertaking of the Company (cont'd.)

2.1.11 Emergency Use and Restoration of Service

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.2 Prohibited Uses

- A) The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer or Aggregator has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B) The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Massachusetts Department of Telecommunications and Cable regulations, policies, orders, and decisions.
- C) The Company may require a Customer or Aggregator to immediately shut down its transmission of signals if said transmission is causing interference to others.
- D) A customer, Aggregator, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer or Aggregator to transfer its existing service to another entity if the existing Customer or Aggregator has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.3 Obligations of the Customer or Aggregator2.3.1 Customer or Aggregator Premise Provisions

- A) The Customer or Aggregator shall provide the personnel, power and space required to operate all facilities and associated equipment installed on the premises of the Customer or Aggregator.
- B) The Customer or Aggregator shall be responsible for providing Company personnel access to premises of the Customer or Aggregator at any reasonable hour for the purpose of testing the facilities or equipment of the Company.

2.3.2 Liability of the Customer

- A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invitees, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party, and (3) any liability incurred by the Company to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.3 Obligations of the Customer or Aggregator (cont'd.)2.3.2 Liability of the Customer (cont'd.)

- C) The Customer shall not assert any claim against any other customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this Tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other customer or user and not by any act or omission of the Company. Nothing in this Tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

2.3.3 Liability of the Aggregator

- A) The Aggregator will be liable for damages to the facilities of the Company caused by negligence or willful acts of any officers, employees, agents or contractors of the Aggregator.
- B) The Aggregator agrees to route and deliver to the Company all dialed "0+" telephone traffic from the Stations covered under Aggregator's agreement with the Company except where a Customer designates an alternate carrier by dialing that carrier's access code or otherwise requesting such access. The Aggregator shall route all "0 -" calls ("0" dialed without additional digits) to the serving Local Exchange Company. In equal access areas, "0+" intraLATA calls shall not be intercepted or blocked. In non-equal access areas, it is prohibited to block or intercept "0-" calls and permissible to intercept "0+" calls.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.3 Obligations of the Customer or Aggregator (cont'd.)2.3.3 Liability of the Aggregator (cont'd.)

- C) The Aggregator agrees to cooperate with the Company in implementing reasonable Customer notice and posting programs adopted by the Company, including posting in plain view at each Aggregator telephone location permanent signing that identifies the Company as the presubscribed provider of operator services and states that calls will be billed at applicable rates established by the Company. Aggregator shall provide such additional notice to Customer as may be prescribed by regulatory authorities.
- D) The Aggregator will comply at all times with the requirements of Section 226(c) of the Communications Act of 1934, as amended, all rules of the Federal Communications Commission promulgated thereunder, and all applicable regulations of the Department. Aggregator shall comply with the following requirements:
- 1) Aggregator shall not block access to other operator service providers by means of A800" or A950" access numbers from telephones presubscribed to the Company;
 - 2) Aggregator shall post on or near Stations presubscribed to the Company which shall include:
 - a) Company's name, address and toll free Customer Service number;
 - b) Instructions on dialing procedures and directions for reporting service problems; obtaining additional service, rate, and billing information; and accessing emergency services;
 - c) A statement that unresolved Customer complaints regarding interstate services may be directed to the Federal Communications Commission's Common Carrier Bureau Enforcement Division and providing the Commission's address and toll free number; and

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.3 Obligations of the Customer or Aggregator (cont'd.)

2.3.3 Liability of the Aggregator (cont'd.)

- D) (cont'd.)
 - d) A statement that unresolved Customer complaints regarding intrastate services may be directed to the Department and providing the Department's address and phone number.
- E) If the Company has reason to believe that the Aggregator is in violation of the requirements of Section 2.3.3(D) preceding, the Company shall withhold payment of compensation to Aggregator, including commissions, for any Station where Aggregator is not in compliance until such time as the Aggregator complies with Section 2.3.3(D). Failure to comply with the provisions of Section 2.3.3(D) after notice by the Company is grounds for termination of services to the Aggregator or particular Aggregator Station.
- F) The Aggregator shall configure its Station facilities so that when a Customer places a 911 emergency call, or similar emergency call, such call shall be routed to the emergency answering point for the area in which the call originated without intervention by the Company.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.4 Customer Equipment and Channels2.4.1 General

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

2.4.2 Station Equipment

- A) Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- B) The Customer or Aggregator is responsible for ensuring that Customer or Aggregator provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's or Aggregator's expense, subject to prior Customer or Aggregator approval of the equipment expense.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.4 Customer Equipment and Channels (cont'd.)2.4.3 Interconnection of Facilities

- A) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's or Aggregator's expense.
- B) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- C) The Customer or Aggregator is responsible for taking all necessary legal steps for interconnecting Customer or Aggregator provided terminal equipment or communications equipment with Company's facilities. The Customer or Aggregator shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.
- D) Facilities furnished under this tariff may be connected to Customer or Aggregator provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- E) End-users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "end user" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.4 Customer Equipment and Channels (cont'd.)2.4.3 Interconnection of Facilities

- E) The Company's facilities and service may be used with or terminated in Aggregator-provided Station equipment or Aggregator-provided communications systems, such as a telephone set, PBX, pay phone or key system. Such terminal equipment shall be furnished and maintained at the expense of the Aggregator, except as otherwise provided. The Aggregator 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. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.4 Customer Equipment and Channels (cont'd.)2.4.4 Inspections

- A) Upon suitable notification to the Customer or Aggregator, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer or Aggregator is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer or Aggregator -provided facilities, equipment, and wiring in the connection of Customer or Aggregator -provided facilities and equipment to Company-owned facilities and equipment.
- B) If the protective requirements for Customer or Aggregator provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer or Aggregator promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer or Aggregator must take this corrective action and notify the Company of the action taken. If the Customer or Aggregator fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.5 Customer Deposits and Advance Payments2.5.1 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. In addition, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

2.5.2 Deposits

- A) To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:
- 1) two (2) months' charges for a service or facility which has a minimum payment period of one (1) month; provided however, that a deposit from a new residential customer shall not exceed fifty (\$50) dollars.
 - 2) the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in the event that a termination charge is applicable.
- B) A deposit may be required in addition to an advance payment.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.5 Customer Deposits and Advance Payments (cont'd.)

2.5.2 Deposits (cont'd.)

- C) When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account. If the amount of the deposit is insufficient to cover the balance due to the Customer's account, the Company retains the right to collect any amounts owing after the deposit has been applied.

- D) Deposits held will accrue interest at a rate equal to the interest on a two year treasury note ending on December 31 of the previous year.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.6 Payment Arrangements2.6.1 Payment for Service

The Customer or Aggregator is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer or Aggregator.

A) Taxes

The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges and taxes (however designated) (including without limitation sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

B) Emergency Database Surcharge

The Emergency Database Surcharge enables the Company to recover charges incurred in the provision of E911 Service. Customers will be billed a monthly charge of \$0.061 per line.

2.6.2 Billing and Collection of Charges

The Customer or Aggregator is responsible for payment of all charges incurred by the Customer or Aggregator or other users for services and facilities furnished to the Customer or Aggregator by the Company.

A) Non-recurring charges are due and payable within thirty (30) days after the date the invoice is mailed to the Customer or Aggregator by the Company.

B) The Company shall present invoices for Recurring Charges monthly to the Customer or Aggregator, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within thirty (30) days after the date the invoice is mailed to the Customer or Aggregator by the Company. When billing is based upon customer usage, usage charges will be billed monthly for the preceding billing period.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.6 Payment Arrangements (cont'd.)

2.6.2 Billing and Collection of Charges (cont'd.)

- C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days
- D) Billing of the Customer or Aggregator by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer or Aggregator that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E) If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor. The late factor shall be a rate of 1.5 percent per month.
- F) The Customer or Aggregator will be assessed a charge of twenty-five dollars (\$25.00) for each check or automatic credit card payment that is rejected or returned. RCN will consider this a denied payment submitted by the customer. In addition, any late fees incurred as a result of the denied payment, will apply.
- G) If service is disconnected by the Company (in accordance with Section 2.6.4 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.4 following) and later restored, restoration of service will be subject to the rates in Section 9.6.2.

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Issued By:

Joseph Kahl
Sr. Director, Regulatory & External Affairs
650 College Road East, Suite 3100
Princeton, NJ 08540

REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.3 Billing DisputesA) General

All bills are presumed accurate, and shall be binding on the Customer or Aggregator unless notice of the disputed charge(s) is received by the Company within ninety (90) days (commencing five (5) days after such bills have been mailed or otherwise rendered per the Company's normal course of business). For the purposes of this section, "notice" is defined as written notice to the Company, containing sufficient documentation to investigate the dispute, including the account number under which the bill has been rendered, the date of the bill, and the specific items on the bill being disputed.

All residential Customer disputes will be resolved in accordance with the procedures described in Part 6 of the Residential promulgated in M.D.T.C. Docket 18448.

B) Late Payment Charge

- 1) The undisputed portions of the bill must be paid by the payment due date to avoid assessment of a late payment charge on the undisputed amount under Section 2.6.2(E), preceding.
- 2) In the event that a billing dispute is resolved by the Company in favor of the Customer or Aggregator, any disputed amount withheld pending resolution of the billing dispute shall not be subject to the late payment charge.
- 3) In the event that a billing dispute is resolved in favor of the Company, the Customer or Aggregator shall pay the late payment charge.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.3 Billing Disputes (cont'd.)C) Adjustments or Refunds to the Customer or Aggregator

- 1) In the event that the Company resolves the billing dispute in favor of a Customer or Aggregator who has withheld payment of the disputed amount pending resolution of the disputed bill, the Company will credit the Customer's or Aggregator's account for the disputed amount in the billing period following the resolution of the dispute.
- 2) In the event that the Company resolves the billing dispute in favor of a Customer or Aggregator who has paid the total amount of the disputed bill, the Company will credit the Customer's or Aggregator's account for any overpayment by the Customer or Aggregator in the billing period following the resolution of the dispute.
- 3) In the event that the Company resolves the billing dispute in favor of a Customer or Aggregator who has paid the total amount of the disputed bill but canceled the service, the Company will issue a refund of any overpayment by the Customer or Aggregator.
- 3) All adjustments or refunds provided by the Company to the Customer or Aggregator at the Customer's or Aggregator's request, or provided by the Company to the Customer or Aggregator by way of compromise of a billing dispute, and which are accepted by the Customer or Aggregator, are final and constitute full satisfaction, settlement, and/or compromise of all of the Customer's or Aggregator's claims for the billing period for which the adjustment or refund was issued.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.6 Payment Arrangements (cont'd.)

2.6.3 Billing Disputes (cont'd.)

D) Unresolved Billing Disputes

In the case of a billing dispute between the Customer or Aggregator and the Company for service furnished to the Customer or Aggregator, which cannot be settled to the mutual satisfaction of the Customer or Aggregator and the Company, the Customer or Aggregator has up to ninety (90) days (commencing five (5) days after such bills have been mailed or otherwise rendered per the Company's normal course of business) to take the following course of action:

- 1) First, the Customer or Aggregator may request and the Company will provide an in-depth review of the disputed amount.
- 2) Second, if after investigation and review by the Company, a disagreement remains as to the disputed amount, the Customer or Aggregator may file an appropriate complaint with:

Massachusetts Department of
Telecommunications & Cable
1000 Washington Street, Suite 820.
Boston, Ma. 02118-6500
(617) 305-3531

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.4 Discontinuance of Service for Cause

- A) Upon nonpayment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to the Customer or Aggregator, discontinue or suspend service without incurring any liability.
- B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving thirty (30) days prior written notice to the Customer or Aggregator, discontinue or suspend service without incurring any liability if such violation continues during that period.
- C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or Aggregator or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer or Aggregator, may discontinue or suspend service without incurring any liability.
- D) Upon the Customer's or Aggregator's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- E) Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.4 Discontinuance of Service for Cause (cont'd.)

- F) In the event of fraudulent use of the Company's network, the Company may without notice suspend or discontinue service. The Customer or Aggregator will be liable for all related costs as set forth in Section 2.9. The Customer or Aggregator will also be responsible for payment of any reconnection charges.
- G) Upon the Company's discontinuance of service to the Customer or Aggregator under Section 2.6.4(A) or 2.6.4(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges which would have been payable by the Customer or Aggregator during the remainder of the term for which such services would have otherwise been provided to the Customer or Aggregator to be immediately due and payable (discounted to present value at six (6%) percent).
- H) The Customer is responsible for providing adequate access lines to enable the Company to terminate all Toll Free Service calls to the Customer's telephone equipment. Should the Customer have insufficient access lines on which to terminate Toll Free Service calls, the Company reserves the right to request the Customer to add additional lines for call terminations. If, after ninety (90) days, the Customer has not made the requested change, the Company, without incurring any liability, reserves the right to terminate the Customer's Toll Free Service, with thirty (30) days written notice.
- I) The Company, by written notice to the customer, may discontinue service to a Company Calling Card authorization code if that code has not been used for a period of one hundred twenty (120) days.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.4 Discontinuance of Service for Cause (cont'd.)

- J) If a customer of Toll Free Service is found to be non-compliant in passing back appropriate answer supervision, the Company reserves the right to suspend service temporarily, and/or deny requests for additional service or if necessary, discontinue service. In case of disconnection, the customer will be notified in writing in advance of the disconnect.
- K) By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its service.
- L) Service may be discontinued or temporarily suspended by the Company, without notice to the Customer or Aggregator, and Company may block traffic to certain cities or NXX exchanges, or may block calls using certain Authorization Codes, when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as it can be provided without undue risk.
- M) The company shall have the right to take immediate action, including termination of service and severing of the connection without notice to the Customer when injury or damage to Company personnel, plant, property or service is occurring, or is likely to occur.

Prohibited, unlawful or improper use of the facilities or service include but are not limited to:

- The use of facilities or service of the Company to transmit a message or locate a person or otherwise to give or obtain information, without payment of Tariff charges.
- Calling or permitting others to call another person or persons so frequently or at such times of the day or in such a manner as to harass, frighten, abuse or torment such other person or persons.
- The use of profane or obscene language.
- The use of service in such a manner as to interfere with the service of one or more other subscribers or to prevent others from making or receiving calls.
- The use of a mechanical dialing service or recorded announcement equipment to seize a subscriber's line, thereby interfering with the subscriber's use of the service.
- The obtaining of telephone service by any fraudulent means whatsoever, with the intent of avoiding payment for the service.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.6 Payment Arrangements (cont'd.)2.6.5 Notice to Company for Cancellation of Service

Customers desiring to terminate service shall provide Company thirty (30) days written notice of desire to terminate service.

Installation of service at Aggregator Stations and cancellation of service by the Aggregator are governed by the terms of the agreement between the Aggregator and the Company.

2.6.6 Cancellation of Application for Service

- A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- L) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six (6%) percent).

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.6 Payment Arrangements (cont'd)2.6.6 Cancellation of Application for Service (cont'd)

- C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D) The special charges described in 2.6.6(A) through 2.6.6(C) will be calculated and applied on a case-by-case basis.

2.6.7 Changes in Service Requested

If the Customer or Aggregator makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the installation fee shall be adjusted accordingly.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.7 Allowances for Interruptions in Service2.7.1 General

- A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer or Aggregator, e.g., the Customer or Aggregator is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B) An interruption period begins when the Customer or Aggregator reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C) If the Customer or Aggregator reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.

2.7.2 Limitations of Allowances

No credit allowance will be made for any interruption in service:

- A) Due to the negligence of or noncompliance with the provisions of this Tariff by any person or entity other than the Company, including but not limited to the Customer, Aggregator or other common carriers connected to the service of the Company;
- B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- L) Due to circumstances or causes beyond the reasonable control of the Company;

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.7 Allowances for Interruption in Service (cont'd.)

2.7.2 Limitations of Allowances (cont'd.)

- D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E) During any period in which the Customer or Aggregator continues to use the service on an impaired basis;
- F) During any period when the Customer or Aggregator has released service to the Company for maintenance purposes or for implementation of a Customer or Aggregator order for a change in service arrangements;
- G) That occurs or continues due to the Customer's or Aggregator's failure to authorize replacement of any element of special construction; and
- H) That was not reported to the Company within thirty (30) days of the date that service was affected.

2.7.3 Use of Another Means of Communications

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.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.7 Allowances for Interruption in Service (cont'd.)2.7.4 Application of Credits for Interruptions in Service

- A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer or Aggregator for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- B) For calculating credit allowances, every month is considered to have thirty (30) days.
- C) A credit allowance will be given for interruptions of fifteen (15) minutes or more. Two (2) or more interruptions of fifteen (15) minutes or more during any one twenty-four (24) hour period shall be combined into one cumulative interruption.

Notwithstanding the credit allowances above, Aggregators of the Company's Operator Services shall not be eligible for credit for any interruption of a continuous duration of less than twenty-four (24) hours.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.7 Allowances for Interruption in Service (cont'd.)2.7.4 Application of Credits for Interruptions in Service (cont'd.)D) Interruptions of 24 Hours or Less

<u>Length of Interruption</u>	<u>Interruption Period To Be Credited</u>
Less than 15 minutes	None
15 minutes up to but not including 3 hours	1/8 Day
3 hours up to but not including 6 hours	1/4 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

Over 24 Hours and Less Than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Interruptions Over 72 Hours. Interruptions over 72 hours will be credited 2 days for each full 24-hour period that occurs following the expiration of the initial 72-hour period. No more than 30 days credit will be allowed for any one month period.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.7 Allowances for Interruption in Service (cont'd.)2.7.5 Cancellation For Service Interruption

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

2.7.6 Directory Errors

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

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

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

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.8 Cancellation of Service/Termination Liability

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1), the Customer agrees to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

2.8.1 Termination Liability

A Customer or Aggregator's termination liability for cancellation of service shall be equal to:

- A) all unpaid Non-Recurring charges reasonably expended by Company to establish service to Customer or Aggregator, plus;
- B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer or Aggregator, plus;
- C) all Recurring Charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation;
- D) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer or Aggregator's cancellation.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.9 Customer Liability for Unauthorized Use of the Network2.9.1 Unauthorized Use of the Network

- A) Unauthorized use of the Network occurs when: (1) a person or entity that does not have actual, apparent, or implied authority to use the Network, obtains the Company's services provided under this Tariff; or (2) a person or entity that otherwise has actual, apparent, or implied authority to use the Network, makes fraudulent use of the Network to obtain the Company's services provided under this Tariff, or uses specific services that are not authorized.
- B) The following activities constitute fraudulent use:
- 1) Using the Network to transmit a message, locate a person, or otherwise give or obtain information, without payment for the service:
 - 2) Using or attempting to use the Network with the intent to avoid payment, either in whole or part, of any of the Company's tariffed charges by either rearranging, tampering with, or making connections not authorized by this Tariff to any service components used to furnish the Company's services or using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices;
 - 3) Toll Free callers using the Network with the intent of gaining access to a Customer's outbound calling capabilities on an authorized basis; and
 - 4) Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false credit devices or electronic devices to defraud or mislead callers.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.9 Customer Liability for Unauthorized Use of the Network (cont'd.)

2.9.1 Unauthorized Use of the Network (cont'd.)

- C) Customers or Aggregators are advised that use of telecommunications equipment and services, including that provided under this Tariff, carries a risk of various forms of telecommunications fraud (including, but not limited to, toll and PBX fraud perpetrated by Users who gain access to a Customer's facilities, account numbers, security or authorization codes, etc.). Customers or Aggregators should take all necessary steps to restrict access to their facilities, including the equipment and services provided hereunder, and to detect and prevent unauthorized use of the equipment and services provided by the Company under this Tariff.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS2.9 Customer Liability for Unauthorized Use of the Network (cont'd.)2.9.2 Liability for Unauthorized Use

- A) Except as provided for elsewhere in this Tariff, the Customer or Aggregator is responsible for payment of all charges for services provided under this Tariff furnished to the Customer, Aggregator or User. This responsibility is not changed due to any use, misuse, or abuse of the Customer's or Aggregator's service or Customer or Aggregator provided equipment by Users or other third parties, the Customer's or Aggregator's employees, or the public.
- B) The Customer is responsible for payment of all outbound call charges arising from the calls placed to a Customer's Toll Free Service number, whether or not calls are authorized or fraudulent, where the User gains access to the Customer's outbound calling equipment and services.
- C) The Customer or Aggregator is liable for all costs incurred as a result of unauthorized use of the Network, including service charges and any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive charges.
- L) The Customer or Aggregator is responsible for payment of any charges related to the suspension and/or termination of service, and any charges for reconnection of service, incurred as a result of unauthorized use of the Network.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.9 Customer Liability for Unauthorized Use of the Network (cont'd.)

2.9.3 Liability for Calling Card Fraud

- A) The Customer is liable for the unauthorized use of the Network obtained through the fraudulent use of a Company Calling Card, provided that the unauthorized use occurs before the Company has been notified.
- B) The Customer must give the Company notice that unauthorized use of a Company Calling Card has occurred or may occur as a result of loss, theft or other reasons. For the purposes of this section, "notice" occurs when the Company receives a written confirmation that unauthorized use of a Company Calling Card has occurred or may occur as a result of loss, theft or other reasons.
- C) The Company may, but is not required to, advise the customer of abnormal calling patterns or other possible unauthorized use of Company Calling Cards assigned to the customer. In addition, the Company may, but is not required to block calls on Company Calling Card authorization codes which the Company believes to be unauthorized or fraudulent.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.9 Customer Liability for Unauthorized Use of the Network (cont'd.)2.9.4 Liability for Credit Card Fraud

- A) The Customer is liable for the unauthorized use of the Network obtained through the fraudulent use of a Credit Card, provided: (1) the Credit Card is an accepted credit card, and (2) the unauthorized use occurs before the Company has been notified.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- B) The liability of the Customer for unauthorized use of the Network by Credit Card fraud will not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.
- C) The Customer must give the Company written notice that unauthorized use of a Credit Card has occurred or may occur as a result of loss, theft or other reasons. For the purposes of this section, "notice" occurs when the Company receives a written confirmation that unauthorized use of a Credit Card has occurred or may occur as a result of loss, theft or other reasons.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.10 Use of Customer's Service by Others2.10.1 Resale and Sharing

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

2.10.2 Joint Use Arrangements

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

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS

2.11 Transfers and Assignments

Neither the Company nor the Customer or Aggregator may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- A) to any subsidiary, parent company or affiliate of the Company; or
- B) pursuant to any sale or transfer of substantially all the assets of the Company; or
- C) pursuant to any financing, merger or reorganization of the Company.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.12 Notices and Communications

- A) The Customer or Aggregator shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer or Aggregator may also designate a separate address to which the Company's bills for service shall be mailed.
- B) The Company shall designate on the Service Order an address to which the Customer or Aggregator shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer or Aggregator shall mail payment on that bill.
- C) Except as otherwise stated in this tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D) The Company or the Customer or Aggregator shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

REGULATIONS2.13 Operator Services Rules

The Company will provide Operator Services to end users through a third party vendor.

A) The Company will enforce the following operator service rules.

A provider of intrastate operator assisted communications services must:

- 1) identify itself at the time the end-user accesses its services;
- 2) upon request, quote all rates and charges for its services to the end-user accessing its system;
- 3) arrange to have posted in plain view at each telephone location which automatically accesses the operator service provider's network and where its services are made available to the public or transient end-users:
 - (a) the operator service provider's name and address;
 - (b) bill and service dispute calling information including the operator service provider's dispute resolution phone number;
 - (c) clear and specific instructions informing the end-user how to access a local exchange telephone company operator as an alternative available to the end-user; and
 - (d) notice concerning any and all amounts to be billed by the operator services provider on behalf of any host location or third party which will appear on the operator service provider's bill for services rendered.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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REGULATIONS

2.13 Operator Services Rules (cont'd)

A) (cont'd)

- 4) in instances when the provider is unable to complete the call and it requires transfer to another telephone corporation which may affect the rates and charges applicable to the telephone bill, inform the caller of the transfer and its possible effect on the applicable rates and charges, before any charges are incurred; and
- 5) in the case of such transfer, the telephone corporation or provider to which the call is transferred shall identify itself and inform the caller of the transfer's effect on the applicable rates and charges, before any charges are incurred.

B) The Company will comply with the following provisions:

- 1) Providers of intrastate operator assisted communications services shall not take any action or enter into any arrangement which restricts end-user selection among competing interexchange telephone corporations or end users access to competing providers of intrastate operator assisted communications services, or pay any commissions or other compensation to any entity engaged in such action or arrangement.

C) The Company's obligation to accept and process Credit Card or Calling Card calls is expressly conditioned upon its ability to validate the authorize use of the card. The Company may refuse to complete any Credit Card or Calling Card call where it is unable to obtain authorized or validation from the company that issued the Credit Card or Calling Card

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

APPLICATION OF RATES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

APPLICATION OF RATES3.1 Introduction

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

3.2 Charges Based on Duration of Use

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

- 3.2.1 Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- 3.2.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- 3.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- 3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 3.2.5 All times refer to local time.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

APPLICATION OF RATES

3.3 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules:

- 3.3.1 Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated Toll Free or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

APPLICATION OF RATES3.3 Rates Based Upon Distance (cont'd)

3.3.2 The airline distance between any two rate centers is determined as follows:

- A) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.
- B) Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
- C) Square each difference obtained in step (b) above.
- D) Add the square of the "V" difference and the square of the "H" difference obtained in step 8 above.
- E) Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
- F) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

G) FORMULA =
$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.1 Exchange Access Service Areas¹

Exchange Access Services are provided (pursuant to Section 5.1) in limited geographic areas². Exchange Access Services are provided to the following locations and in the following Service Areas:

<u>Service Area</u>	<u>Geographic Areas In Which Full Service Is Available</u>
LATA 128	Athol, Acton, Andover, Amesbury, Arlington, Ashburnham, Ashby, Assonet, Attleboro, Auburn, Ayer, Bamstable, Barre, Bellingham, Belmont, Berlin, Beverly, Billerica, Blackstone, Bolton, Boston Central, Boylston, Braintree, Brewster, Bridgewater, Brighton, Brockton, Brookline, Bryantville, Burlington, Buzzards Bay, Cambridge, Canton, Carver, Cataumet, Charlestown, Charlton, Chatham, Chelsea, Chilmark, Clinton, Cohasset, Concord, Danvers, Dedham, Dennis, Dighton, Dorshester, Dover, Duxbury, East Boston, East Bridgewater, East Douglas, Easton, Edgartown, Essex, Everett, Fall River, Falmouth, Fitchburg, Foxboro, Framingham, Franklin, Gardner, Georgetown, Gloucester,

1 IntraLATA Toll and Long Distance Service is available to customers on a statewide basis.

2 Full service versions of the Company’s Exchange Access Services will be provided to customers, at Customer premises located in these areas pursuant to this or the New England Telephone – Massachusetts tariff, to the extent that: (a) the Company has in-place and available network facilities extending to such premises; or (b) the Customer’s premises is served by a Verizon wire center at which to Company maintains a collocation arrangement and is able to reasonably employ such arrangement to interconnect to unbundled exchange link facilities which the Company, in its sole discretion, judges to be of a type, grade, technical specification, quality and quantity sufficient to, and offered under conditions consistent with, the delivery of such services.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS4.1 Exchange Access Service Areas (cont=d)

<u>Service Area</u>	<u>Geographic Areas In Which Full Service Is Available</u>
LATA 128	Grafton, Gronton, Hamilton, Hanover, Harvard, Harwich, Haverhill, Hingham, Holden, Holliston, Hopkinton, Hubbardston, Hudson, Hull, Hyannis, Hyde Park, Ipswich, Jamaica Plain, Kingston, Lawrence, Leicester, Leominster, Lexington, Lincoln, Littleton, Lowell, Lunenburg, Lynn, Lynnfield, Maiden, Manchester, Mansfield, Marblehead, Marion, Marlboro, Marshfield, Mattapoisett, Maynard, Medfield, Medford, Medway, Melrose, Merrimac, Middleboro, Milford, Millbury, Millis, Milton, Nantucket, Natick, Needham, New Bedford, Newburyport, Newton, North Attleboro, North Brookfield, North Reading, North Swansea, Northboro, Norton, Norwood, Oakham, Orange, Orleans, Osterville, Oxford, Peabody, Pepperell, Petersham, Plymouth, Princeton, Provincetown, Quincy, Randolph, Reading, Rehoboth, Revere, Rochester, Rockland, Rockport, Rowley, Roxbury, Rutland, Sagamore, Salem, Saugus, Scituate, Seekonk, Sharon, Shirley Shrewsbury, Siasconset, Somerville, South Boston, Southbridge, Southgate, Spencer, Sterling, Stoneham, Stoughton, Sturbridge, Sudbury, Taunton, Templeton, Topsfield, Townsend, Tyngsboro, Upton, Uxbridge, Vineyard Haven, Wakefield, Walpole, Waltham, Wareham, Watertown, Wayland, Webster, Wellesley, Wellfleet, West Boylston, West Newbury, Westboro, Westford, Westminster, Westport, Weymouth, Whitinsville, Whitman, Wilmington, Winchendon, Winchester, Winthrop, Woburn, Worcester, Wrentham, Yorwell

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.2 Local Calling Areas

4.2.1 Local Calling Areas for Metropolitan Boston:

Local Calling Areas in **bold** type are exchanges applicable to residential customers subscribing to calling plans with Zone 1 Local Area unlimited calling. (All other Zone 1 areas and Zone 2 areas are billed as set forth in subscribed calling plan.)

<u>Exchange</u>	<u>Zone</u>	<u>Local Calling Area</u>
Arlington	1	Arlington, Belmont, Cambridge, Lexington, Medford, Somerville, Winchester , Boston Central, Brighton, Brookline, Burlington, Charlestown, Chelsea, East Boston, Everett, Jamaica Plain, Lincoln, Malden, Melrose, Newton, Reading, Revere, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Watertown, Woburn
	2	Braintree, Dedham, Dorchester, Hyde Park, Lynn, Milton, Needham, Norwood, Quincy, Wellesley, Winthrop
Belmont	1	Arlington, Belmont, Cambridge, Lexington, Waltham, Watertown , Boston Central, Brighton, Brookline, Burlington, Charlestown, Chelsea, East Boston, Everett, Jamaica Plain, Lincoln, Malden, Medford, Melrose, Newton, Roxbury, Somerville, South Boston, Stoneham, Wellesley, Winchester, Woburn
	2	Braintree, Dedham, Dorchester, Hyde Park, Lynn, Milton, Needham, Norwood, Quincy, Reading Revere, Wakefield, Winthrop
Braintree	1	Braintree, Milton, Quincy, Randolph, Weymouth , Dorchester, Hingham, Hull, Hyde Park
	2	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Jamaica Plain, Maiden, Medford, Needham, Newton, Norwood, Revere, Roxbury, Somerville, South Boston, Watertown, Wellesley, Winthrop

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Boston Central	1	Boston Central, Brighton, Brookline, Cambridge, Charlestown, South Boston, East Boston, Roxbury, Arlington, Belmont, Chelsea, Dorchester, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Quincy, Revere, Saugus, Somerville, Watertown, Winthrop
	2	Braintree, Burlington, Canton, Cohasset, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
Brighton	1	Boston Central, Brighton, Brookline, Cambridge, Newton, Watertown, Arlington, Belmont, Charlestown, Chelsea, Dorchester, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Quincy, Revere, Saugus, Somerville, Winthrop
	2	Braintree, Burlington, Canton, Cohasset, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
Brookline	1	Boston Central, Brighton, Brookline, Cambridge, Jamaica Plain, Newton, Roxbury, Arlington, Belmont, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Malden, Medford, Milton, Needham, Quincy, Revere, Somerville, South Boston, Waltham, Watertown, Wellesley, Winthrop
	2	Braintree, Burlington, Canton, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Norwood, Randolph, Reading, Stoneham, Wakefield, Weymouth, Winchester, Woburn

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Issued By:

Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Cambridge	1	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Somerville, Watertown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Revere, Roxbury, Saugus, South Boston, Stoneham, Waltham, Winchester, Winthrop
	2	Braintree, Burlington, Canton, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Wellesley, Weymouth, Woburn
Canton	1	Canton, Dedham, Hyde Park, Milton, Norwood, Randolph, Sharon, Stoughton
	2	Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Dorchester, Hingham, Jamaica Plain, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown, Wellesley, Weymouth
Charlestown	1	Boston Central, Cambridge, Charlestown, Chelsea, East Boston, Everett, Somerville, Arlington, Belmont, Brighton, Brookline, Dorchester, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Revere, Roxbury, Saugus, South Boston, Stoneham, Watertown, Winchester, Winthrop
	2	Braintree, Burlington, Canton, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Lynn, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Waltham, Wellesley, Weymouth, Woburn

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Chelsea	1	Charlestown, Chelsea, East Boston, Everett, Revere, Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Dorchester, Jamaica Plain, Lynn, Malden, Medford, Melrose, Roxbury, Saugus, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop
	2	Braintree, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Randolph, Reading, Waltham, Wellesley, Weymouth, Woburn
Cohasset	1	Cohasset, Hingham, Hull, Scituate, Weymouth
	2	Boston Central, Braintree, Chelsea, Dorchester, East Boston, Milton, Quincy, Randolph, Revere, Roxbury, South Boston, Winthrop
Dedham	1	Canton, Dedam, Dover, Hyde Park, Jamaica Plain, Needham, Norwood, Brighton, Brookline, Dorchester, Milton, Newton, Roxbury, Wellesley
	2	Arlington, Belmont, Boston Central, Braintree, Cambridge, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Maiden, Medford, Melrose, Quincy, Randolph, Revere, Somerville, South Boston, Waltham, Watertown, Weymouth, Winchester, Winthrop

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Dorchester	1	Dorchester, Jamaica Plain, Milton, Quincy, Roxbury, South Boston , Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, East Boston, Everett, Hyde Park, Newton, Revere, Somerville, Watertown, Winthrop
	2	Arlington, Belmont, Burlington, Canton, Cohasset, Hingham, Hull, Lexington, Lincoln, Lynn, Malden, Medford, Melrose, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
East Boston	1	Boston Central, Charlestown, Chelsea, East Boston, Revere, Winthrop , Arlington, Belmont, Brighton, Brookline, Cambridge, Dorchester, Everett, Jamaica Plain, Malden, Medford, Melrose Milton, Roxbury, Saugus, Somerville, South Boston, Stoneham, Watertown, Winthrop
	2	Braintree, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Needham, Newton, Norwood, Randolph, Reading, Wakefield, Waltham, Wellesley, Weymouth, Woburn
Everett	1	Charlestown, Chelsea, Everett, Malden, Medford, Revere, Somerville , Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Dorchester, East Boston, Jamaica Plain, Lynn Melrose, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn
	2	Braintree, Burlington, Dedham, Hingham, Hull, Hyde Park, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Reading, Waltham, Wellesley, Weymouth

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>	<u>Local Calling Area</u>
Hingham	1 Cohasset, Hingham, Hull, Norwell, Rockland, Scituate, Weymouth, Braintree, Quincy
	2 Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Maiden, Milton, Randolph, Revere, Roxbury, Somerville, South Boston, Winthrop
Hull	1 Cohasset, Hingham, Hull, Braintree, Quincy, Weymouth
	2 Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Maiden, Medford, Melrose, Milton, Randolph, Revere, Roxbury, Somerville, South Boston, Winthrop
Hyde Park	1 Canton, Dedham, Hyde Park, Jamaica Plain, Milton, Boston Central, Braintree, Brighton, Brookline, Cambridge, Dorchester, Needham, Newton, Norwood, Quincy, Randolph, Roxbury, South Boston
	2 Arlington, Belmont, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop, Woburn

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Jamaica Plain	1	Boston Central, Brookline, Dedham, Dorchester, Hyde Park, Jamaica Plain, Milton, Needham, Newton, Roxbury, Arlington, Belmont, Brighton, Cambridge, Charlestown, Chelsea, East Boston, Everett, Medford, Quincy, Somerville, South Boston, Waltham, Watertown, Winthrop
	2	Braintree, Burlington, Canton, Cohasset, Hingham, Hull, Lexington, Lincoln, Lynn, Malden, Melrose, Norwood, Randolph, Reading, Revere, Stoneham, Wakefield, Wellesley, Weymouth, Winchester, Woburn
Lexington	1	Arlington, Belmont, Billerica, Burlington, Concord, Lincoln, Lexington, Waltham, Winchester, Woburn, Brighton, Medford, Newton, Somerville, Stoneham, Watertown
	2	Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Melrose, Milton, Needham, Reading, Revere, Roxbury, South Boston, Wakefield, Wellesley, Winthrop
Lincoln	1	Concord, Lexington, Lincoln, Waltham, Wayland, Arlington, Belmont, Newton, Watertown
	2	Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Maiden, Medford, Melrose, Needham, Reading, Revere, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Wellesley, Winchester, Woburn

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Malden	1	Everett, Malden, Medford, Melrose, Revere, Saugus, Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, East Boston, Lynn, Reading, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Watertown, Winchester, Winthrop, Woburn
	2	Braintree, Burlington, Dedham, Dorchester, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Waltham, Wellesley, Weymouth
Medford	1	Arlington, Everett, Malden, Medford, Melrose, Somerville, Stoneham, Winchester, Belmont, Boston Central, Brighton, Brookline, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Jamaica Plain, Lexington, Newton, Reading, Revere, Roxbury, Saugus, South Boston, Wakefield, Waltham, Watertown, Winthrop, Woburn
	2	Braintree, Dedham, Dorchester, Hull, Hyde Park, Lincoln, Lynn, Milton, Needham, Quincy, Wellesley
Melrose	1	Lynn, Malden, Medford, Melrose, Saugus, Stoneham, Wakefield, Arlington, Belmont, Boston Central, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Reading, Revere, Somerville, Winchester, Winthrop, Woburn
	2	Brighton, Brookline, Dedham, Dorchester, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown, Wellesley

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4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Milton	1	Braintree, Canton, Dorchester, Hyde Park, Jamaica Plain, Milton, Quincy, Randolph, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dedham, East Boston, Roxbury, South Boston, Weymouth
	2	Arlington, Belmont, Chelsea, Cohasset, Everett, Hingham, Hull, Lexington, Lynn, Malden, Medford, Melrose, Needham, Newton, Norwood, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Winchester, Winthrop, Woburn
Needham	1	Dedham, Dover, Jamaica Plain, Needham, Newton, Wellesley, Brighton, Brookline, Hyde Park, Norwood, Waltham, Watertown
	2	Arlington, Belmont, Boston Central, Braintree, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dorchester, East Boston, Everett, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Weymouth, Winchester, Winthrop, Woburn
Newton	1	Brighton, Brookline, Jamaica Plain, Needham, Newton, Waltham, Watertown, Wellesley, Arlington, Belmont, Boston Central, Charlestown, Dedham, Dorchester, Hyde Park, Lexington, Lincoln, Medford, Roxbury, Somerville, South Boston, Winchester
	2	Braintree, Burlington, Canton, Chelsea, East Boston, Everett, Lynn, Malden, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Winthrop, Woburn

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Norwood	1	Canton, Dedham, Dover, Norwood, Sharon, Walpole, Hyde Park, Needham
	2	Arlington, Belmont, Boston Central, Braintree, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Jamaica Plain, Milton, Newto, Quincy, Randolph, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Weymouth
Quincy	1	Braintree, Dorchester, Milton, Quincy, Weymouth, Boston Central, Brookline, Hingham, Hull, Hyde Park, Jamaica Plain, Randolph, Roxbury, South Boston
	2	Arlington, Belmont, Brighton, Cambridge, Canton, Charlestown, Chelsea, Cohasset, Dedham, East Boston, Everett, Lynn, Malden, Medford, Melrose, Needham, Newton, Norwood, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Winchester, Winthrop
Randolph	1	Braintree, Brockton, Canton, Milton, Randolph, Rockland, Stoughton, Weymouth, Hyde Park, Quincy
	2	Brighton, Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Cohasset, Dedham, Dorchester, East Boston, Hingham, Hull, Jamaica Plain, Needham, Newton, Norwood, Roxbury, Somerville, South Boston, Watertown, Wellesley, Winthrop

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Reading	1	Lynnfield, Northreading, Reading, Stoneham, Wakefield, Wilmington, Woburn, Arlington, Burlington, Malden, Medford, Melrose, Saugus, Winchester
	2	Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Lynn, Newton, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Winthrop
Revere	1	Chelsea, East Boston, Everett, Lynn, Malden, Revere, Saugus, Winthrop, Arlington, Boston Central, Brookline, Cambridge, Charlestown, Dorchester, Medford, Melrose, Roxbury, Somerville, South Boston, Stoneham, Wakefield, Winchester
	2	Belmont, Braintree, Brighton, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Milton, Needham, Newton, Quincy, Reading, Waltham, Watertown, Wellesley, Weymouth, Woburn
Roxbury	1	Boston Central, Brookline, Dorchester, Jamaica Plain, Roxbury, South Boston, Arlington, Belmont, Brighton, Cambridge, Charlestown, Chelsea, Dedham, East Boston, Everett, Hyde Park, Malden, Medford, Milton, Newton, Quincy, Revere, Somerville, Winthrop
	2	Braintree, Burlington, Canton, Cohasset, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Somerville	1	Arlington, Cambridge, Charlestown, Everett, Medford, Somerville, Belmont, Boston Central, Brighton, Brookline, Chelsea, Dorchester, East Boston, Jamaica Plain, Lexington, Malden, Melrose, Newton, Revere, Roxbury, Saugus, South Boston, Stoneham, Waltham, Watertown, Winchester, Winthrop, Woburn
	2	Braintree, Burlington, Dedham, Hingham, Hull, Hyde Park, Lincoln, Lynn, Milton, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Wellesley, Weymouth
South Boston	1	Boston Central, Dorchester, Roxbury, South Boston, Arlington, Belmont, Brighton, Brookline, Cambridge, Charlestown, Chelsea, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Milton, Newton, Quincy, Revere, Somerville, Watertown, Winthrop
	2	Braintree, Burlington, Canton, Cohasset, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester, Woburn
Stonham	1	Medford, Melrose, Reading, Stoneham, Wakefield, Winchester, Woburn, Arlington, Belmont, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Lexington, Lynn, Malden, Revere, Saugus, Somerville
	2	Boston Central, Brighton, Brookline, Dorchester, Hyde Park, Jamaica Plain, Linclon, Milton, Needham, Newton, Quincy, Roxbury, South Boston, Waltham, Watertown, Wellesley, Winthrop

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4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Wakefield	1	Lynn, Lynnfield, Melrose, Reading, Saugus, Stoneham, Wakefield, Arlington, Burlington, Chelsea, Everett, Malden Medford, Revere, Winchester, Woburn
	2	Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Jamaica Plain, Lexington, Lincoln, Newton, Roxbury, Somerville, South Boston, Waltham, Watertown, Winthrop
Waltham	1	Belmont, Lexington, Lincoln, Natick, Newton, Waltham, Watertown, Wayland, Wellesley, Arlington, Brighton, Brookline, Cambridge, Jamaica Plain, Medford, Needham, Somerville, Winchester
	2	Boston Central, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Malden, Melrose, Milton, Norwood, Quincy, Reading, Revere, Roxbury, South Boston, Stoneham, Wakefield, Winthrop, Woburn
Watertown	1	Belmont, Brighton, Cambridge, Newton, Waltham, Watertown, Arlington, Boston Central, Brookline, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Needham, Roxbury, Somerville, South Boston, Wellesley, Winchester
	2	Braintree, Burlington, Canton, Dedham, Hyde Park, Lynn, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Winthrop, Woburn

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Wellesley	1	Dover, Natick, Needham, Newton, Waltham, Wellesley, Belmont, Brighton, Brookline, Dedham, Watertown
	2	Arlington, Boston Central, Braintree, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Norwood, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Winchester, Winthrop, Woburn
Weymouth	1	Braintree, Hingham, Quincy, Randolph, Rockland, Weymouth, Cohasset, Hull, Milton,
	2	Boston Central, Brighton, Brookline, Cambridge, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Malden, Needham, Norwood, Revere, Roxbury, Somerville, South Boston, Winthrop
Winchester	1	Arlington, Lexington, Medford, Stoneham, Winchester, Woburn, Belmont, Brighton, Burlington, Cambridge, Charlestown, Chelsea, East Boston, Everett, Malden, Melrose, Newton, Reading, Revere, Saugus, Somerville, Wakefield, Waltham, Watertown
	2	Boston Central, Brookline, Dedham Dorchester, Hyde Park, Jamaica Plain, Lincoln, Lynn, Milton, Needham, Quincy, Roxbury, South Boston, Wellesley, Winthrop

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4.2 Local Calling Areas (cont=d.)

4.2.1 Local Calling Areas for Metropolitan Boston: (cont=d.)

<u>Exchange Zone</u>		<u>Local Calling Area</u>
Winthrop	1	East Boston, Revere, Winthrop , Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, Everett, Jamaica Plain, Lynn, Malden, Medford, Melrose, Roxbury, Saugus, Somerville, South Boston
	2	Arlington, Belmont, Braintree, Brighton, Burlington, Cohasset, Dedham, Hingham, Hull, Hyde Park, Lexington, Milton, Needham, Newton, Quincy, Randolph, Reading, Stoneham, Wakefield, Waltham, Watertown, Wellesley, Weymouth, Winchester, Woburn
Woburn	1	Burlington, Lexington, Reading, Stoneham, Wilmington, Winchester, Woburn , Arlington, Belmont, Everett, Malden, Medford, Melrose, Saugus, Somerville, Wakefield
	2	Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Hyde Park, Jamaica Plain, Lincoln, Lynn, Milton, Needham, Newton, Revere, Roxbury, South Boston, Waltham, Watertown, Wellesley, Winthrop

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SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.2 Local Calling Areas Outside Metropolitan Boston³:

<u>Exchange</u>	<u>Local Calling Area</u>
Acton	Acton, Concord, Harvard, Littleton, Maynard, Westford
Amesbury	Amesbury, Merrimac, Newburyport, <South Hampton, NH Locality>, West Newbury
Andover	Andover, Lawrence, Lowell, North Reading, Wilmington
Ashburnham	Ashburnham, Ashby, Fitchburg, Gardner, Westminster, Winchendon,
Ashby	Ashby, Ashburnham, Fitchburg, Townsend
Assonet	Assonet, Fall River, Rochester, Taunton
Athol (New Warwick Only)	Athol, <Amherst> (Leverett, Shutesbury and Sutherland only) <Ashfield>, <Bernardston>, <Charlemont>, <Colrain>, <Conway>, <Greenfield>, <Millers Falls>, <Monroe Bridge>, <Montague>, <Northfield>, Orange, Petersham, <Shelume Falls>, <South Deerfield>, Templeton, <Turners Falls>, Winchendon
Athol (other)	Athol, Orange, Petersham, Templeton, Winchendon
Attleboro	Attleboro, Mansfield, North Attleboro, Norton, Rehoboth Zone, Southgate

³ Exchanges enclosed within <> indicates exchange in different LATA.

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SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.2 Local Calling Areas Outside Metropolitan Boston:

<u>Exchange</u>	<u>Local Calling Area</u>
Auburn	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Oxford, Oakham, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Ayer	Ayer, Bolton, Clinton, Groton, Harvard, Leominster, Littleton, Shirley
Barnstable	Barnstable, Dennis, Hyannis, Osterville, Sagamore
Barre	Barre, <Gilbertville>, Hubbardston, North Brookfield, Oakham, Petersham, Rutland, Templeton
Bellingham	Bellingham, Blackstone, Franklin, Medway, Milford
Berlin	Berlin, Bolton, Boylston, Clinton, Hudson, Marlboro, Northboro
Beverly	Beverly, Danvers, Hamilton, Manchester, Peabody, Salem
Billerica	Billerica, Burlington, Concord, Lexington, Lowell, Wilmington
Blackstone	Bellingham, Blackstone, <Cumberland Hill, RI>, Franklin, Milford, Uxbndge, Woonsocket, RI>, Wrentham
Bolton	Ayer, Berlin, Bolton, Clinton, Harvard, Hudson, Maynard
Boylston	Auburn, Berlin, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Rutland, Spences, Shrewsbury, Sterling, West Boylston, Worcester
Brewster	Brewster, Dennis, Harwich, Orleans
Bridgewater	Bridgewater, Brockton, Bryantville, East Bridgewater, Middleboro, Taunton

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<u>Exchange</u>		<u>Local Calling Area</u>
Brockton		Bridgewater, Brockton, East Bridgewater, Easton, Randolph, Rockland, Stoughton, Taunton, Whitman
Bryantville		Bridgewater, Bryantville, East Bridgewater, Hanover, Kingston, Middleboro, Whitman
Burlington	Zone 1	Burlington, Billerica, Lexington, Wilmington, Woburn, Arlington, Belmont, Medford, Melrose, Reading, Stoneham, Wakefield, Winchester
	Zone 2	Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lincoln, Malden, Needham, Newton, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley, Winthrop
Buzzards Bay		Buzzards Bay, Cataumet, Plymouth, Sagamore, Wareham
Carver		Carver, Kingston, Middleboro, Plymouth, Wareham
Cataumet		Buzzards Bay, Cataumet, Falmouth, Osterville, Sagamore
Charlton		Charlton, Leicester, North Brookfield, Oxford, Southbridge, Spencer, Sturbridge, Webster
Chatham		Chatham, Harwich, Orleans
Chilmark		Chilmark, Edgartown, Vineyard Haven
Clinton		Ayer, Berlin, Bolton, Boylston, Clinton, Leominster, Sterling, West Boylston, worcester
Concord		Acton, Billerica, Concord, Lexington, Lincoln, Lowell, Maynard, Sudbury, Wayland, Westford

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<u>Exchange</u>	<u>Local Calling Area</u>
Danvers	Beverly, Danvers, Hamilton, Lawrence, Lynnfield, North Reading, Peabody, Salem, Topsfield
Dennis	Bamstable, Brewster, Dennis, Harwich, Hyannis
Dighton	Dighton, Fall River, Rehoboth Zone, Taunton
Dover	Dedham, Dover, Medfield, Natick, Needham, Norwood, Walpole, Wellesley
Duxbury	Duxbury, Kingston, Marshfield
East Bridgewater	Bridgewater, Brockton, Bryantville, East Bridgewater, Whitman
East Douglas	East Douglas, Millbury, Oxford, <Pascoag, RI>, Uxbridge, Webster, Whitinsville
Easton	Brockton, Easton, Mansfield, Norton, Sharon, Stoughton, Taunton
Edgartown	Chilmark, Edgartown, Vineyard Haven
Essex	Essex, Gloucester, Hamilton, Ipswich, Manchester
Fall River	Assonet, Dighton, <Little Compton, RI>, New Bedford, North, Swansea, Rehoboth, Rochester, <Tiverton, RI>, Westport
Falmouth	Cataumet, Falmouth, Osterville
Fitchburg	Ashburnham, Ashby, Leominster, Lunenburg, Townsend, Westminster
Foxboro	Foxboro, Mansfield, North Attleboro, Sharon, Walpole, Wrentham

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<u>Exchange</u>	<u>Local Calling Area</u>
Framingham	Framingham, Holliston, Hopkinton, Marlboro, Natick, Sudbury, Wayland
Franklin	Bellingham, Blackstone, Franklin, Medfield, Medway, Millis, Walpole, Wrentham
Gardner	Ashburnham, Gardner, Hubbardston, Templeton, Westminster, Winchendon
Georgetown	Georgetown, Haverhill, Lawrence, Newburyport, Rowley, Topsfield
Gloucester	Essex, Gloucester, Manchester, Rockport
Grafton	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Oakham, Rutland, Shrewsbury, Spencer, Upton, West Boylston, Westboro, Whitinsville, Worcester
Groton	Ayer, Groton, Littleton, Lunenburg, Pepperell, Shirley, Townsend, Tyngsboro, Westford
Hamilton	Beverly, Danvers, Essex, Hamilton, Ipswich, Manchester, Topsfield
Hanover	Bryantville, Hanover, Kingston, Marshfield, Norwell, Rockland, Whitman
Harvard	Acton, Ayer, Bolton, Harvard, Littleton, Maynard
Harwich	Brewster, Chatham, Dennis, Harwich, Orleans
Haverhill	Georgetown, <Hampstead, NH>, <Kingston, NH>, Lawrence, Merrimac, Newburyport, <Plainstow, NH>, West Newbury

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<u>Exchange</u>	<u>Local Calling Area</u>
Holden	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Oakham, Princeton, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Worcester
Holliston	Framingham, Holliston, Hopkinton, Medway, Milford, Millis, Natick
Hopkinton	Framingham, Holliston, Hopkinton, Marlboro, Milford, Upton, Westboro
Hubbardston	Barre, Gardner, Hubbardston, Princeton, Rutland, Templeton, Westminster
Hudson	Berlin, Bolton, Hudson, Marlboro, Maynard, Sudbury
Hyannis	Bamstable, Dennis, Hyannis, Osterville
Iswich	Essex, Hamilton, Iswich, Rowley, Topsfield
Kingston	Bryantville, Carver, Duxbury, Hanover, Kingston, Marshfield, Middleboro, Plymouth
Lawrence	Andover, Danvers, Georgetown, Haverhill, Lowell, North Reading, <Salem, NH>, Topsfield
Leicester	Auburn, Boylston, Charlton, Grafton, Holden, Leicester, Millbury, Oakham, Oxford, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Leominster	Ayer, Clinton, Fitchburg, Leominster, Lunenburg, Princeton, Shirley, Sterling, Westminster
Littleton	Acton, Ayer, Groton, Harvard, Littleton, Westford

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<u>Exchange</u>		<u>Local Calling Area</u>
Lowell		Andover, Billerica, Concord, Lawrence, Lowell, <Pelham, NH>, Tyngsboro, Westford, Wilmington
Lunenburg		Fitchburg, Groton, Loemister, Lunenburg, Shirley, Townsend
Lynn	Zone 1	Lynn, Lynnfield, Marblehead, Peabody, Revere, Salem, Saugus, Wakefield , Chelsea, East Boston, Everett, Malden, Melrose, Stoneham, Winthrop
	Zone 2	Arlington, Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dorchester, Hingham, Hull, Jamaica Plain, Lexington, Medford, Milton, Newton, Quincy, Reading, Roxbury, Somerville, South Boston, Watertown, Winchester, Woburn
Lynnfield		Danvers, Lynn, Lynnfield, North Reading, Peabody, Reading, Saugus, Wakefield
Manchester		Beverly, Essex, Gloucester, Hamilton, Manchester
Mansfield		Attleboro, Easton, Foxboro, Mansfield, North Attleboro, Norton, Sharon
Marblehead		Lynn, Marblehead, Salem
Marion		Marion, Mattapoissett, Rochester, Wareham
Marlboro		Berlin, Framingham, Hopkinton, Hudson, Marlboro, Maynard, Northboro, Sudbury, Westboro
Marshfield		Duxbury, Hanover, Kingston, Marshfield, Norwell, Scituate
Mattapoissett		Marion, Mattapoissett, New Bedford, Rochester

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<u>Exchange</u>	<u>Local Calling Area</u>
Maynard	Acton, Bolton, Concord, Harvard, Hudson, Marlboro, Maynard, Sudbury
Medfield	Dover, Franklin, Medfield, Millis, Natick, Walpole
Medway	Bellingham, Franklin, Holliston, Medway, Milford, Millis
Merrimac	Amesbury, Haverhill, Merrimac, West Newbury
Middleboro	Bridgewater, Bryantville, Carver, Kingston, Middleboro, Rochester, Taunton, Wareham
Milford	Bellingham, Blackstone, Holliston, Hopkinton, Medway, Milford, Upton, Uxbridge, Whitinsville
Millbury	Auburn, Boylston, Est Douglas, Grafton, Holden, Leicester, Millbury, Oakham, Oxford, Rutland, Shrewsbury, Spencer, West boylston, Whitinsville, Worcester
Millis	Franklin, Holliston, Medfield, Medway, Millis, Natick
Nantucket	Nantucket, Siasconset
Natick	Dover, Framingham, Holliston, Medfield, Millis, Waltham, Wayland, Wellesley
New Bedford	Fall River, Mattapoisett, New Bedford, Rochester, Westport
Newburyport	Amesbury, Georgetown, Haverhill, Newburyport, Rowley, <Seabrook, NH>, West Newbury

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<u>Exchange</u>	<u>Local Calling Area</u>
North Attleboro	Attleboro, Foxboro, Mansfield, North Attleboro, Southgate, Wrentham
Northboro	Berlin, Boylston, Marlboro, Northboro, Shrewsbury, Westboro, Worcester
North Brookfield	Barre, Charlton, <Gilbertville>, North Brookfield, Oakham, Spencer, Sturbridge, <Warren>
North Reading	Andover, Danvers, Lawrence, Lynnfield, North Reading, Reading, Wilmington
North Swansea	<Bristol, RI>, Fall River, North Swansea, <Providence, RI>, Rehoboth, Seekonk, <Warren, RI>
Norton	Attleboro, Easton, Mansfield, Norton, Rehoboth, Taunton
Norwell	Hanover, Hingham, Marshfield, Norwell, Rockland, Scituate
Oakham	Auburn, Barre, Boylston, Grafton, Holden, Leicester, Millbury, North Brookfield, Oakham, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Orange	<Amerst>, (Leverett, Shutesbury and Sunderland only), <Ashfield>, Athol, <Bernardston>, <Charlemont>, <Colrain>, <Conway>, <Greenfield>, <Millers Falls>, <Montague>, <Monroe Bridge>, <Northfield>, Petersham, <Shelburne Falls>, <South Deerfield>, <Turners Falls>
Orleans	Brewster, Chatham, Harwich, Orleans, Wellfleet

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.2 Local Calling Areas Outside Metropolitan Boston:

<u>Exchange</u>	<u>Local Calling Area</u>
Osterville	Bamstable, Cataumet, Falmouth, Hyannis, Osterville, Sagamore
Oxford	Auburn, Charlton, East Douglas, Leicester, Millbury, Oxford, Webster, Worcester
Peabody	Beverly, Danvers, Lynn, Lynnfield, Peabody, Salem
Pepperell	Groton, Pepperell, Townsend, Tyngsboro
Petersham	Athol, Barre, Orange, Petersham, Templeton
Plymouth	Buzzards Bay, Carver, Kingston, Plymouth, Sagamore, Wareham
Princeton,	Holden, Hubbardston, Leominster, Princeton, Rutland, Sterling, Westminster
Provincetown	Provincetown, Wellfleet
Rehoboth	Attleboro, Dighton, Fall River, North Swansea, Norton, <Providence, RI>, Rehoboth, Seekonk, Southgate, Taunton
Rochester	Assonet, Fall River, Marion, Mattapoisett, Middleboro, New Bedford, Rochester, Taunton, Wareham
Rockland	Brockton, Hanover, Hingham, Norwell, Randolph, Rockland, Weymouth, Whitman
Rockport	Gloucester, Rockport
Rowley	Georgetown, Ipswich, Newburyport, Rowley, Topsfield

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS

4.2 Local Calling Areas (cont=d.)

4.2.2 Local Calling Areas Outside Metropolitan Boston:

<u>Exchange</u>	<u>Local Calling Area</u>
Rutland	Auburn, Barre, Boylston, Grafton, Holden, Hubbardston, Leicester, Millbury, Oakham, Princeton, Rutland, Shrewsbury, Spenser, West Boylston, Worcester
Sagamore	Barnstable, Buzzards Bay, Cataumet, Osterville, Plymouth, Sagamore
Salem	Beverly, Danvers, Lynn, Marblehead, Peabody, Salem
Saugus	Zone 1 Lynn, Lynnfield, Malden, Melrose, Revere, Saugus, Wakefield, Arlington, Boston Central, Cambridge, Charlestown, Chelsea, East Boston, Everett, Medford, Reading, Somerville, Stoneham, Winchester, Winthrop, Woburn
	Zone 2 None
Scituate	Cohasset, Hingham, Marshfield, Norwell, Scituate
Seekonk	<Bristol, RI>, <Centredale, RI>, <Coventry, RI>, <Cumberland Hill, RI>, <Greenwich, RI>, North Swansea, <Pawtucket, RI>, <Providence, RI>, Rehoboth, <Scituate, RI>, Southgate, <Warren, RI>, <Warwick, RI>, <West Warwick, RI>
Sharon	Canton, Easton, Foxboro, Mansfield, Norwood, Sharon, Stoughton, Walpole
Shirley	Ayer, Groton, Leominster, Lunenburg, Shirley
Shrewsbury	Auburn, Boylston, Grafton, Holden, Leicesterm, Millbury, Oakham, Northboro, Rutland, Shrewsbury, Spencer, West Boylston, Westboro, Worcester
Siasconset	Nantucket, Siasconset

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.2 Local Calling Areas Outside Metropolitan Boston:

<u>Exchange</u>	<u>Local Calling Area</u>
Southbridge	Charlton, Southbridge, Sturbridge, Webster
Southgate	Attleboro, <Centredale, RI>, <Cumberland Hill, RI>, North Attleboro, <Pawtucket, RI>, <Providence, RI>, Rehoboth, Seekonk
Spencer	Auburn, Boylston, Charlton, Grafton, Holden, Leicester, Millbury, North Brookfield, Oakham, Rutland, Shrewsbury, Spencer, West Boylston, Worcester
Sterling	Boylston, Clinton, Holden, Leominster, Princeton, Sterling, West Boylston, Worcester
Stoughton	Brockton, Canton, Easton, Randolph, Sharon, Stoughton
Sturbridge	<Brimfield>, Charlton, North Brookfield, Southbridge, Sturbridge
Sudbury	Concord, Framingham, Hudson, Marlboro, Maynard, Sudbury, Wayland
Taunton	Assonet, Bridgewater, Brockton, Dighton, Easton, Middleboro, Norton, Rehoboth, Rochester, Taunton
Templeton	Athol, Barre, Gardner, Hubbardston, Petersham, Templeton, Winchendon
Topsfield	Danvers, Georgetown, Hamilton, Ipswich, Lawrence, Rowley, Topsfield
Townsend	Ashby, Fitchburg, Groton, Lunenburg, Pepperell, Townsend
Tyngsboro	Groton, Lowell, <Nashua, NH>, Pepperell, Tyngsboro, Westford

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.2 Local Calling Areas Outside Metropolitan Boston:

<u>Exchange</u>	<u>Local Calling Area</u>
Upton	Grafton, Hopkinton, Milford, Upton, Westboro, Whitinsville
Uxbridge	Blackstone, East Douglas, Milford, <Pascoag, RI>, Uxbridge, Whitinsville
Vineyard Haven	Chilmark, Edgartown, Vineyard Haven
Walpole	Dover, Foxboro, Franklin, Medfield, Norwood, Sharon, Walpole, Wrentham
Wareham	Buzzard Bay, Carver, Marion, Middleboro, Plymouth, Rochester, Wareham
Wayland	Concord, Framingham, Lincoln, Natick, Sudbury, Waltham
Webster	Charlton, East Douglas, <North Thomopson, CT>, Oxford, Southbridge, Webster
Wellfleet	Orleans, Provincetown, Wellfleet
Westboro	Grafton, Hopkinton, Marlboro, Northboro, Shrewsbury, Upton, Westboro, Worcester
West Boylston	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Oakham, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Worcester
Westford	Acton, Concord, Grafton, Littleton, Lowell, Tyngsboro, Westford
Westminster	Ashburnham, Fitchburg, Gardner, Hubbardston, Leominster, Princeton, Westminster

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SERVICE AREAS4.2 Local Calling Areas (cont=d.)4.2.2 Local Calling Areas Outside Metropolitan Boston:

<u>Exchange</u>	<u>Local Calling Area</u>
West Newbury	Amesbury, Haverhill, Merrimac, Newburyport, West Newbury
Westport	Fall River, <Little Compton, RI>, New Bedford, Westport
Whitinsville	East Douglas, Grafton, Millbury, Milford, Upton, Uxbridge, Whitinsville
Whitman	Brockton, Bryantville, East Bridgewater, Hanover, Rockland, Whitman
Wilmington	Andover, Billerica, Burlington, Lowell, North Reading, Reading, Wilmington, Woburn
Winchendon	Ashburnham, Athol, <Fitzwilliam, NH>, Gardner, <Rindge, NH>, Templeton, Winchendon
Worcester	Auburn, Boylston, Clinton, Grafton, Holden, Leicester, Millbury, Northboro, Oakham, Oxford, Rutland, Shrewsbury, Spencer, Sterling, West Boylston, Westboro, Worcester
Wrentham	Blackstone, Foxboro, Franklin, North Attleboro, Walpole, Wrentham

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.1. General

Exchange Access Service provides a Customer with a telephonic connection and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service enables users to:

- A) receive calls from other stations on the public switched telecommunications network;
- B) access other services offered by the Company as set forth in this tariff;
- C) access certain interstate and international calling services provided by the Company;
- D) access (at no additional charge) the Company's operators and business office for service related assistance;
- E) access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
- F) access services provided by other common carriers which purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or which maintain other types of traffic exchange arrangements with the Company.
- G) Exchange Access Service can not be used to originate calls to other telephone companies' caller-paid information services (e.g. NPA 900, NXX 970, 540, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked. Calls to numbers "NXX 976" will also be blocked unless otherwise specified by the Customer at the time service is ordered. Should a customer request unblocking for access to the "NXX 976" caller-paid information service, the Company will bill and collect on behalf of the telephone companies' information provider holding the customer fully liable for all charges incurred for use of the information provider's service.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.1 General (cont'd.)

Each Exchange Access Service is available on a "Full" service basis, whereby service is delivered to a demarcation/connection block at the customer's premises.

The following Exchange Access Services are offered:

Business Services

Basic Line Service
Key Line Service
Basic Trunk Service
DID Trunk Service
Digital Trunk Service
Centrex Service

Residential Services

Basic Service
Value Service
Premium Service
Preferred Service
Ultra Service

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Issued By:

Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS SERVICE5.2 Business Service5.2.1 Basic Line Service

Basic Line Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company-provided Basic Lines.

Non-recurring and monthly recurring rates per Basic Line apply as follows:

Per Line	<u>Term</u>	<u>Non-Recurring</u>	
		<u>First Line</u>	<u>Addtl Line</u>
	Month-to-Month	\$74.41	\$41.18
	1 Year	65.10	36.03
	2 Year	55.80	30.88
		<u>Monthly Recurring</u>	
	Month-to-Month		\$8.71
	1 Year		7.30
	2 Year		5.40

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont=d.)5.2.1 Basic Line Service (cont=d.)Optional Features

The following is a list of Optional Features available with Basic Line Service.

	<u>Monthly Recurring</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Call Forwarding	\$ 4.07	\$ 3.56	\$ 3.05
Call Trace	2.60	2.27	1.95
Call Waiting	4.26	3.73	3.19
Caller ID	3.96	3.46	2.97
Caller ID with Name	4.76	4.16	3.57
Hunting	0.00	0.00	0.00
Speed Dialing			
8 Codes	3.29	2.88	2.47
30 Codes	4.96	4.34	3.72
Three Way Calling	4.07	3.56	3.05
Touch Tone	1.16	1.02	0.87

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.2 Key Line Service

Key Line Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Key Lines are provided for connection of Customer-provided key systems to the public switched telecommunications network.

Non-recurring and monthly recurring rates per Key Line apply as follows:

Per Line	<u>Term</u>	<u>Non-Recurring</u>	
		<u>First Line</u>	<u>Addtl Line</u>
	Month-to-Month	\$74.41	\$41.18
	1 Year	65.10	36.03
	2 Year	55.80	30.88
		<u>Monthly Recurring</u>	
Per Line	Month-to-Month		\$8.71
	1 Year		7.30
	2 Year		5.40

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.2 Key Line Service (cont=d)Optional Features

The following is a list of Optional Features available with Key Line Service.

	<u>Monthly Recurring</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Call Forwarding	\$ 4.07	\$ 3.56	\$ 3.05
Call Trace	2.60	2.27	1.95
Call Waiting	4.26	3.73	3.19
Caller ID	3.96	3.46	2.97
Caller ID with Name	4.76	4.16	3.57
Hunting	0.00	0.00	0.00
Remote Call Forwarding	18.75	17.00	14.00
NRC Installation Charge	53.25	47.74	40.75
NRC Change Orders	34.00	30.75	26.00
Speed Dialing			
8 Codes	3.29	2.88	2.47
30 Codes	4.96	4.34	3.72
Three Way Calling	4.07	3.56	3.05
Touch Tone	1.16	1.02	0.87
Voice Mail	10.00	10.00	8.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.3 Basic Trunk Service

Basic Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network.

Basic Trunks may be equipped with Analog Direct Inward Dial (DID) capability and DID number blocks for additional charges, as set forth in Section 6.1.2.

Per Trunk	<u>Term</u>	
	Month-to-Month	\$74.41
	1 Year	65.11
	2 Year	55.81
	<u>Term</u>	<u>Monthly Recurring</u>
Per Trunk	Month-to-Month	\$10.40
	1 Year	9.10
	2 Year	7.80

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.4 DID Trunk Service

DID Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to receive incoming calls one call at a time. DID Trunk Service transmits the dialed digits for all incoming calls allowing the customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID number blocks apply in addition to the DID Trunk charges listed below.

Non-recurring and monthly recurring rates per DID Trunk, apply as follows:

	<u>Term</u>	<u>Non-Recurring</u>
Per Trunk	Month-to-Month	\$85.46
	1 Year	74.78
	2 Year	64.10
Per Trunk		<u>Monthly Recurring</u>
	Month-to-Month	\$36.97
	1 Year	32.35
	2 Year	27.73
Per Block of 20 DID Numbers		\$ 1.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.5 Digital Trunk Service

Digital Trunk Service provides a Customer with a digital connection operating at 1.544 Mbps which is time division multiplexed into 24 individual voice-grade telephonic communications channels, each of which can be used to place or receive one call at a time. Digital Trunks are provided for connection of compatible Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Digital Trunk is provided with dual tone multi-frequency (DTMF) or multi-frequency (MF) signaling, as specified by the Customer. Digital Trunks may be configured into hunt groups with other Company-provided Digital Trunks. The terminal interface for each Digital Trunk Service is a DSX-1 panel.

Non-recurring and monthly recurring rates per Digital Trunk per point, apply as follows:

DID/DOD Dynamic Trunks

DID/DOD Dynamic Trunks allow both incoming exchange call to be dialed directly to a station or allows outgoing exchange calls to be dialed directly. These trunks are able to carry both inbound and outbound traffic.

<u>Monthly Recurring</u>		
<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
\$575.00	\$500.00	\$445.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.5 Digital Trunk Service (cont=d.)DID/DOD Dedicated Allocation Trunks

DID/DOD Dedicated Allocation Trunks allows either in incoming exchange call to be dialed directly to a station (DID) or allows outgoing exchange calls to be dialed directly (DOD). The 24 trunks configuration must be determined at the time of sale. These trunks will only carry either inbound or outbound traffic based on this configuration. DID service charge applies to all DID trunks.

<u>Monthly Recurring</u>		
<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
\$450.00	\$390.00	\$350.00

DOD Only Trunks

DOD Only Trunks allows outgoing exchange calls to be directly dialed from a station without having to go through an attendant.

<u>Monthly Recurring</u>		
<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
\$450.00	\$390.00	\$350.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.5 Digital Trunk Service (cont=d.)

DID Service

DID Service allows incoming dialed calls from the exchange network to reach a specific station line without the assistance of an attendant through the use of a seven digit number. This service charge is applied to each trunk that required DID service.

<u>Monthly Recurring</u>		
<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
\$ 20.00	\$ 17.50	\$ 15.00

DID Only Trunks

DID Only Trunks allows incoming exchange calls to be directly dialed from a station without having to go through an attendant.

<u>Monthly Recurring</u>		
<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
\$450.00	\$390.00	\$350.00

DOD/Attended Inbound

DOD/Attended Inbound Trunks allows outgoing exchange calls to be directly dialed from a station without having to go through an attendant. All inbound calls must go through an attendant to terminate to a specific station.

<u>Monthly Recurring</u>		
<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
\$450.00	\$390.00	\$350.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.6 Centrex Service

Centrex Service provides the Customer with multiple individual voice-grade telephone communications channels, each of which can be used to place or receive one call at a time. Centrex Station Lines are provided for connection of Centrex-compatible Customer-provided station sets to the public switched telecommunications network. Centrex Service standard and optional features are described in the Definitions Section of this tariff. Where network is already established at premise Centrex Service is provided with a minimum of five (5) Centrex Station Lines. In cases where network must be established at premise Centrex Service is provided with a minimum of twenty-four (24) Centrex Station Lines. Each Centrex Station Line is provided in combination with other Company-provided services. The standard features are as follows:

Call Forward Busy	Call Transfer
Call Forward Don't Answer	Three-Way Conference Calling
Call Forward Variable	Touch Tone
Call Hunting	Call Pick-up
Call Hold	

Some features may not be available in all locations.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.6 Centrex Service (cont'd.)A) Line Charges

	<u>Term</u>	<u>Non- Recurring</u>
Per Line	Month to Month	\$34.00
	1 Year	32.00
	2 Year	30.00
Per Line ⁴	Month to Month	\$15.30
	1 Year	14.40
	2 Year	13.50

⁴Monthly recurring per line rate based on activation of up to 50 lines. Service requiring 51 lines or more will be provided on an ICB.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.6 Centrex Service (cont'd)

B) Usage Charges

Local usage charges for measured service calls are as follows.

Local Service Rates

Refer to the Rate Schedule located in Section 7.1.1.

IntraLATA Toll Service Rates

Refer to the Rate Schedule located in Section 8.1.3.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS SERVICE5.2 Business Service (cont'd.)5.2.6 Centrex Service (cont'd)C) Optional Features

The following is a list of Optional Features available with Centrex Service.

	<u>Monthly Recurring</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Automatic Callback	\$12.75	\$12.00	\$11.25
Call Waiting	12.75	12.00	11.25
Directed Call Pickup			
W/Barge In	12.75	12.00	11.25
W/O Barge In	12.75	12.00	11.25
Distinctive Ringing	17.00	16.00	15.00
Speed Calling			
Single Digit	12.75	12.00	11.25
2 Digit	12.75	12.00	11.25
Trunk Answer			
Any Line	12.75	12.00	11.25

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.7 2 + 2 Services

2 + 2 Services are available to Customers via RCN=s local network (Type I, Type II or via collocation). This service is available to Customers that sign a two-year contract. This service is bundled with RCN Long Distance and is only available to Customers who elect RCN as their long distance carrier.

		<u>Non-Recurring Charge</u>
2 + 2 T1 Installation		\$300.00
2 + 2 ISDN PRI Installation		\$625.00
		<u>Monthly Recurring Charge</u>
2 + 2 DOD T1		\$320.00
2 + 2 LNP DOD T1		\$320.00
2 + 2 Attended T1		\$320.00
2 + 2 LNP Attended T1		\$320.00
2 + 2 Dynamic T1		\$415.00
2 + 2 LNP Dynamic T1		\$415.00
2 + 2 ISDN PRI		\$625.00
2 + 2 LNP ISDN PRI		\$625.00
2 + 2 Services Rate Plan		
Zone 1	<u>Per Call</u>	<u>Per Minute</u>
	\$0.0140	\$0.0080
Zone 2	\$0.0140	\$0.0080
LATA	\$0.0050	\$0.0420
Long Distance*		<u>Per Minute</u>
		\$0.0590

*Initial billing increment is 18 seconds; additional increments of 6 seconds

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.8 Extended Line Channel

The extended line channel is a monthly mileage charge product code for off-premise extensions, where the extension is ringing in a different address/location.

	<u>Monthly Recurring</u>
Per Point Bridged Per line	\$18.22

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE5.3 Residential Service5.3.1 Description

Residential Service provides the customer with a single analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time.

5.3.2 RatesA) Service Order Charges

For establishment of new service or moving service to another location.

	<u>Rate</u>
Per line	\$13.00

For changes of name or changes in types of services, except when changing from a higher grade of local exchange service to a lower grade of local exchange service. Change to non published listing. Billing Transfers from one customer to another.

	<u>Rate</u>
Per line	\$ 7.22

Charge to change the telephone number. It includes service change charge and central office connection.

	<u>Rate</u>
Nonrecurring Charge	\$29.22

Installation Charges for Initial Install/Moving service from one location to another location. This charge includes the Service Order Charge and the Central Office Connection line connection Charge.

	<u>Rate</u>
Nonrecurring Charge	\$50.00

B) Central Office Connection Charge

For connection of user's line to the Company's switching office.

	<u>Rate</u>
Per line	\$22.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.3 Residential Service (cont'd.)

5.3.2 Rates (cont'd.)

C) Monthly Recurring Rates

<u>Service Type</u>	<u>Rate</u>	
Unlimited Local	\$62.99	(D) (I)
Unlimited Phone Plan	\$50.00	(R T)

D) Usage Charges

IntraLATA Toll Service Rates

Refer to the Rate Schedule located in Section 8.2.2.

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Joseph Kahl
VP Regulatory & Public Affairs
650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE5.3 Residential Service (cont'd.)5.3.3 RCN Lifeline Service

RCN Lifeline Service provides for a reduction in the monthly rates for one exchange service line for eligible residence customers. The Company will also offer Toll Blocking Services to such eligible customers at no additional charge. In no case will the total service charge for Lifeline Service exceed that of the dominant local exchange service provider in the same area. Qualifying customers include those receiving financial assistance from one or more of the following programs:

Aid to Families with Dependent Children (ADC)
Massachusetts General Relief
Supplemental Security Income (SSI)
Medicaid
Food Stamps
Fuel Assistance

A) Eligibility

Eligibility will be determined by the relevant government agency in accordance with guidelines on file with the agency. For fuel assistance recipients, eligibility will be determined by the designee of the relevant government agency. Upon receipt of eligibility certification by said agency or its designee, the Company will provide a reduction in accordance with the following provisions.

Applicants must provide proof to the Company that they are certified as income eligible to receive one or more of the above benefits. After initial contact, the Customer is sent an application form to be completed by the Customer or their authorized representative, as designated by the Massachusetts Department of Social Services and identified as so authorized on the Customer=s card for any of the above benefits. Lifeline rates will not be offered until proof of eligibility is provided to the Company.

In addition to the state discount, recipients of Lifeline Service will receive a credit equal to 100% of the monthly End User Common Line charge as set forth in RCN FCC Tariff No. 1, Section 9.1.3.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.3 Residential Service (cont'd.)

5.3.3 RCN Lifeline Service (cont=d.)

A) Eligibility (cont=d.)

The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline Customer=s eligibility. If a Customer is identified as being ineligible, the Customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The Customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

B) Rates and Charges

For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in Section 5.3.4, following.

Service connection charges do not apply to change existing service from:

1. Basic Line Service to Basic Lifeline service;
2. Basic Lifeline Service to Basic Line Service

All applicable calling plan usage charges apply as set forth in Sections 7.2.2 and 8.2.2.

	<u>Rate</u>
Monthly recurring line charge Reduction	\$9.50

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.3 Residential Service (cont'd.)

5.3.4 Link Up America

Effective April 1, 2012, the Link Up America program has been eliminated for non-tribal lands, by order of the Federal Communications Commission in Docket No. 11-12, 03-109, 96-45, and 12-23.

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N
D
D

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE5.4 Rural Health Care Providers Support Program5.4.1 Description

- A) This program offers eligible public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services, as offered in this tariff, at comparable rates and charges paid for similar service in urban areas. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- 1) Services must be purchased in accordance with rules adopted by the FCC. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
 - 2) Services must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - 3) Services cannot be resold or transferred in consideration for money or any other medium of value.
- B) Rural health care providers may aggregate demand with other eligible entities to create a consortium.
- C) Rural health care providers and consortia shall submit requests for services to the program administrator, as designed by the FCC, and participate in a competitive bidding process for reduced rates in accordance with any state and local procurement rules.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS SERVICE

5.4 Rural Health Care Providers Support Program (cont=d)

5.4.1 Description (cont=d)

D) A health care provider that cannot obtain toll-free access to an internet service provider must certify that it lacks toll-free internet access and that it is an eligible health care provider.

1) Regardless of their location, each rural health care provider that cannot obtain toll-free access to an internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an internet service provider.

5.4.2 Application of Rates and Charges

A) Reduced rates are available to eligible rural health care providers as follows.

1) Each eligible health care provider that cannot obtain toll-free access to an internet service provider may be entitled to receive the lesser of the toll charges incurred for 30 hours of access per month to an internet service provider or \$180 per month in toll charge credits for toll charges imposed for connecting to an internet service provider.

2) A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Massachusetts with a population of at least 50,000.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS SERVICE

5.4 Rural Health Care Providers Support Program (cont=d)

5.4.2 Application of Rates and Charges (cont=d)

A) (cont=d.)

3) An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Massachusetts with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

B) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Telephone Company may offer flexible pricing subject to DTC. approval.

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Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS OPTIONAL FEATURES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES6.1 Business Service6.1.1 Directory Listings

For each Customer of Company-provided 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 at the following rates:

Monthly Recurring

Each Additional Listing:	
Month to Month	\$1.38
1 Year	1.21
2 Year	1.03

For Customers with multiple premises served by the Company, the Company will arrange for a listing of the main billing telephone number at each premise.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES6.1 Business Service (cont'd.)6.1.2 Direct Inward Dial (DID) ServiceA) Description

DID service is an optional feature which can be purchased in conjunction with Company-provided Basic Trunks or Digital Trunks. DID service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID number blocks apply in addition to charges specified for Basic Trunks or Digital Trunks in Sections 5.2.3 and 5.2.5, respectively.

One DID Additive charge applies for each DID-equipped Basic Trunk or DID-equipped channel on a Digital Trunk. Customer is required to purchase at least one DID number block for each DID-equipped trunk or trunk group, or DID-equipped channel or channel group.⁵ The Company reserves the right to limit the amount of DID numbers that will constitute a block of telephone numbers. The amount of DID numbers included in a telephone number group will be determined at the sole discretion of the Company, and will reflect the efficient management of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine based on its own discretion that there is inefficient number utilization, the Company may reassign the DID numbers.

⁵ A "group" is a set of Basic Trunks or Digital Trunk channels which have been configured into a hunt group.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS OPTIONAL FEATURES6.1 Business Service (cont'd)6.1.2 Direct Inward Dial (DID) ServiceA) Description

The Customer has no property right to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, at the end office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

B) RatesMonthly Recurring

Per Block of 20 DID Numbers	\$1.00
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Rates for volumes of Number blocks greater than 400 will be provided on an ICB basis

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.3 Vanity Number Service

A) Description

Vanity Number Service is an optional feature by which a new Customer may request a specific or unique telephone number and fax number for use with the Company provided Exchange Access Services. This service provides for the assignment of a customer requested telephone number other than the next available number from the assignment control list.

Vanity Number Service is furnished subject to the availability of facilities and the requirements of Exchange Access Service as defined by the Company. The Company reserves all rights to the Vanity Numbers assigned to customer's and may, therefore, change them if required.

Monthly recurring charges apply per Vanity number.

B) Rates

	<u>Term</u>	<u>Monthly Recurring</u>
Per Vanity Number	Month to Month	\$3.01
	1 Year	3.01
	2 Year	2.58

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.4 Toll Free Service

Toll Free Service provides the Customer with a telephone number within a Toll Free Service NPA, enabling the Customer or User to receive incoming calls to that number which originate from any station on the public switched telecommunications network within the State of Massachusetts. All charges for incoming Toll Free calls are billed to the Customer. Toll Free Service calls may be received over Company-provided Exchange Access Services. The Customer must designate one Exchange Access Service, or channel on a Digital Trunk, for use in conjunction with the Company's Toll Free Service, prior to commencement of service. Monthly recurring and usage rates are as follows:

		<u>Monthly Recurring</u>
		<u>Switched</u>
Per Line	<u>Term</u>	
	Month to Month	\$4.80
	1 Year	4.20
	2 Year	3.60
		<u>Rate</u>
		<u>Switched</u>
Per Line - Per Hour	Month to Month	\$8.00
	1 Year	7.00
	2 Year	6.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service

6.2.1 Optional Line Features

- A) Call Forwarding: The Call Forwarding service lets the user transfer incoming calls to another telephone number.

Monthly Recurring Rate \$ 3.50

- B) Call Waiting: Permits a line in use to be alerted by a tone when another call is attempting to complete to the line. The service also provides an automatic hold feature that is activated by a switchhook flash.

Monthly Recurring Rate \$ 7.00

- C) Speed Dialing: This feature allows the user to program the phone to dial frequently called local and long distance numbers by dialing just one or two digits. This feature is available in two increments, up to 8 numbers and up to 30 numbers.

Option A:	8 numbers	\$ 3.50
Option B:	30 numbers	\$ 7.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES6.2 Residential Service (cont'd.)6.2.1 Optional Line Features (cont'd.)

- D) Three Way Calling: Allows the user to add a third party to an existing conversation.
- | | |
|------------------------|---------|
| Unlimited Usage | |
| Monthly Recurring Rate | \$ 3.55 |
| Usage Sensitive | |
| Per Use | \$1.00 |
- E) Touch Tone Line: Allows the user of a push button phone (Touch Tone) to have speed dial capability and access to computerized services when available. Push button phones by themselves do not provide Touch Tone service. Touch Tone service is not required for rotary dial or pulse-only telephones.
- | | |
|------------------------|---------|
| Monthly Recurring Rate | \$ 0.93 |
|------------------------|---------|
- F) RESERVED FOR FUTURE USE

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.1 Optional Line Features (cont'd.)

G) RESERVED FOR FUTURE USE

H) Call Waiting ID Deluxe: Call Waiting ID Deluxe provides customers who subscribe to Caller ID Deluxe and Call Waiting with the ability to see the telephone number and name of a second incoming call. Call Waiting ID Deluxe may require additional customer provided equipment. This service is provided at no additional charge.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS OPTIONAL FEATURES6.2 Residential Service (cont'd.)6.2.1 Optional Line Features (cont'd.)

- I) Call Forward Busy Line/Don=t Answer: Call Forward Busy Line/Don=t Answer provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings.

Monthly Recurring Charge \$3.50

- J) Call Forward Busy Line: Call Forward Busy Line provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy within a determined number of rings.

Monthly Recurring Charge \$3.50

- K) Call Forward Don=t Answer: Call Forward Don=t Answer provides the automatic routing of incoming calls to a preselected telephone number when the called telephone number does not answer within a determined number of rings.

Monthly Recurring Charge \$3.50

- L) Priority Call: Priority Call is an arrangement which provides for one distinctive audible signal to the customer when a call is received from one of up to six prespecified telephone numbers. If the customer also subscribes to Call Waiting, and the call waiting tone is altered with a distinctive pattern.

Monthly Recurring Charge \$3.50

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features

- A) Call Return: This feature allows the user the ability to dial back the phone number of the last incoming call. To use this feature, the user pushes *69 on the Touch Tone phone or dials 1169 on a rotary phone. Call Return is offered on an unlimited usage or a usage sensitive basis. This offering is subject to serving facility availability.

Unlimited Usage	
Monthly Recurring Charge	\$ 3.50
Usage Sensitive*	
Per Use	\$ 1.00

- B) Caller ID: This feature allows the user to screen incoming calls and see the telephone number of the party making the call on a special display device that can be purchased separately. This offering is subject to serving facility availability.

Monthly Recurring Charge	\$ 7.00
--------------------------	---------

- C) Repeat Dialing: This feature continues to redial the busy number the user has been trying to reach, for up to 30 minutes. To use this feature, the user dials *66 on a Touch Tone phone or 1166 on a rotary phone. Repeat Dialing is offered on an unlimited usage or a usage sensitive basis. This offering is subject to serving facility availability.

Unlimited Usage	
Monthly Recurring Charge	\$ 3.50
Usage Sensitive*	
Per Use	\$ 1.00

- monthly capped amount \$4.50

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES6.2 Residential Service (cont'd.)6.2.2 Advanced Line Features

- D) Caller ID Deluxe: This features displays the names and numbers of callers. It allows customers to manage incoming calls by either taking the call immediately or at a later time. Calls from people with private numbers will display “Private Caller@ on the ID unit. The service is only available on a monthly subscription basis.

Monthly Recurring Charge	\$7.00
--------------------------	--------

- E) Ultra Call Forward: This feature provides customers access from any touch-tone or tone-signaling telephone. The customer will dial a Remote Access Directory Number and then be guided by voice prompts to enter required information, including a Personal Identification Number. Calls forwarded by this feature may be subject to local or toll charges as appropriate. Ultra Call Forward is only offered on a monthly subscription basis.

Monthly Recurring Charge	\$7.00
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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES6.2 Residential Service (cont'd.)6.2.2 Advanced Line Features

- F) Call Block: This feature gives the ability to prevent future calls from specific telephone numbers. This feature can be activated after receiving an unwanted call or after dialing a telephone number from which the calling party does not wish to receive future calls. This feature provides the customer with a way to block incoming calls from up to a maximum of ten telephone numbers. *60 activates this feature and *80 deactivates this feature.

Monthly Recurring Rate	\$3.50
Per Use Charge	\$1.00

- G) Caller ID Blocking: This feature is an arrangement which prevents the Caller ID customer from seeing the calling telephone number display with either per call blocking, which automatically blocks all outgoing calls. When the calling party uses either of these blocking capabilities, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number has been suppressed. A per line blocking customer will be able to pass the calling telephone number by dialing a separate special code prior to placing a call. *82 activates this feature and *1162 deactivates this feature. There is no charge for this feature.
- H) RESERVED FOR FUTURE USE

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features

- I) Select Forward: This feature which permits a customer to prespecify up to a maximum of six (6) telephone numbers from which calls are to be forwarded. The end user activates this feature by dialing a code to create a screening list of the six telephone numbers to be forwarded..

Monthly Recurring Rate \$3.50

- J) Distinctive Ringing: This feature enables customers to identify incoming calls (up to three telephone numbers, each with its own ringing pattern) on one telephone line. This offering is subject to serving facility availability.

Monthly Recurring Charge
 One Addtl Number \$3.50
 Two Addtl Numbers \$7.00

- K) Call Trace: Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail provided that the call was completed over suitably equipped facilities and the customer has not made or receive another call after the call to be traced was terminated. Company is not liable for damages if a trace attempt is not successful.

Per Trace \$3.50

Call Trace Preparation Fee

A one-time, case preparation fee will be applied to customer's account when the customer requests that RCN furnish a law enforcement agency with appropriate Call Trace data.

Non-Recurring Charge
 \$5.00

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features (cont=d.)

L) Call Waiting ID: provides for an expanded use of Caller ID by allowing a customer, who also subscribes to Call Waiting, to go off hook on an existing call to receive Caller ID information (number only) for a new incoming call. The calling number is displayed on a compatible display device attached to the customer=s telephone line. This service is provided at no addition charge.

M) Anonymous Call Rejection

Allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of Call Block to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate this feature without charge by dialing a code. There is no charge for this service if you subscribe to Caller ID and Caller ID Deluxe.

Monthly Recurring Charge

Per subscription \$3.50

N) *79 Call PickUp

This feature allows Call PickUp commercial facility based SOHO customers to answer any call to another telephone line within it's present group by dialing a special access code (*79).

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.3 Optional Services

A) Directory Listings

For each Customer of Residential Service, the Company shall arrange for the listing of the Customer's 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 at the following rates:

	<u>Monthly Recurring</u>
Each Additional Listing:	\$3.00

B) Non-Directory Listed Service

RCN Non-Directory Listed Service allows the Customer to have their telephone number omitted from the directory(ies) published by the dominant Local Exchange in the area.

Non-Directory Listed Service will not prevent someone from obtaining the customer's number through Caller ID Service, or from calling you back through Call Return Service, or from Directory Assistance.

Monthly Recurring Charge	\$3.00
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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.3 Optional Services (cont=d.)

C) Non-Published Service

RCN Non-Published Service allows the customer to have their telephone number omitted from (RCN and the dominant Local Exchange Carrier in the area) published directories and Directory Assistance. Callers requesting a number listed as Non-Published will be informed that at the customer's request, the listing is non-published.

Non-Published Service will not prevent someone from obtaining the customer's number through Caller ID Service, or from calling back through Call Return Service.

Monthly Recurring Charge	\$4.95
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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.4 Toll Free Service

Description

RCN Toll Free Service provides residential customers with a Toll Free telephone number enabling the customer to receive calls from family and friends, at no charge to the caller. The Toll Free Number will ring on the Customers main telephone number unless the customer requests to have it ring to an alternate number. Calls are billed in full minute increments and are not time-of-day sensitive. RCN Toll Free Service offers four standard routing options. There is no set up charge for the standard routing options. The standard routing options are as follows:

- 1) Toll Free origination from the continental United States, including Alaska and Hawaii.
- 2) Toll Free origination from the continental United States, including Alaska and Hawaii, and Canada.
- 3) Toll Free origination from the continental United States, including Alaska and Hawaii, Puerto Rico and US Virgin Islands.
- 4) Toll Free origination from the continental United States, including Alaska and Hawaii, Canada, Puerto Rico and US Virgin Islands.

Special routing is available upon request. Special routing nonrecurring charge set forth below.

<u>Rates</u>	<u>Per Minute</u>
Calls From:	
Continental United States	\$0.25
Alaska	0.25
Hawaii	0.25
Puerto Rico	0.25
US Virgin Islands	0.25
Canada	0.60
<u>Non Recurring</u>	
Special Routing	
Set up	\$25.00
Change	25.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

EXCHANGE ACCESS OPTIONAL FEATURES6.2 Residential Service (cont'd.)6.2.5 Selective Call Acceptance

Selective Call Acceptance allows the end user to program up to ten phone numbers from which incoming calls will be allowed to connect to the end user=s line. All other incoming calls from phone numbers not programmed to the customer=s list will be forwarded to a recording that states the end user is not receiving calls This service is available as a monthly subscription only to residential on-net customers.

Monthly Recurring Charge
\$3.50

6.2.6 Feature PackagesA Pick 5 Feature Package

Choose 5 from the following:

Anonymous Call Rejection, Basic Voice Mail, Call Block, Caller ID Block, Call Forward Busy Line Don't Answer, Call Forward Variable, Call Return, Call Waiting ID Deluxe, Call Waiting, Caller ID Deluxe, Distinctive Ring 1, Distinctive Ring 2, Priority Call, Repeat Call, Speed Call 8, Speed Call 30, Three Way Calling, Ultra Call Forwarding.

Monthly Recurring Charge
\$12.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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EXCHANGE ACCESS OPTIONAL FEATURES6.3 SOHO (Small Office/Home Office)

	<u>Monthly</u>	
6.3.1 <u>Non-Recurring Charges</u>	<u>Rates</u>	
Service Change Charge	\$ 7.50	
Telephone Number Change Charge	\$35.00	
Temporary Suspension Charge	\$20.00	
Service Restoral Charge	\$35.00	I
<u>Subscribed Features</u>		
Additional Directory Listing	\$ 1.75	
Anonymous Call Rejection	\$ 2.75	
Call Block	\$ 4.00	
Call Forward Busy Line/Don't Answer	\$ 3.60	
Call Forward Variable	\$ 4.75	
Caller ID	\$ 5.50	
Caller ID Deluxe (Name)	\$ 6.00	
Call Return Unlimited	\$ 2.50	
Call Waiting	\$ 5.00	
Call Waiting ID Deluxe	\$ 2.50	
Directory Non-Published	\$ 1.90	
Distinctive Ringing 1	\$ 6.00	
Distinctive Ringing 2	\$10.00	
Hunting	\$ 5.00	
Directory-Directory Listed Service	\$ 1.20	
Priority Call	\$ 3.50	
Remote Call Forwarding	\$16.25	
Repeat Call	\$ 2.50	
Select Forward	\$ 3.50	
Speed Call 8	\$ 3.75	
Speed Call 30	\$ 5.50	
Three Way Calling	\$ 4.50	
Ultra Call Forward		
(includes Call Forward Variable)	\$ 7.00	
*79 Call PickUp	\$ 3.00	
900 Blocking	\$ 0.00	

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES

7.1 Business Service

7.1.1 Local Calling Service

Local Calling Service provides a Customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges defined in Section 4.1. The calls are rated in 6 second Increments, with a 6 second call minimum. For operator-assisted calls (non-Aggregator) local calls, the operator charges listed in Section 9.1.3 apply in addition to the charges listed below.

<u>Rates</u>	Term Commitment		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Per Call			
Zone 1	0.0220	0.0190	0.0160
Zone 2	0.0220	0.0190	0.0160
Regional	0.0080	0.0070	0.0060
Per Minute			
Zone 1	0.0150	0.0130	0.0120
Zone 2	0.0150	0.0130	0.0120
Regional	0.0650	0.0550	0.0470

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES

7.2 Residential Service

7.2.1 Description

Local Calling Service provides a Customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges defined in Section 4.1.

7.2.2 Calling Plans

A) Ultra Service

Included with the monthly Ultra Service rate (listed in Section 5.3.2(C)), are unlimited, untimed direct dialed IntraLATA calls to all exchanges within the 617, 508, 781 and 987 areas. Also included at no additional charge, the customer will receive Call Waiting, Caller ID Deluxe and Call Waiting ID Deluxe.

B) Unlimited Local Service

Unlimited Local Service provides unlimited local calling to all zones for a flat monthly rate.

C) Unlimited Phone Plan

(T)

Unlimited Phone Plan provides the customer with unlimited local, unlimited regional and unlimited long distance⁶ calling for a flat monthly rate. Also included is a choice of four features from the following list: Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe, Basic Voicemail, Call Return, Three Way Calling, Repeat Call, Speed Dial 8, Call Forward Variable.

(T)

⁶ RCN’s Unlimited Long Distance allows unlimited minutes of direct-dialed 1+ domestic calling for residential voice service only. If usage is not consistent with residential voice applications (Internet/data use, facsimile, auto-dialing, resale, telemarketing or other non-residential usage), RCN may immediately suspend, restrict or cancel the customer’s service and assess an additional monthly fee for minute usage in excess of 5,000 minutes per month. Please be advised, customers checking email, surfing the Internet or sending faxes should not incur an additional monthly fee for minute usage due to the brevity of these applications.

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Joseph Kahl
 VP Regulatory & Public Affairs
 650 College Road East
 Princeton, NJ 08540

LOCAL AND EXPANDED AREA CALLING SERVICES

7.3 SOHO (Small Office/Home Office)

SOHO provides a facility based Small Business Customers with 23 lines or fewer the following rates:

7.3.1 Rates

Zone 1 & 2	
Per Call	\$0.099
Per Minute	\$0.015

7.3.2 Dial Tone

	Monthly
	<u>Recurring Charge</u>
Initial Line	\$12.50
Additional Line	\$12.00

7.3.3 Zones:

<u>Exchange</u>	<u>Zone</u>	<u>Calling Area</u>
Arlington	1	Arlington, Belmont, Cambridge, Lexington, Medford, Somerville, Winchester, Boston Central, Brighton, Brookline, Burlington, Charlestown, Chelsea, East Boston, Everett, Jamaica Plain, Lincoln, Malden, Melrose, Newton, Reading, Revere, Roxbury, Saugus, South Boston, Stoneham, Wakefield, Waltham, Watertown and Woburn
	2	Braintree, Dedham, Dorchester, Hyde Park, Lynn, Milton, Needham, Norwood, Quincy, Reading, Revere and Winthrop
Somerville	1	Arlington, Cambridge, Charlestown, Everett, Medford, Somerville, Belmont, Boston Central, Brighton, Brookline, Chelsea, Dorchester, East Boston, Jamaica Plain, Lexington, Malden, Melrose, Newton, Revere, Roxbury, Saugus, South Boston, Stoneham, Waltham, Watertown, Winchester, Winthrop and Woburn
	2	Braintree, Burlington, Dedham, Hingham, Hull, Hyde Park, Lincoln, Lynn, Milton, Needham, Norwood, Quincy, Randolph, Reading, Wakefield, Wellesley and Weymouth

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES7.3 SOHO (Small Office/Home Office) (cont'd.)7.3.3 Zones: (cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Calling Area</u>
Boston	1	Boston Central, Brighton, Brookline, Cambridge, Charlestown, East Boston, Roxbury and South Boston, Arlington, Belmont, Chelsea, Dorchester, Everett, Hyde Park, Jamaica Plain, Malden, Medford, Melrose, Milton, Newton, Quincy, Revere, Saugus, Somerville, Watertown and Winthrop
	2	Braintree, Burlington, Canton, Cohasset, Dedham, Hingham, Hull, Lexington, Lincoln, Lynn, Needham, Norwood, Randolph, Reading, Stoneham, Wakefield, Waltham, Wellesley, Weymouth, Winchester and Woburn
Waltham	1	Belmont, Lexington, Lincoln, Natick, Newton, Waltham, Watertown, Wayland, Wellesley, Arlington, Brighton, Brookline, Cambridge, Jamaica Plain, Medford, Needham, Somerville and Winchester.
	2	Boston Central, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Malden, Melrose, Milton, Norwood, Quincy, Reading, Revere, Roxbury, South Boston, Stoneham, Wakefield, Winthrop and Woburn
Newton	1	Brighton, Brookline, Jamaica Plain, Needham, Newton, Waltham, Watertown, Wellesley, Arlington, Belmont, Boston Central, Cambridge, Charlestown, Dedham, Dorchester, Hyde Park, Lexington, Lincoln, Medford, Roxbury, Somerville, South Boston and Winchester
	2	Braintree, Burlington, Canton, Chelsea, East Boston, Everett, Lyre, Malden, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Winthrop and Woburn

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES7.3 SOHO (Small Office/Home Office) (cont'd.)7.3.3 Zones: (cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Calling Area</u>
Watertown	1	Belmont, Brighton, Cambridge, Newton, Waltham, Watertown, Arlington, Boston Central, Brookline, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lexington, Lincoln, Malden, Medford, Needham, Roxbury, Somerville, South Boston, Wellesley and Winchester
	2	Braintree, Burlington, Canton, Dedham, Hyde Park, Lynn, Melrose, Milton, Norwood, Quincy, Randolph, Reading, Revere, Stoneham, Wakefield, Winthrop and Woburn
Framingham	1	Framingham, Holliston, Hopkinton, Marlborough, Natick, Sudbury and Wayland
	2	---
Hyde Park	1	Canton, Dedham, Hyde Park, Jamaica Plain, Milton, Boston Central, Braintree, Brighton, Brookline, Cambridge, Dorchester Needham, Newton, Norwood, Quincy, Randolph, Roxbury and South Boston
	2	Arlington, Belmont, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Revere, Somerville, Stoneham, Waltham, Watertown, Wellesley, Weymouth, Winchester, Winthrop and Woburn
Lexington	1	Arlington, Belmont, Billerica, Burlington, Concord, Lexington, Lincoln, Waltham, Winchester and Woburn, Brighton, Medford, Newton, Somerville, Stoneham and Watertown
	2	Boston Central, Brookline, Cambridge, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lynn, Malden, Melrose, Milton, Needham, Reading, Revere, Roxbury, South Boston, Wakefield, Wellesley and Winthrop
Brookline	1	Boston Central, Brighton, Brookline, Cambridge, Jamaica Plain, Newton, Roxbury, Arlington, Belmont, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Malden, Medford, Milton, Needham, Quincy, Revere, Somerville, South Boston, Waltham, Watertown, Wellesley, Winthrop
	2	Braintree, Burlington, Canton, Hingham, Hull, Lexington, Lincoln, Lynn, Melrose, Norwood, Randolph, Reading, Stoneham, Wakefield, Weymouth, Winchester and Woburn

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES7.3 SOHO (Small Office/Home Office) (cont'd.)7.3.3 Zones: (cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Calling Area</u>
Burlington	1	Billerica, Burlington, Lexington, Wilmington, Woburn, Arlington, Belmont, Medford, Melrose, Reading, Stoneham, Wakefield and Winchester
	2	Boston Central, Brighton, Brookline, Cambridge, Charlestown, Chelsea, Dorchester, East Boston, Everett, Jamaica Plain, Lincoln, Malden, Needham, Newton, Revere, Roxbury, Somerville, South Boston, Waltham, Watertown, Wellesley and Winthrop
Brighton	1	Boston Central, Brighton, Brookline, Cambridge, Newton, Watertown, Arlington, Belmont, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Jamaica Plain, Lexington, Malden, Medford, Milton, Needham, Roxbury, Somerville, South Boston, Waltham, Wellesley and Winchester
	2	Braintree, Burlington, Canton, Hingham, Hull, Lincoln, Lynn, Melrose, Norwood, Quincy, Randolph, Reading Revere, Stoneham, Wakefield, Weymouth, Winthrop and Woburn
Dedham	1	Canton, Dedham, Dover, Hyde Park, Jamaica Plain, Needham and Norwood, Brighton, Brookline, Dorchester, Milton, Newton, Roxbury and Wellesley
	2	Arlington, Belmont, Boston Central, Braintree, Cambridge, Charlestown, Chelsea, East Boston, Everett, Hingham, Hull, Lexington, Lincoln, Malden, Medford, Melrose, Quincy, Randolph, Revere, Somerville, South Boston, Waltham, Watertown, Weymouth, Winchester and Winthrop
Needham	1	Dedham, Dover, Jamaica Plain, Needham, Newton and Wellesley, Brighton, Brookline, Hyde Park, Norwood, Waltham and Watertown
	2	Arlington, Belmont, Boston Central, Braintree, Burlington, Cambridge, Canton, Charlestown, Chelsea, Dorchester, East Boston, Everett, Lexington, Lincoln, Malden, Medford, Melrose, Milton, Quincy, Randolph, Revere, Roxbury, Somerville, South Boston, Stoneham, Weymouth, Winchester, Winthrop and Woburn

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LOCAL AND EXPANDED AREA CALLING SERVICES7.3 SOHO (Small Office/Home Office) (cont'd.)7.3.3 Zones: (cont'd.)

<u>Exchange</u>	<u>Zone</u>	<u>Calling Area</u>
Wakefield	1	Lynn, Lynnfield, Melrose, Reading, Saugus, Stoneham and Wakefield, Arlington, Burlington, Chelsea, Everett, Malden, Medford, Revere, Winchester and Woburn
	2	Belmont, Boston Central, Brighton, Brookline, Cambridge, Charlestown, Dorchester, East Boston, Jamaica Plain, Lexington, Lincoln, Newton, Roxbury, Somerville, South Boston, Waltham, Watertown and Winthrop

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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LOCAL AND EXPANDED AREA CALLING SERVICES

7.2 SOHO (Small Office/Home Office) (cont'd.)

7.3.4 Optional Calling Plans

(A) A la carte unlimited phone plans

Unlimited Local

Provides the customer unlimited local calling for a flat monthly rate

Monthly Rate \$28.00

Unlimited Local, Regional and Domestic Long Distance

Provides the customer with unlimited local, regional and domestic long distance calling for a flat monthly rate.

Monthly Rate \$45.00

(B) Bundled Unlimited phone plans

Unlimited Local w/Call Hunt

Provides the customer with unlimited local calling and the line feature Call Hunt for a flat monthly rate.

Monthly rate \$21.00

Unlimited Local, Regional and Domestic Long Distance w/Call Hunt

Provides the customer with unlimited local, regional and domestic long distance calling and the line feature Call Hunt for a flat monthly rate.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

INTRALATA TOLL SERVICES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

INTRALATA TOLL SERVICES

8.1 Business Service

8.1.1 Description

An IntraLATA Area Call enables Users of Company-provided Exchange Access Service to originate and terminate calls outside an exchange area, but within the caller's LATA and is billed per call according to the duration and the rate period in which the call occurs. This service is available on a month to month basis or at discounted 1 or 2 year commitment terms.

8.1.2 Time Periods

<u>Non Holiday</u>			<u>To But Not</u>	
<u>Rate Periods</u>	<u>From</u>		<u>Including</u>	<u>Days</u>
Weekdays	8:00 am.		5:00 pm.	Mon - Fri
Evenings	5:00 pm.		11:00 pm.	Mon - Fri
			11:00 pm.	Sun
Night/Weekends	11:00 pm		8:00 am.	Mon - Sun
	8:00 am.		5:00 pm.	Sat - Sun
	5:00 pm.		11:00 pm.	Sat

Holidays: On Christmas Day, New Years Day, Memorial Day, Independence Day, Labor Day and Thanksgiving Day the Evening Period rate applies unless a lower rate (Night/Weekends) would normally apply.

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

INTRALATA TOLL SERVICES8.1 Business Service8.1.3 Rates

The following rates apply for IntraLATA Area Calling. The calls are rated in 6 second increments, with a 6 second call minimum.

SwitchedPer Call

<u>Term</u>	<u>Rate</u>
Month to Month	\$0.0080
1 Year	0.0070
2 Year	0.0060

Per Minute

<u>Term</u>	<u>Rate</u>
Month to Month	\$0.0650
1 Year	0.0550
2 Year	0.0470

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

INTRALATA TOLL SERVICES8.2 Residential Service8.2.1 Description

IntraLATA Toll Service provides Customers with the ability to originate calls to all other stations on the public switched telephone network bearing the designation of any central office exchange (as described in Section 4.1) outside the caller's local calling area, but within the caller's LATA.

8.2.2 Rates

The rates set forth in this section apply to all direct dialed IntraLATA Toll calls. For operator-assisted IntraLATA Toll calls, the operator charges listed in Section 9.1.3 apply in addition to the charges listed below.

Calls are charged on a per minute basis.

	<u>Per Minute Rate</u>
A la carte	\$0.08
With unlimited Local Plan	\$0.08
With Bundled Plans	\$0.08

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

INTRALATA TOLL SERVICES

8.2 Residential Service (cont'd.)

8.2.3 Time Periods

<u>Non Holiday Rate Periods</u>	<u>From</u>	<u>To But Not Including</u>	<u>Days</u>
Weekdays	8:00 am.	5:00 pm.	Mon - Fri
Evenings	5:00 pm.	11:00 pm.	Mon - Fri
	5:00 pm.	11:00 pm.	Sun
Night/Weekends	11:00 pm	8:00 am.	Mon - Sun
	8:00 am.	5:00 pm.	Sat - Sun
	5:00 pm.	11:00 pm.	Sat

Holidays: On Christmas Day, New Years Day, Memorial Day, Independence Day, Labor Day, and Thanksgiving Day the Evenings Period rate applies unless a lower rate (Night/Weekends) would normally apply.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

INTRALATA TOLL SERVICES

8.2 Residential Service

8.2.4 RCN Long Distance Plans

8.2.4.1 RCN 0.07 Cent Intralata Toll

RCN 0.07 Cent Intralata Toll Bundled Plan is available to residential customers in local facility based areas who subscribe to RCN Long Distance Service and at least one of the following: RCN Local, RCN Cable**, or RCN Cable Modem package, a 0.07 cent per minute rate for long distance calls. Calls are not time of day sensitive and are billed in full minute increments.

<u>Per Minute</u>	<u>Rate</u> \$0.07
-------------------	-----------------------

RCN 0.07 Cent Intralata Toll Plan is available to residential customers in local facility based areas who subscribe to RCN Long Distance Service, a 0.07 cent per minute rate for long distance and intralata toll calls. Calls are not time of day sensitive and are billed in full minute increments. Monthly recurring charge is as follows:

<u>Per Line</u>	<u>Per Minute</u> \$0.07	<u>Monthly Recurring Charge</u> \$4.95
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8.2.4.2 Unlimited Regional Calling

Unlimited Regional Calling allows the customer to make unlimited regional calls for a flat monthly rate.

Monthly Recurring	<u>Rate</u> \$10.00
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** RCN Cable and RCN Cable Modem Service are non-tariffed, non-regulated services.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

INTRALATA TOLL SERVICES

8.2 Residential Service

8.2.4 RCN Long Distance Plans (cont'd)

8.2.4.3 Unlimited Long Distance Plan

Offers residential customers unlimited RCN intrastate and RCN interstate long distance calling for a flat monthly rate. Also, includes call to Canada, Hawaii, US Virgin Islands and Puerto Rico.

If usage is not consistent with residential voice applications (Internet/data use, facsimile, auto-dialing, resale, telemarketing or other non-residential usage), RCN may immediately suspend, restrict or cancel the customer's service and assess an additional monthly fee for minute usage in excess of 5,000 minutes per month. Please be advised, customers checking email, surfing the internet or send faxes should not incur an additional monthly fee for minute usage due to the brevity of these applications.

Monthly Rate

\$64.99

(I)

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Issued By:

Joseph Kahl
VP Regulatory & Public Affairs
650 College Road East
Princeton, NJ 08540

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MISCELLANEOUS SERVICES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.1 Operator Services9.1.1 Description

The Company will provide Operator Services through a third party vendor. Operator Handled Calling Services are provided to Business and Residential Customers and Users of Company-provided Exchange Access Services, and to Customers and Users of exchange access lines which the Customer has pre-subscribed to the Company's Pre-Subscribed interexchange outbound calling services.

9.1.2 Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, or a designated third-party station.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. 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.

Operator Dialed Charge: The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial the called station.

Billed to Non-Proprietary Calling Card: Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

Calls earned by RCN and billed to another company: These are collect and/or alternately billed calls that originate from an RCN Facility end user Billed Telephone Number, but are billed to another LEC (Verizon, PacBell, AT&T, etc.)

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.1 Operator Services (cont'd.)9.1.3 Rates

Local exchange, IntraLATA, and Long Distance calls may be placed on an Operator Assisted basis. Usage charges for Operator Assisted are \$0.15 per minute. For Operator Assisted calls to Busy Line Verification and Interrupt as specified in Section 9.2, or Directory Assistance, the surcharges specified in Section 9.3 will apply in addition to any applicable Operator charges.

In addition to the usage charges identified above, the following operator-assisted charges will apply on a per call basis:

<u>Local / IntraLATA Toll</u>	<u>Charges</u>
Person-to-Person Customer Dialed	\$2.63
Operator Dialed	3.16
Station-to-Station Mechanized	0.46
Customer Dialed	1.00
Operator Dialed	1.50
Collect and Bill to Third Number Mechanized	0.46
Customer Dialed	1.00
Operator Dialed	1.50
<u>InterLATA</u>	
Person-to-Person	\$4.90
Station-to-Station	2.25
Billed to Third Number	2.35

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.1 Operator Services (cont'd.)

9.1.3 Rates (cont'd.)

Calls earned by RCN and billed to another company

Per minute rate	\$0.08
Collect Call/3rd Party Billing	
Person-to-Person	2.80
Station-to-Station	0.90
Mechanized	0.90

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.2 Busy Line Verify and Line Interrupt Service9.2.1 Description

Upon request of a calling party the Company will verify a busy condition on a called line.

- A) The operator will determine if the line is clear or in use and report to the calling party.
- B) The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

9.2.2 Regulations

- A) A charge will apply when:
 - 1) The operator verifies that the line is busy with a call in progress.
 - 2) The operator verifies that the line is available for incoming calls.
 - 3) 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 the name of the calling party. One charge will apply for both verification and interruption.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.2 Busy Line Verify and Line Interrupt Service (cont'd.)

9.2.2 Regulations (cont'd.)

- B) No charge will apply:
 - 1) When the calling party advises that the call is to or from an official public emergency agency.
 - 2) Under conditions other than those specified in 9.2.2(A) preceding.
- C) Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
- D) The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

9.2.3 Rates

Busy Line Verify Service (each request)	\$1.05
Busy Line Verify and Busy Line Interrupt Service (each request)	\$2.10

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.3 Directory Assistance

9.3.1 Description

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 Massachusetts by calling the Directory Assistance operator.

9.3.2 Call Allowance

- Business and Residential Customers using Directory Assistance will receive 10 Free Calls per line or PBX trunk line per month.
- The call allowance for centrex main station lines is 10 calls per equivalent number of PBX trunks. The number of equivalent PBX trunks is determined in accordance with the PBX Equivalency Table below:

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

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.3 Directory Assistance (cont'd.)

9.3.3 Exemptions

- a single-line main telephone exchange line of a handicapped user, as defined by the Federal Register, Vol. 35 #126, which has been registered with the Company will be exempt from Directory Assistance charges.
- directory assistance attempts to telephone numbers which are non-listed, or non-listed and non-published are exempt from the rate, and shall not be included in the ten call allowance.
- Commonwealth exchange lines of the Commonwealth of Massachusetts and its political subdivisions will be exempt from Directory Assistance charges.
- pay phones will be exempt from Directory Assistance charges.

Directory Assistance Call Completion

- Directory Assistance Call Completion service provides Directory Assistance customers calling from Touch-Tone telephones the ability to have the requested number automatically dialed by the operator services system.
- Requests for call completion to 700, 800, 915, 976 and Toll Free telephone numbers will not be offered.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.3 Directory Assistance (cont'd.)

9.3.4 Rates

A) Directory Assistance charges apply for all non-exempt requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

	<u>Local</u>	<u>All Other</u>
Business Customers		
Per Number Requested	\$0.35	\$0.71
	<u>Local/ IntraLATA</u>	<u>All Other</u>
Residential Customers		
Per Number Requested	\$0.50	\$1.25
National Directory Assistance	<u>Per Call</u> \$1.25	
Directory Assistance Call Completion	<u>Per Call</u> \$0.35	

B) A credit will be given for calls to Directory Assistance when:

- the Customer experiences poor transmission or is cut-off during the call,
- the Customer is given an incorrect telephone number, or
- the Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.4 Service Implementation

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service for the business and residential services listed in Section 5.1.

9.4.1 Rates - Business ServiceNon-Recurring

Per service order	\$00.00
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9.4.2 Rates - Residential ServiceNon-Recurring

Existing Line and Jack Activation	\$35.21
New Line and Jack 1st hour	71.25
Add'l ½ hour	35.62

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.5 Restoration of Service

Description

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

Rates

	<u>Non-Recurring</u>	
per occasion	\$35.00	I

9.6 Temporary Suspension of Service

Description

Temporary Suspension of Service is an arrangement which permits a customer under certain conditions to retain his service facilities in place when the service is not needed. During this period, central office lines are made inoperative. During the period of suspension, the monthly line charge, temporary suspension of service request charge and a reconnection of service charge apply.

	<u>Non-Recurring Charge</u>
Line Restoral Charge Switched	\$ 20.00
Temporary Suspension Charge	\$ 20.00

When an end user temporarily suspends its local exchange service which is associated with End User Common Line, one-half of the End User Common Line per month charge will be temporarily suspended for the time period the local exchange service is suspended.

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

MISCELLANEOUS SERVICES

9.7 RCN Wire Maintenance Plans

RCN offers to customers wire maintenance plans. With these services, the customer may avoid high service fees should a problem occur with telephone wires, jacks and telephone sets inside the customers premises (by law, these are the responsibility of the customer). RCN Wire Maintenance Plans and respective monthly recurring rates are as follows:

9.7.1 RCN Inside Wire Maintenance Plan - Business Service

RCN Inside Wire Maintenance Plan provided diagnosis and repair of customer-owned standard inside phone wire and jacks with no additional charges for the service call or for time and materials.

	<u>Term</u>	<u>Monthly Recurring</u>
Inside Wire Maintenance Plan	Month to Month	\$1.56
	1 Year	1.36
	2 Year	1.17

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

MISCELLANEOUS SERVICES

9.8 Public Payphone Surcharge

A Public Payphone Surcharge applies to all completed local and intrastate long distance calls placed from a public/semi-public payphone that are not paid for on a sent paid basis, and applies in addition to any other applicable service surcharge.

The Public Payphone Surcharge does not apply to the following calls:

- Calls paid for by inserting coins at the public/semi-public payphone.
- Calls placed from station other than public/semi-public payphone.
- Telecommunications Relay Service calls.

The Payphone Surcharge will be applied in addition to all other applicable surcharges, Operator Service Surcharges or usage charges.

Per Call Charge
 \$0.35

9.9 Number-to-Number Referral Service

This service provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed line number. This service is most common with customers that move. The minimum period for residential customers beyond the basic referral period is one month and the maximum is 12 months for resale and facility customers. Customers will incur a one-time charge based on the requested number of months beyond the basic referral period of 60 days.

<u>Rates</u>	<u>Per Month</u>
Per line referred	\$ 5.00

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

MISCELLANEOUS SERVICES9.10 Toll Blocking Service

Blocking Services are features that permits a customer to restrict calls from their telephone line to certain NPAs and/or NXXs. Blocking options are as follows:

Blocking Descriptions

1. No Blocking
2. Block 940, 554
3. Block 550, 554, 920, 976, 900
4. Block 550, 554, 940, 900
5. Block 900
6. Toll Restrict (Allow 800)

If the customer subscribes to a block service option and then disconnects the blocking service, a nonrecurring service charge will apply.

Nonrecurring Charge

\$5.00

9.11 Number Portability Installation Service - Retain Current NXX

Number Portability Installation Service offers a customer who was formally a customer of another local exchange carrier at the same address to choose to retain their main telephone number for local service provided by RCN

Nonrecurring Charge

\$10.00

9.12 RCN Number Portability Service - RCN NXX

RCN Number Portability Service offers a customer free installation charge for subscribing to this service and taking an RCN NXX. The customer will receive an incentive in a form of a \$10.00 credit for taking an RCN telephone number. This applies to Resilink and a la carte telephony customers.

9.13 Block Directory Assistance

Block Directory Assistance allows facility customers to block directory assistance (411, 555-1212) from being dialed from their telephone. There is no charge for this service.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.14 Toll Free Service – Business

Description

RCN Toll Free Service provides business customers with a Toll Free telephone number enabling the customer to receive calls from family and friends, at no charge to the caller. The Toll Free Number will ring on the Customers main telephone number unless the customer requests to have it ring to an alternate number. Calls are billed in full minute increments and are not time-of-day sensitive. RCN Toll Free Service offers four standard routing options. There is no set up charge for the standard routing options. The standard routing options are as follows:

- 1) Toll Free origination from the continental United States, including Alaska and Hawaii.
- 2) Toll Free origination from the continental United States, including Alaska and Hawaii, and Canada.
- 3) Toll Free origination from the continental United States, including Alaska and Hawaii, Puerto Rico and US Virgin Islands.
- 4) Toll Free origination from the continental United States, including Alaska and Hawaii, Canada, Puerto Rico and US Virgin Islands.

Special routing is available upon request. Special routing nonrecurring charge set forth below.

<u>Rates</u>	<u>Per Minute</u>
Calls From:	
Continental United States	
Except San Francisco	\$0.099
San Francisco	0.089
Alaska	0.25
Hawaii	0.25
Puerto Rico	0.25
US Virgin Islands	0.25
Canada	0.60
Special Routing	<u>Non Recurring</u>
Set up	\$25.00
Change	25.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.14 Toll Free Service – Business (cont'd.)Description800 Directory Assistance

800 Directory Assistance is an enhancement for RCN 800 customers. RCN customers can have all of their 800 numbers listed in the AT&T 800 directory (AT&T maintains a nationally published directory of 800 numbers. 800 numbers obtained from alternate carriers may be listed in the AT&T 800 directory if a customer chooses to subscribe to the listing service).

Requests to establish change or remove a listing of customer Toll-Free service records can be done on a Major, Minor, or Normal time interval. When a request to update a record on less than Normal time interval, the request must be manually entered. A Major Expedite denotes an entry that will be done during the same business day, in which the request must be submitted by 1 pm, Central Standard Time. A Minor Expedite requires an entry that is less than the Normal time interval. A Normal time interval is 5 business days from the day of request.

Account codes allows the customer to track usage of its 800 number back to specified user codes and/or to limit use of its 800 number to only those dialing authorized codes. Requires that additional digits be dialed after the regular 10 digit 800 number is dialed. Two types are available: verified and non verified. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with verified codes, calls are not completed until codes are verified for accuracy. As an option, Call Detail can be sorted by either verified or non-verified codes.

Customer dials 800-555-1212 and receives directory assistance on all 800 numbers listed in the AT&T 800 directory.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.14 Toll Free Service – Business (cont'd.)Description800 Directory AssistanceRates

Monthly Recurring Charge		
per 800 number listed		\$15.00
Non Recurring Charge:		
1. One time set-up/cancellation charge -		
1 - 4 listings		\$40.00
5 - 10 listings		\$50.00
2. Major Expedite fee,		
1 through 4 listings		\$70.00
5 through 10 listings		\$80.00
Minor Expedite fee,		
1 through 4 listings		\$55.00
5 through 10 listings		\$70.00
3. Add, change, delete		
up to 4 listings		\$40.00
up to 5 or more listings		\$50.00
4. Account Code fee - per block of 100		
Verified Account Codes		\$50.00
Non-Verified Account Codes		\$00.00

Toll Free Blocking

Customer can block predefined areas from 800 origination. Calls may be blocked by area code, area code/exchange, LATA, state or 10 digit ANI.

Non Recurring Charge		
Set-Up Charge		\$25.00
Per option change to each 800 number		\$25.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES

9.15 Toll Free Service - Residential

Description

RCN Toll Free Service provides residential customers with a Toll Free telephone number enabling the customer to receive calls from family and friends, at no charge to the caller. The Toll Free Number will ring on the Customers main telephone number unless the customer requests to have it ring to an alternate number. Calls are billed in full minute increments and are not time-of-day sensitive. RCN Toll Free Service offers four standard routing options. There is no set up charge for the standard routing options. The standard routing options are as follows:

- 1) Toll Free origination from the continental United States, including Alaska and Hawaii.
- 2) Toll Free origination from the continental United States, including Alaska and Hawaii, and Canada.
- 3) Toll Free origination from the continental United States, including Alaska and Hawaii, Puerto Rico and US Virgin Islands.
- 4) Toll Free origination from the continental United States, including Alaska and Hawaii, Canada, Puerto Rico and US Virgin Islands. Special routing is available upon request. Special routing nonrecurring charge set forth below.

<u>Rates</u>	<u>Per Minute</u>
Calls From:	
Continental United States	\$0.25
Alaska	0.25
Hawaii	0.25
Puerto Rico	0.25
US Virgin Islands	0.25
Canada	0.60
Special Routing	<u>Non Recurring</u>
Set up	\$25.00
Change	25.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.15 Toll Free Service - Residential800 Directory Assistance

800 Directory Assistance is an enhancement for RCN 800 customers. RCN customers can have all of their 800 numbers listed in the AT&T 800 directory (AT&T maintains a nationally published directory of 800 numbers. 800 numbers obtained from alternate carriers may be listed in the AT&T 800 directory if a customer chooses to subscribe to the listing service).

Requests to establish change or remove a listing of customer Toll-Free service records can be done on a Major, Minor, or Normal time interval. When a request to update a record on less than Normal time interval, the request must be manually entered. A Major Expedite denotes an entry that will be done during the same business day, in which the request must be submitted by 1 pm, Central Standard Time. A Minor Expedite requires an entry that is less than the Normal time interval. A Normal time interval is 5 business days from the day of request.

Account codes allows the customer to track usage of its 800 number back to specified user codes and/or to limit use of its 800 number to only those dialing authorized codes. Requires that additional digits be dialed after the regular 10 digit 800 number is dialed. Two types are available: verified and non verified. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with verified codes, calls are not completed until codes are verified for accuracy. As an option, Call Detail can be sorted by either verified or non-verified codes.

Customer dials 800-555-1212 and receives directory assistance on all 800 numbers listed in the AT&T 800 directory.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

MISCELLANEOUS SERVICES9.15 Toll Free Service – Residential (cont'd.)800 Directory Assistance (cont:d.)Rates

Monthly Recurring Charge per 800 number listed	\$15.00
Non Recurring Charge:	
1. One time set-up/cancellation charge -	
1 - 4 listings	\$40.00
5 - 10 listings	\$50.00
2. Major Expedite fee,	
1 through 4 listings	\$70.00
5 through 10 listings	\$80.00
Minor Expedite fee,	
1 through 4 listings	\$55.00
5 through 10 listings	\$70.00
3. Add, change, delete	
up to 4 listings	\$40.00
up to 5 or more listings	\$50.00
4. Account Code fee - per block of 100	
Verified Account Codes	\$50.00
Non-Verified Account Codes	\$00.00

Toll Free Blocking

Customer can block predefined areas from 800 origination. Calls may be blocked by area code, area code/exchange, LATA, state or 10 digit ANI.

Non Recurring Charge	
Set-Up Charge	\$25.00
Per option change to each 800 number	\$25.00

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SPECIAL ARRANGEMENTS

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SPECIAL ARRANGEMENTS

10.1 Special Construction10.1.1 Basis for Charges

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof.

10.1.2 Basis for Cost Computation

The costs referred to in 10.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A) cost installed of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost installed includes the cost of:
 - 1) equipment and materials provided or used,
 - 2) engineering, labor and supervision,
 - 3) transportation, and
 - 4) rights of way;
- B) cost of maintenance;
- C) depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SPECIAL ARRANGEMENTS

10.1 Special Construction (cont'd.)

10.1.2 Basis for Computation (cont'd.)

- D) administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
- E) license preparation, processing and related fees;
- F) tariff preparation, processing and related fees;
- G) any other identifiable costs related to the facilities provided; or
- H) an amount for return and contingencies.

10.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the customer.

- A) The termination liability period is the estimated service life of the facilities provided.
- B) The amount of the maximum termination liability is equal to the estimated amounts for:

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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SPECIAL ARRANGEMENTS

10.1 Special Construction (cont'd.)10.1.3 Termination Liability (cont'd.)

B) (cont'd.)

1) Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:

- (a) equipment and materials provided or used,
- (b) engineering, labor and supervision,
- (c) transportation, and
- (d) rights of way;

- 2) license preparation, processing, and related fees;
- 3) tariff preparation, processing, and related fees;
- 4) cost of removal and restoration, where appropriate; and
- 5) any other identifiable costs related to the specially constructed or rearranged facilities.

C) The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 10.1.3(B) preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 10.1.3(B) preceding shall be adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SPECIAL ARRANGEMENTS

10.2 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide special request from a Customer or prospective Customer to develop a competitive bid for a service not generally available under this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. All such rates will be submitted to the Massachusetts Department of Telecommunications and Cable for approval.

10.2.1 A.) Contract Tariff No. 1

B.) Length of Agreement: 3 years

C.) Services Provided:
- Residential Phone Service
- Caller ID Deluxe

D.) Rates and Charges

	<u>Monthly Recurring Charge</u>
RCN Premium Plan	\$32.65

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

SPECIAL ARRANGEMENTS

10.3 Temporary Promotional Programs

The Company may establish temporary promotional programs wherein it may waive or reduce non-recurring or recurring charges, to introduce present or potential Customers to a service not previously received by the Customers. All rates will be submitted to the Massachusetts Department of Telecommunications and Cable for approval.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES

12.1 Business Service

12.1.1 RCN Basic Switched Service

RCN Basic Switched Service offers commercial customers a choice of two plans, Major Business Advantage (MBA) and Guaranteed Business Advantage (GBA).

A) Major Business Advantage (MBA)

MBA is a switched outbound and/or inbound service for high volume usage commercial customers. Customers may choose a month to month or a term commitment plan. Customers may also choose a Monthly Usage Guarantee (MUG). MBA is not time of day or mileage sensitive and is billed in initial eighteen (18) second increment and additional six (6) second increments. Minimum charge per month is \$10.00 (applies to customers with no MUG). Per minute rates apply as follows:

1) Outbound

<u>Term Commitment</u>	<u>Monthly Usage Guarantee (MUG)</u>	
	<u>MUG - \$750</u>	<u>MUG - \$1,500</u>
Month to Month	\$0.1025	\$0.1000
1 Year	0.1000	0.0975
2 Year	0.0975	0.0950
3 Year	0.0950	0.0925

2) Inbound

<u>Term Commitment</u>	<u>Monthly Usage Guarantee (MUG)</u>	
	<u>MUG - \$750</u>	<u>MUG - \$1,500</u>
Month to Month	\$0.1190	\$0.1175
1 Year	0.1175	0.1150
2 Year	0.1150	0.1125
3 Year	0.1125	0.1100

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES

12.1 Business Service (cont'd.)

12.1.1 RCN Basic Switched Service (cont'd.)

A) Major Business Advantage (MBA) (cont'd.)

3) IntraLATA

<u>Term Commitment</u>	<u>Monthly Usage Guarantee (MUG)</u>	
	<u>MUG - \$750</u>	<u>MUG - \$1,500</u>
Month to Month	\$0.1040	\$0.1035
1 Year	0.1035	0.1030
2 Year	0.1030	0.1025
3 Year	0.1025	0.1020

B) Guaranteed Business Advantage (GBA)

GBA is a switched outbound and/or inbound service for commercial customers. GBA offers a flat rate and monthly usage volume discount (usage discount schedule set forth in Section 12.1.5). GBA is not time of day or mileage sensitive and is billed in initial eighteen (18) second increment and additional six (6) second increments. Minimum charge per month is \$10.00. Per minute rates apply as follows:

1) Outbound

<u>Term Commitment</u>	<u>Per Minute</u>
Month to Month	\$ 0.1350
1 Year	0.1200
2 Year	0.1180

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES

12.1 Business Service (cont'd.)

12.1.1 RCN Basic Switched Service (cont'd.)

B) Guaranteed Business Advantage (GBA) (cont'd.)

2) Inbound

<u>Term Commitment</u>	<u>Per Minute</u>
Month to Month	\$0.1350
1 Year	0.1200
2 Year	0.1180

C) Switched On Net and Off Net

Per Minute Rate

\$0.089

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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LONG DISTANCE SERVICES

12.1 Business Service (cont'd.)

12.1.2 RCN Dedicated Service

RCN Dedicated Service provides a customer outbound and/or inbound service via dedicated access facilities connecting the Customer's premises and the Company's POP. This service is offered to the extent facilities are available and where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's POP. RCN Dedicated Service offers a flat per minute rate and a monthly usage volume discount (usage discount schedule set forth in Section 12.1.5). Calls are not time of day or mileage sensitive and is billed in initial 6 second increment and additional 6 second increments. Minimum charge per month is \$10.00. Per minute rates apply as follows:

Off Net

	<u>Per Minute</u>
Outbound	\$0.09
Inbound	0.10

On Net

Outbound	<u>1 Year</u>	<u>2 Year</u>
< = 40,000 minutes of usage per month	\$0.059	\$0.055
> 40,000 minutes of usage per month	\$0.059	\$0.052
> 70,000 minutes us usage per month	\$0.052	\$0.050
Inbound - for all minutes of usage	\$0.059	\$0.059

Rates and charges for installation or special construction of facilities will be determined by the Company on an individual basis. The Company reserves the right to charge the Customer RCN's cost of providing such services plus 15 percent for such installation and construction including: (a) non-recurring charges; (b) recurring charges; (c) termination liabilities; or (d) combinations thereof.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES12.1 Business Service (cont'd.)12.1.3 Unity Service

Unity is a switched outbound and/or inbound service for commercial customers located in On-Net territories. Unity Service is not time of day or mileage sensitive. Calls are billed in initial eighteen (18) second increment and additional six (6) second increments. A minimum one-year term commitment is required to qualify for Unity Service. Unity customers may choose a Monthly Usage Guarantee (MUG) of five hundred dollars (\$500) which will qualify the customer for a lower rate. In the event that a customer with a five hundred dollar (\$500) MUG does not meet the guaranteed level, that customer will be billed the agreed MUG amount. Minimum charge per month is \$10.00 (applies to customers with no MUG). Per minute rates apply as follows:

A) Outbound

	<u>Per Minute</u>
IntraLATA	
-no MUG	\$ 0.1079
-w/ \$500 MUG	0.1029
IntraState	
-no MUG	0.1099
-w/ \$500 MUG	0.1049

B) Inbound

-no MUG	0.1129
-w/ \$500 MUG	0.1129

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES12.1 Business Service (cont'd.)12.1.4 National Advantage 7 Service

National Advantage 7 is a switched outbound and/or inbound service for commercial customers located in Off-Net territories. National Advantage 7 Service is not time of day or mileage sensitive. Calls are billed in initial eighteen (18) second increment and additional six (6) second increments. A minimum one-year term commitment is required to qualify for National Advantage 7 Service. Minimum charge per month is \$10.00. Per minute rates apply as follows:

	<u>Per Minute</u>
Outbound	
IntraLATA	\$0.1200
IntraState	0.1200
Inbound	0.1175

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES12.1 Business Service (cont'd.)12.1.5 Usage Discounts

Commercial Customers receive the discounts set forth in the schedules below based on the Customer's Qualifying Monthly Usage in each of the service categories listed (i.e. switched or dedicated):

<u>Qualifying Monthly Switched Usage</u>	<u>Applicable Discount</u>
\$ 0.00 - \$249.99	0%*
250.00 - 999.99	4%*
1,000.00 +	7%*

*The discounts applicable to these services (previously offered under MA D.P.U. No. 1 Effective August 3, 1997) are no longer available to new customers as of August 11, 1997.

<u>GBA Qualifying Monthly Switched Usage</u>	<u>Applicable Discount</u>
\$ 0.00 - \$249.99	0%
250.00 - 499.99	4%
500.00 +	7%

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES

12.1 Business Service (cont'd.)

12.1.5 Usage Discounts (cont'd.)

<u>Qualifying Monthly Dedicated Usage</u>	<u>Applicable Discount</u>
\$ 0.00 - \$2,499.99	0%
2,500.00 - 5,499.99	5.55%
5,500.00 +	11.11%

Qualifying Monthly Usage means the commercial Customer's total interstate and intrastate monthly charges for the particular category of listed services (i.e. switched or dedicated) excluding all charges for installation, reconnection, monthly recurring fees, calling card calls, debit card calls, (where available), directory assistance calls and all applicable taxes. The discounts apply to charges for domestic inbound and outbound interstate, intrastate and intralata toll calls by commercial customers in the particular category of services (i.e. switched or dedicated) for which the Customer has met the Qualifying Monthly Usage threshold during card calls, debit card calls, and directory assistance calls, installation, reconnection, monthly recurring service fees and any applicable taxes. Commercial Customers billed by a local exchange carrier are not eligible for preceding discounts. Although the discount does not apply to charges for international calls, charges for such calls are included for purposes of determining Qualifying Monthly Usage.

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

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12.1 Business Service (cont'd.)

12.1.6 Time Periods

<u>Rate Periods</u>	<u>From</u>	<u>To But Not Including</u>	<u>Days</u>
Days	8:00 am.	5:00 pm.	Mon - Fri
Evenings	5:00 pm.	11:00 pm.	Mon - Fri
	5:00 pm.	11:00 pm.	Sun
Nights/Weekends	11:00 pm.	8:00 am.	Mon - Sun
	8:00 am.	5:00 pm.	Sat - Sun
	5:00 pm.	11:00 pm.	.Sat

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

LONG DISTANCE SERVICES

12.2 Residential Service

12.2.1 RCN 9.9 Cent Long Distance Bundled Plan

RCN 9.9 Cent Long Distance Bundled Plan is available to residential customers in On Net Areas* who subscribe to RCN Long Distance Service and at least one of the following: RCN Local, RCN Internet, RCN Cable** and RCN Cable Modem.** Calls are not time of day sensitive and are billed in full minute increments. There is no monthly recurring line charge with the Bundled Plan.

	<u>Rate</u>
<u>Per Minute</u>	\$0.099

12.2.2 RCN 9.9 Cent Long Distance Stand Alone

RCN 9.9 Cent Long Distance Stand Alone Plan is available to residential customers in On Net Areas* who subscribe to RCN Long Distance Service. Calls are not time of day sensitive and are billed in full minute increments. Monthly recurring charge is as follows:

	<u>Per Minute</u>	<u>Monthly Recurring Charge</u>
Per Line	\$0.099	\$3.00

* RCN On Net Areas are areas in which RCN has Feature Group D access to an incumbent LEC's tandem.

** RCN Cable and RCN Cable Modem Services are non-tariffed, non-regulated services.

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

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12.2 Residential Service (cont'd.)

12.2.3 RCN 0.07 Cent Long Distance

Option 1 - RCN 0.07 Cent Long Distance Bundled Plan is available to residential customers in On Net Areas* who subscribe to RCN Long Distance Service and at least one of the following: RCN Local, RCN Internet, RCN Cable** and RCN Cable Modem.** Calls are not time of day sensitive and are billed in full minute increments. There is no monthly recurring line charge with the Bundle Plan

	<u>Rate</u>
<u>Per Minute</u>	\$0.07

Option 2 - RCN 0.07 Cent Long Distance Plan is available to residential customers in On Net Areas* who subscribe to RCN Long Distance Service. Calls are not time of day sensitive and are billed in full minute increments. Monthly recurring charge is as follows:

	<u>Per Minute</u>	<u>Monthly</u>
	<u>Charge</u>	<u>Recurring</u>
Per Line	\$0.07	\$5.95

* RCN On Net Areas are areas in which RCN has Feature Group D access to an incumbent LEC's tandem.

** RCN Cable and RCN Cable Modem Services are non-tariffed, non-regulated services.

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Joseph Kahl
 Sr. Director, Regulatory & External Affairs
 196 Van Buren
 Herndon, VA 20170

LONG DISTANCE SERVICES12.3 RCN 25 Cent Card Service

The RCN 25 Cent Card is a toll free access calling card which allows customers to call domestically for a flat rate of \$.25 per minute and with no per call surcharge. Calls are billed in full minute increments.

Commercial customers with monthly usage of \$25 or more will receive a usage discount. Per minute rates apply as follows:

	<u>Rate</u>
Per Minute	\$0.25
Commercial Customers With monthly usage of \$25 or more	0.19

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

LONG DISTANCE SERVICES12.4 RCN Long Distance Operator Services

Charges for RCN's operator services include the applicable per minute rates set forth below for each category of operator assisted calls. Per minute rates may vary based on the day of the week and time of the day that the service is used. In some cases, the applicable rate may be distance sensitive. Unless otherwise specified per minute rates are billed in full minute increments and call times are rounded to the next full minute. Charges for RCN's operator services also include the applicable Operator Surcharge as set forth in Section 9.1.3.

12.4.1 RatesA. Operator Station - Collect and Third-Party Billed

Mileage	Day		Evening		Night/Weekend	
	<u>1st Min.</u>	<u>Add'l Min</u>	<u>1st Min.</u>	<u>Add'l Min.</u>	<u>1st Min.</u>	<u>Add'l Min.</u>
1 - 10	\$0.1300	\$0.1000	\$0.0900	\$0.0600	\$0.0650	\$0.0370
11 - 25	0.1600	0.1400	0.1300	0.0900	0.0700	0.0550
26 - 55	0.1900	0.1800	0.1400	0.1300	0.0800	0.0800
56 - 70	0.1900	0.1900	0.1400	0.1400	0.1000	0.1000
71 - 85	0.2000	0.2000	0.1500	0.1500	0.1100	0.1100
86 +	0.2200	0.2200	0.1600	0.1600	0.1200	0.1200

B. Person-to-Person - Third Party Billed

Mileage	Day		Evening		Night/Weekend	
	<u>1st Min.</u>	<u>Add'l Min</u>	<u>1st Min.</u>	<u>Add'l Min.</u>	<u>1st Min.</u>	<u>Add'l Min.</u>
1 - 10	\$0.1300	\$0.1000	\$0.0900	\$0.0600	\$0.0650	\$0.0370
11 - 25	0.1600	0.1400	0.1300	0.0900	0.0700	0.0550
26 - 55	0.1900	0.1900	0.1500	0.1400	0.0800	0.0800
56 - 70	0.2000	0.2000	0.1500	0.1400	0.1000	0.1000
71 - 85	0.2100	0.2100	0.1600	0.1500	0.1100	0.1100

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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OTHER SERVICE ARRANGEMENTS

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

OTHER SERVICE ARRANGEMENTS13.1 Employee Plans

13.1.1 Employee Long Distance Plan

RCN Employee Long Distance Plan provides RCN employees with switched outbound service. Calls are billed in initial six (6) seconds and additional six (6) second increments.

Per Minute \$0.08

13.1.2 Employee Toll Free Service

RCN Employee Toll Free Service provides RCN employees with a Toll Free telephone number enabling the employee to receive calls from family and friends, at no charge to the caller. Calls are billed in full minute increments and are not time-of-day sensitive.

Per Minute \$0.09

13.1.3 Employee Calling Card Service

RCN Employee Calling Card Service provides RCN employees with a toll free access calling card which allows customers to call domestically for a flat rate. Calls are billed in full minute increments.

Per Minute \$0.15

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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- 14.1 Basic Rate Interface (BRI) - provides a combination of two B channels and one D channel. Each B Channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High Speed Packet Switched Data. The D Channel is a 16 kbps channel and is used for signaling.

Monthly Recurring Charge
\$16.25

14.2 GENERAL

RCN Primary Rate Interface (PRI)

RCN PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Wide Area Telecommunications Service (WATS), Toll Free Service and business dial tone lines. It can also be used as loop transport for circuit switched data applications. RCN PRI is provisioned on the 1.544 megabit per second (mbps) bandwidth and uses the Integrated Services Digital Network (ISDN) architecture of 23B channels and one D to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, RCN PRI provides the customer with the service capabilities and features described below.

14.2.1 TERMS

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and imaging services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect Primary Rate Interface lines to their signaling central office.

Network Interfaces

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This network interface is defined as follows:

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

ISDN14.2 RCN Primary Rate Interface (PRI) cont'd.)14.2.1 Terms (cont'd.)Network Interfaces (cont'd.)

Physically, the network interface is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the network termination 2 (NT2). The NT2 is customer premises equipment required for providing physical compatibility in terminating telephone facilities at the customer premises.

Primary Rate Access Facility

The Primary Rate Access Facility provides a high capacity access path at a transmission speed of 1.544 megabits per second (mbps) for communications between the customer's premises and his/her serving central office. Each Primary Rate Access Facility supports one RCN PRI Arrangement.

Primary Rate Interface Arrangement

RCN PRI Arrangement is a service providing ISDN capabilities between the customer premises and the serving central office. The PRI Arrangement consists of 23 "B" channels and one "D" channel which are defined as follows:

B Channel

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

D Channel

The D channel is a 64 kilobit per second (kbps) channel that carrier signaling and control for the B channels.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

ISDN14.2 RCN Primary Rate Interface (PRI) cont'd.)14.2.1 Terms (cont'd.)Software Defined Lines

Software defined lines are lines which are provisioned on the Primary Rate Access Facility by establishing their identity in central office translations. These lines physically ride on the 4-wire ISDN Primary Rate Access Facility.

Simulated Facility Group

A Simulated Facility Group is a software defined register used to limit the number of simultaneous calls with specific attributes.

The CPE used by customers subscribing to RCN PRI must comply with ISDN Primary Rate Interface specifications as designated by the Telephone Company.

14.2.2 CAPABILITIES

RCN PRI provides the capability to:

- a. Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- b. Allow, where available, one D channel to control up to 20 PRI Arrangements. In such cases, a single D channel in one PRI Arrangement handles all the signaling and control requirements of multiple PRI Arrangements in a specific grouping, allowing supplemental PRI Arrangements to consist of 24 B channels.
- c. Allow B channels to be allocated for specific services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Wide Area Telecommunications Service (WATS) and Toll Free Service, or optionally configure channels to access multiple services on a per-call basis. All of the preceding services may be accessed on a Call-by-Call Service Selection basis, except two-way lines which must be dedicated to specific B-Channels.
- d. Allow the user to have access to the directory number of the calling party.

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Issued By:

Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

ISDN14.2 RCN Primary Rate Interface (PRI) cont'd.14.2.3 CONDITIONS

This service is offered subject to the following conditions:

- a. RCN PRI is only available from serving central offices equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN-compatible terminal equipment is required for operation. It is the customer's responsibility to power and obtain such equipment.
- c. RCN PRI service does not preclude customers from originating or receiving circuit-switched voice calls from inside or outside either their serving central office or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their servicing central office.
- d. This tariff does not provide for the transmission of packet data on the B or D channels.
- e. All PRI Arrangement configurations must have a least one 23B+D PRI Arrangement for signaling and control functions. A 23B + Back-up D PRI Arrangement is required whenever more than 47 B Channels are controlled by a single D channel
- f. Each line group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20 as specified in Section 22A(2), or ordered on an individual case basis. DID Trunk connections charges apply to DID numbers but not to Individual Additional Telephone Numbers.
- g. Telephone numbers ordered in blocks of 20 as specified in Section 22A(2) and Individual Additional Telephone Numbers ordered from this Tariff may not be delivered on the same Simulated Facility Group or dedicated trunk group.
- h. The quantity of Individual Additional Telephone Numbers may not exceed the size of the trunk group or Simulated Facility Group to which they are assigned.

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Issued By:

Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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ISDN14.2 RCN Primary Rate Interface (PRI) cont'd.14.2.4 FEATURES

The following standard features are available with RCN PRI:

- a. Call-by-Call Service Selection - Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID, DOD, WATS, Toll Free service and business dial tone lines. The customer premises equipment signals the local serving central office as to what type of service to access for each call.
- b. Calling Line Identification - Allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and is the responsibility of the customer.
- c. Back-up D Channel - Automatically takes over for a failed D channel in case of trouble. This is part of a 23B + Back-up D PRI Arrangement.

14.2.5 APPLICATION OF RATES

- a. Business dial tone line functionality is included in the RCN PRI Service rates and charges.
- b. When DID numbers are ordered, a DID line connection charge applies for each B channel dedicated for DID service, or DID simulated facility group member over which the DID numbers are transmitted.
- c. Customers accessing RCN Toll Free Service via RCN PRI are also subject to the rates and charges shown in those tariffs.
- d. When a customer converts existing DS1 facilities provided under High Capacity Digital Service specified in P.U.C. No. 3, to Primary Rate Access Facilities, installation charges for the Primary Rate Access Facility are waived.
- e. Hunting Service is included in the RCN PRI rates.
- f. Existing local usage as set for in Section 7.1. or MTS rates as set forth in Section 12
- g. Circuit-switched data calls will be billed on a local usage-sensitive basis as specified in this tariff. Toll charges will apply when circuit-switched data calls are made outside of the customer's Local Calling Area.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

ISDN14.2 RCN Primary Rate Interface (PRI) cont'd.)14.2.5 APPLICATION OF RATES (cont'd.)14.2.5.1 Payment Options

An RCN-PRI customer may select a 1 year or 2 year contract. All PRI services and features at a given premises must be subscribed to the same payment option.

14.2.5.2 Termination

Subscribers under a 2 year contract, who disconnect ISDN PRI services or features, in whole or in part, before expiration of the contract period but after completion of the first year of the contract period, shall pay to the Telephone Company an early termination liability charge for each disconnected service or feature equal to the following: the difference between the applicable 2 year contract period recurring rate and the applicable first year contract period recurring rate multiplied by the number of months of the 2 year contract period that have elapsed as of the date of disconnection. Subscribers under a 2 year contract period, who disconnect ISDN PRI services or features, in whole or in part, before expiration of the first year of the contract period shall pay to the Telephone Company an early termination liability charge for each disconnected service or feature equal to the difference between the 2 year contract recurring rate and the applicable 1 year rate multiplied by the number of months of the contract period that have elapsed as of the date of disconnection.

14.2.5.3 Additions

During the contract period, the customer may add PRI services at the same monthly rate as specified in the initial contract. The contract period for these additional services will end coterminous with the initial contract.

14.2.5.4 Changes in future contract rates

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel their existing contract without penalty, providing they sign-up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions and prices of the new contract.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

ISDN14.2 RCN Primary Rate Interface (PRI) cont'd.)14.2.5 APPLICATION OF RATES (cont'd.)14.2.5.5 Renewal

Prior to the expiration of the existing contract period, a customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be for a period of time which is equal to or greater than the length of the original contract. The number of PRI arrangements must be equal to or greater than the number of arrangements contained in the original contract. The contract period effective date will be the date the customer signs the new contract.

14.2.5.6 Relocation

When a customer elects to relocate his PRI service to a different premises not served by the same central office, prior to the expiration of a contract period, the service is considered to be disconnected, and the termination liability applies. However, if the customer relocates to a location served by a suitable equipped central office within the same state and establishes a PRI contractual payment plan of equal or greater monetary value, the customer may relocate without incurring a termination liability. Installation charges for establishing the new service would apply.

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Joseph Kahl
Sr. Director, Regulatory & External Affairs
196 Van Buren
Herndon, VA 20170

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14.2 RCN Primary Rate Interface (PRI) cont'd.

14.2.6 RATES AND CHARGES

		<u>Monthly Recurring Charge</u>	
	<u>No Term</u>	<u>One Year Term</u>	<u>Two Year Term</u>
ISDN PRI	\$795.00	\$745.00	\$755.00

		<u>Non-Recurring Charge</u>	
	<u>No Term</u>	<u>One Year Term</u>	<u>Two Year Term</u>
ISDN PRI	\$775.00	\$725.00	\$675.00

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Sr. Director, Regulatory & External Affairs
196 Van Buren
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