

REGULATIONS AND RATES APPLICABLE TO THE FURNISHING
OF INTRALATA LOCAL EXCHANGE TELEPHONE SERVICES

WITHIN THE DISTRICT OF COLUMBIA

BY

STARPOWER COMMUNICATIONS, LLC
d/b/a RCN

APPLICABLE IN THE DISTRICT OF COLUMBIA AS MODIFIED HEREIN.

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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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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 Starpower Communications, LLC, d/b/a RCN to business customers within the District of Columbia.

In addition, this tariff sets forth the service offerings and rates applicable to the furnishing of intrastate end-user communications services by Starpower Communications, LLC, d/b/a RCN to residential customers within the District of Columbia.

The Company will offer service under any of the following names: Starpower Communications, LLC, Starpower or RCN. All names are service marks of the Company (excluding Starpower).

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DEFINITIONS

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DEFINITIONS

Certain terms used generally throughout this tariff are defined below.

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.

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

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.

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

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

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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.

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Call Forwarding: (cont'd.)

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.

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

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line user.

Call Forwarding Variable Unlimited: The same as 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.

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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.

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.

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

Company or Starpower Communications, LLC: Starpower Communications, LLC, d/b/a RCN 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

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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 an renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

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.

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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.

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.

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

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.

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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 Starpower Communications, LLC, and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

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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.

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 signalling between telephone switches, or between telephone switches and PBX/key systems.

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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

Office Communications Services (OCS): The Company's product name for its Shared Tenant Services

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

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.

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

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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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.

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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" or "101XXXX" + 1 + 10-digit number."

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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.

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

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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.

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.

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REGULATIONS

2.1 Undertaking of the Company

2.1.1 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 District of Columbia.

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

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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.

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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 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 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 of its obligation to pay any charges incurred

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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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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 if:

1) the Customer is using the service in violation of this tariff;
or

2) the Customer is using the service in violation of the law.

E) This tariff shall be interpreted and governed by the laws of the District of Columbia 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.

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- 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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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 for interruptions in service as set forth in Section 2.7.

- B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer 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

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of facilities associated with the service.

- C) The liability of the Company for errors in billing that result in overpayment by the Customer 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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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, (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;

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unavailability, failure or malfunction of equipment or facilities provided by the Customer 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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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-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 obsolete, or require modification or

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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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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 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 the construction, installation, maintenance, presence, use or removal of the Customer'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

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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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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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2.1 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 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 or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer 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

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Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.

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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, even if the Company has acted as the Customer'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,

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STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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2.1 Undertaking of the Company (cont'd.)

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer 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 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 may not be possible.

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2.1 Undertaking of the Company (cont'd.)

2.1.6 Provision of Equipment and Facilities

- A) Except as otherwise indicated, customer-provided station equipment at the Customer'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 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 provided equipment or for the quality of, or defects in, such transmission;

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or

- 2) the reception of signals by Customer-provided equipment.
- 3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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2.1 Undertaking of the Company (cont'd.)

2.1.7 Non-routine Installation

At the Customer'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 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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2.1 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. 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

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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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2.1 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.

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- 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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2.1 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

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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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2.2 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 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 the District of Columbia Public Service Commission's regulations, policies, orders, and decisions.
- C) The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- D) A customer, 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 to transfer its existing service to another entity if the existing Customer has paid all charges

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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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2.3 Obligations of the Customer

2.3.1 Customer Premise Provisions

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

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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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2.3 Obligations of the Customer (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.

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2.4 Customer Equipment and Channels

2.4.1 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.

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- B) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring 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 expense, subject to prior Customer approval of the equipment expense.

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2.4 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 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) Facilities furnished under this tariff may be connected to customer 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

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maintained in compliance with those regulations.

- D) 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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2.4 Customer Equipment and Channels (cont'd.)

2.4.4 Inspections

- A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

- B) If the protective requirements for Customer-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 promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever

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additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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2.5 Customer Deposits and Advance Payments

2.5.1 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) months 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

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prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

- 1) two month's charges for a service or facility which has a minimum payment period of one month.
 - 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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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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2.6 Payment Arrangements

2.6.1 Payment for Service

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

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.

2.6.2 Billing and Collection of Charges

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

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

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

- 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 30 days.

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2.6 Payment Arrangements (cont'd.)

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

- D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer 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) RESERVED FOR FUTURE USE

- F) The Customer will be assessed a charge of twenty dollars (\$20.00) for

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each check submitted by the Customer to the Company which a financial institution refuses to honor.

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 8.4.2.

(H) If at any time the Customer's automatic credit card payment is rejected or returned, RCN will consider this a denied payment. A [rate] (\$) denied payment fee will be charged in addition to any late fees as a result of the denied payment and all other amounts owed to RCN.

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2.6 Payment Arrangements (cont'd.)

2.6.3 Billing Disputes

A) General

All bills are presumed accurate, and shall be binding on the Customer unless notice of the disputed charge(s) is received by the Company within 90 days (commencing 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.

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2.6 Payment Arrangements (cont'd.)

2.6.3 Billing Disputes (cont'd.)

C) Adjustments or Refunds to the Customer

- 1) In the event that the Company resolves the billing dispute in favor of a Customer who has withheld payment of the disputed amount pending resolution of the disputed bill, the Company will credit the Customer'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 who has paid the total amount of the disputed bill, the Company will credit the Customer's account for any overpayment by the Customer in the billing period following the resolution of the dispute.

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- 3) In the event that the Company resolves the billing dispute in favor of a Customer 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.

- 4) All adjustments or refunds provided by the Company to the Customer at the Customer's request, or provided by the Company to the Customer by way of compromise of a billing dispute, and which are accepted by the Customer, are final and constitute full satisfaction, settlement, and/or compromise of all of the Customer's claims for the billing period for which the adjustment or refund was issued.

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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 and the Company for service furnished to the Customer, which cannot be settled to the mutual satisfaction of the Customer and the Company, the Customer has up to 90 days (commencing 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 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

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may file an appropriate complaint with:

Public Service Commission of the District of Columbia

717 14th Street, N.W.

Washington, D.C. 20005

(202) 626-5100

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2.6 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, 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, 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 if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

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- D) Upon the Customer'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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2.6 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 will be liable for all related costs as set forth in Section 2.9. The Customer will also be responsible for payment of any reconnection charges.

- G) Upon the Company's discontinuance of service to the Customer 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 during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

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- 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 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 30 days written notice.

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2.6 Payment Arrangements (cont'd.)

2.6.4 Discontinuance of Service for Cause (cont'd.)

- 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 120 days.

- 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.

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.

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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.

- B) 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 percent).

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2.6 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.

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2.6.7 Changes in Service Requested

If the Customer 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 Customer's installation fee shall be adjusted accordingly.

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2.7 Allowances for Interruptions in Service

2.7.1 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, e.g., the Customer 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 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 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

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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 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;
- C) Due to circumstances or causes beyond the reasonable control of the Company;

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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 continues to use the service on an impaired basis;
- F) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and

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- 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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2.7 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 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 rate 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 15 minutes or more.

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Two or more interruptions of 15 minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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2.7 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	3/5 Day

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including 12 hours

12 hours up to but not

4/5 Day

including 15 hours

15 hours up to but not

One Day

including 24 hours

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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2.7 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 8 hours or more or cumulative service credits equaling 16 hours in a continuous 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 wilful 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

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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 lien or lines in question for each day thereafter that the records remain uncorrected.

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2.8 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

Customer'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, plus;
- B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer,

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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's cancellation.

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2.9 Customer Liability for Unauthorized Use of the Network

2.9.1 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:

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

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

- C) Customers 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 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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2.9 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 is responsible for payment of all charges for services provided under this Tariff furnished to the Customer or User. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by Users or other third parties, the Customer'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 is liable for all costs incurred as a result of unauthorized use of the Network, including service charges and any direct, indirect,

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special, incidental, reliance, consequential, exemplary or punitive charges.

- D) The Customer 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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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,

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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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2.9 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

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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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2.10 Use of Customer's Service by Others

2.10.1 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 District of Columbia Public Service Commission 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,

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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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2.11 Transfers and Assignments

Neither the Company nor the Customer 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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2.12 Notices and Communications

- A) The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer 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 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 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

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received or refused by the addressee, whichever occurs first.

- D) The Company or the Customer 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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2.13 Operator Services Rules

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

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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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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

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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.

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APPLICATION OF RATES

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APPLICATION OF RATES

3.1 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

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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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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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3.3 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 (c) above.
- E) Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

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- 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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3.4 Term Discounts

Business customers may agree to term commitments of one or two years. Customers agreeing to a one year term commitment will receive a 5.3% discount off all tariffed rates and charges. Customers agreeing to a two year term commitment will receive a 10.6% discount off all tariffed rates and charges. Term commitment discounts will apply to all rates and charges (Nonrecurring, Monthly Recurring, and Usage) unless otherwise stated.

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SERVICE AREAS

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SERVICE AREAS

4.1 Service Areas

Starpower will potentially serve customers throughout LATA 236. Starpower will follow the designated exchange boundaries of Bell Atlantic - Washington, D.C, Inc.

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SERVICE AREAS

4.2 Exchange Areas and Local Service Areas

The local service area of the Washington Zone includes all telephones bearing the designation of any central office of the Washington Metropolitan Exchange Area (WMEA) and the Ashton (Md.), Braddock (Va.), Dulles (Continental Tel. Co. of Va.), Eagleside (Va.), Gaithersburg (Md.), Herndon (Va.), Laurel (Md.), and Lorton (Continental Tel. Co. of Va.) exchanges.

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

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EXCHANGE ACCESS SERVICE

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EXCHANGE ACCESS SERVICE

5.1. 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

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- 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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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

Basic Trunk Service

DID Trunk Service

Digital Trunk Service

Centrex Service

Residential Services

Basic Line Service

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EXCHANGE ACCESS SERVICE

5.3 Business Service

A) Service Order Charges

	<u>Nonrecurring Charge</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Connect first line:	\$74.92	\$74.92	\$74.92
Connect additional lines:	\$30.40	\$28.80	\$27.20
Customer-initiated order charge:	\$29.22 R	N/A	N/A
Change in class or grade of service charge:	\$35.34	N/A	N/A

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.1 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.

Monthly Recurring

Message Rate Service	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Individual Line, first (1)	\$10.02 R	\$ 8.84	\$ 7.66
Individual Line, add'l (1)	\$10.02 R	\$ 8.84	\$ 7.66

<u>Note</u>	<u>Explanation</u>
-------------	--------------------

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(1)	Message Units		Message Unit
		<u>Service</u>	<u>Allowance</u>
	Individual Line		None, ₁

₁ Additional message units are:

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Per Call	\$0.061 R	\$0.053	\$0.046

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.2 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.

Monthly Recurring

Message Rate Service	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
PBX Trunk (1)	\$10.02 R	\$ 8.84	\$ 7.66

Note

Explanation

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EXCHANGE ACCESS SERVICE

(1)	Message Units	Message Unit
	<u>Service</u>	<u>Allowance</u>
	Individual PBX Trunk	None ₁

₁ Additional message units are:

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Per Call	\$0.061 R	\$0.053	\$0.046

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.3 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.

Monthly recurring rates per DID Trunk, apply as follows:

	<u>Non-Recurring</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
DID Trunk, Per Trunk	\$91.80	\$81.00	\$70.20

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	<u>Monthly Recurring</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
DID Trunk, Per Trunk	\$25.49	\$24.15	\$22.87
DOD Trunk, Per Trunk	\$11.20	\$10.61	\$10.02

<u>Note</u>	<u>Explanation</u>				
(1)	<p>Message Units</p> <table border="0" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: left;"><u>Service</u></th> <th style="text-align: left;"><u>Message Unit Allowance</u></th> </tr> </thead> <tbody> <tr> <td>Individual PBX Trunk</td> <td>None₁</td> </tr> </tbody> </table>	<u>Service</u>	<u>Message Unit Allowance</u>	Individual PBX Trunk	None ₁
<u>Service</u>	<u>Message Unit Allowance</u>				
Individual PBX Trunk	None ₁				

₁ Additional message units are:

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Per Call	\$0.061	\$0.053	\$0.046

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.4 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.

Monthly recurring rates per Digital Trunk per point, apply as follows:

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		<u>Monthly Recurring</u>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>	
DID Only, Per T-1	\$116.85	\$110.70	\$104.55	
DID/DOD, Per T-1	\$277.40	\$262.80	\$248.20	
 Message Rate Service				
PBX Trunk (1)	\$ 10.02	\$ 8.84	\$ 7.66	

<u>Note</u>	<u>Explanation</u>		
(1)	Message Units		
	<u>Service</u>	<u>Message Unit Allowance</u>	
	Individual PBX Trunk	None ₁	

₁ Additional message units are:

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Per Call	\$0.061	\$0.053	\$0.046

Individual channels carried over a Digital Trunk may be equipped with Direct Inward Dial (DID) capability and DID number blocks for additional charges, as set forth in Section 6.1.2.

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EXCHANGE ACCESS SERVICE
5.3 Business Service (cont'd.)5.3.4 Digital Trunk Service (cont'd)

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

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$ 300.00	\$ 275.00	\$ 265.00

DID/DOD Dedicated Allocation Trunks allows either an incoming 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. For DID trunks there is an additional fee for DID service (per trunk) as well as a charge for the DID blocks (in quantities of 20 per block)

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$ 300.00	\$ 275.00	\$ 265.00

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DID/DOD Dynamic Trunks allow both incoming exchange calls 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>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$ 540.00	\$ 485.00	\$ 445.00

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 requires DID service.

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$ 13.00	\$ 11.50	\$ 10.50

DID Block DID service telephone numbers are only provided in blocks of 20 numbers.

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per block	\$ 8.00	\$ 8.00	\$ 8.00

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EXCHANGE ACCESS SERVICE5.3 Business Service (cont'd)5.3.4 Digital Trunk Service (cont'd)2+2 Standard Rates

2+2 Standard Rates are available to customers via RCN's local network (Type I, Type II or via collection). 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	\$525.00
	<u>Monthly Recurring Charge</u>
2+2 DOD T1	\$250.00
2+2 LNP DOD T1	\$250.00
2+2 Attended T1	\$250.00
2+2 LNP Attended T1	\$250.00

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2+2 Dynamic T1	\$400.00
2+2 LNP Dynamic T1	\$400.00
2+2 ISDN PRI	\$480.00
2+2 LNP ISDN PRI	\$480.00
2+2 Standard Rate Plan	
Local per call	\$ 0.0400
LATA per minute*	\$ 0.0590
Long Distance per minute*	\$ 0.0590

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

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.5 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. Centrex Service is provided with a minimum of five Centrex Station Lines. Each Centrex Station Line is provided in combination with other Company-provided services. The standard features are as follows:

Call Hunting	Call Transfer
Call Hold	Call Restrictions
Intercom	Three-Way Calling

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The following features may be selected at no additional charge:

Automatic Callback	Call Pick-up/Call Hold
Call Forwarding	Call Waiting
Busy	
Don't Answer	
Variable	

Some features may not be available in all locations.

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.5 Centrex Service (cont'd.)

A) Line Charges

	<u>Term</u>	<u>Monthly Recurring</u>
Per Line		
	Month to Month	\$10.02
	1 Year	\$ 8.84
	2 Year	\$ 7.66

B) Usage Charges

Local usage charges for measured service calls are as follows.

Local Service Rates

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Refer to the Rate Schedule located in Section 5.3.1.

IntraLATA Toll Service Rates

Refer to the Rate Schedule located in Section 7.1.3.

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EXCHANGE ACCESS SERVICE

5.3 Business Service (cont'd.)

5.3.5 Centrex Service (cont'd.)

C) Centrex Custom Package - Resale

Centrex Custom Package - Resale is only available to resale customers. Service is furnished from electronic type switching equipment located on telephone company premises and includes the facilities necessary for intercommunication between Centrex lines within the customer's system, Local Exchange Service (access via assumed dial "9"), direct in-dialing to Centrex Lines, identification and billing is done by the telephone company, Touch-Tone Calling Service, and intercept to the main listed number.

The primary location of each Centrex Custom Package System is the area served by the wire center in which the Centrex Custom Package System's dial switching equipment is located. A secondary location is any location other than the primary location.

Centrex Custom Package Service lines sharing a common intercom arrangement and a primary Directory listing will be considered a Centrex Custom Package Service System. A system must have a minimum of two and may not exceed a maximum of

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thirty Centrex Custom Package Service lines. Centrex Custom Package Service is classified as a business service and is offered only as a complete service. The exchange access, intercommunication and features are not offered separately.

No service charges, except for the normal Service Order Charge per order, apply for existing lines and features when a customer elects to change from other Centrex Service to Centrex Custom Package Service provided they are not moved or changed and have completed any current revenue guarantees.

A credit equal to the applicable interstate Subscriber Line Charge will be applied to all Centrex Custom Package lines which are subject to an interstate Subscriber Line Charge. This credit is limited to \$3.92 per line.

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5.3 Business Service (cont'd.)

5.3.5 Centrex Service (cont'd.)

C) Centrex Custom Package - Resale (contd.)

Only Centrex features specified in this section (5.3.5 (C)) are available under Centrex Custom Package Services.

When a customer requests a new Centrex Custom Package Service system that requires the installation of additional outside plant or central office facilities and where, in the judgment of the Company, it is practicable to provide such facilities, the customer will be charged the cost of providing the necessary additional facilities, in addition to the standard rates and charges for Centrex Custom Package Service. The costs for any additional facilities required will be computed on the incremental difference between the costs of new facilities and the costs of existing facilities.

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Centrex Custom Package Service lines can be provided at a separate customer premises. No mileage charges apply to lines of the same Centrex Custom Package Service system that are located at different premises but situated within the same wire center serving area.

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5.3 Business Service (cont'd.)

5.3.5 Centrex Service (cont'd.)

C) Centrex Custom Package - Resale (contd.)

A Centrex Custom Package Service line includes the following features:

- Call Restrictions
- Call Transfer - All Calls (Inside/Outside)
- Consultation Hold
- Intercommunication
- Hunting
- Three-Way Calling

The following Centrex features may be selected by the customer for each of their Centrex Custom Package lines for no additional charge:

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EXCHANGE ACCESS SERVICE

Automatic Callback

Call Forwarding

 Busy

 Don't Answer

 Variable

Call Pick-up / Call Hold

Call Waiting Originating

Call Waiting Terminating (with Tone Block)

Directed Call Pick-up with Barge-In

Directed Call Pick-up without Barge-In

Inside/Outside Ringing Service/ Call Waiting Tone

(Intercommunication only)

Speed Call Short

Centrex Custom Package Service customers may choose to add Caller ID with Name for a reduced rate.

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5.3 Business Service (cont'd.)

5.3.5 Centrex Service (cont'd.)

C) Centrex Custom Package - Resale (contd.)

Centrex Custom Package Service customers may select one of the following line arrangements for each of their Custom Package lines:

Unrestricted

Long Distance Message Restriction

Fully Restricted (Intercommunication Only)

700/900/Audiotex Blocked (Originating)

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5.3 Business Service (cont'd.)

5.3.5 Centrex Service (cont'd.)

C) Centrex Custom Package - Resale (contd.)

Rates

Monthly Recurring

Intercommunications Line

Month to Month	\$17.31
1 Year	16.40
2 Year	15.49

Exchange Access Line

Month to Month	\$6.65
1 Year	6.30

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2 Year	5.95
--------	------

Caller ID with Name

Month to Month	\$6.65
----------------	--------

1 Year	6.30
--------	------

2 Year	5.95
--------	------

Usage charges apply as specified in Sections 5.3.1 and 7.1.3.

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5.4 Residential Service

5.4.1 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.

5.4.2 Rates

A) Service Order Charge -

Nonrecurring Charge

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Connect first line: \$29.22**

Connect additional lines:

Installed at same time as first line: \$31.82

Installed subsequent to first line: \$40.91

For customers who request changes in billing name/ \$ 5.00
address, changes in billing, additional directory
listing, or non-published/non-listed phone numbers,
downgrades of calling plans or downgrades from
Resilink to a la carte calling plans, or deactivations/
changes to features and/or additional services (except
for zero-rated features, such as Caller ID Blocking).

B) Premises Work Charges

First Jack installation \$80.75

Each additional Jack \$42.75

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

** A fifty percent (50%) reduction up to a total amount of \$28.50 of the applicable residence service connection charge, not including security deposit requirements, for a single telephone line per household at the principal place of residence is available for all applicants who meet the following requirements:

- a. Applicant must have lived at an address where there has been no telephone service for at least three months prior to the date that assistance is requested;

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- b. Applicant must not have received this assistance within the last two years;
- c. Applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years of age; and
- d. Applicant must meet the household income requirements for Residence Message Rate, Individual Line, Economy II Service as set forth in Section 6.

The Company will verify that applicants meet the eligibility criteria set out in (a) and (b) unless the information required must be obtained from another jurisdiction or is otherwise unavailable in which case the applicant may self-certify the requirements. If criteria (a) or (b) are self-certified, then the income requirement set out in (d) must be certified by the procedure established for Economy II Service applicants as set forth in below.

The applicant may certify the eligibility criteria set out in (c) and (d) except as provided immediately above.

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

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Starpower Communications, LLC F.C.C. Tariff No. 1, Section 5.5.6.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates - Resold

(1) Flat Rate Service ¹	<u>Per Month</u> <u>Dial Service</u>
Individual Line, first Washington DC Premium	\$17.50
Individual Line, add'l	\$17.50
Individual Line, Economy II (4) Washington DC Lifeline	\$ 0.95
(2) Message Rate Service ¹	
Individual Line, first (1) Washington DC Value	\$ 8.85
Individual Line, add'l (1)	\$ 8.85
Individual Line, Economy I (2) Washington DC	

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Basic	\$ 7.00
Individual Line, Economy II(1)(2) Washington DC	
Lifeline	\$ 2.85

(3) Flat/Rate Message Rate Service¹

Individual Line, first (3) Washington DC	
Metro	\$10.40
Individual Line, add'l (3)	\$10.40

¹ Effective March 19, 2005 these plans will be discontinued. Current customers will need to select a new plan.

For explanation of notes, see Pages 11-15 following.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates - Facility

(1) Flat Rate Service	<u>Per Month</u> <u>Dial Service</u>
Individual Line, first Washington DC Premium	\$12.29 **
Individual Line, add'l	\$12.29 **
Individual Line, Economy II (4) Washington DC Lifeline	\$ 0.95
(2) Message Rate Service	
Individual Line, first (1) Washington DC Value	\$ 7.07 **
Individual Line, add'l (1)	\$ 7.07 **
Individual Line, Economy I (2) Washington DC	

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Basic	\$ 5.08 **
Individual Line, Economy II (1)(2) Washington DC	
Lifeline	\$ 2.85
 (3) Flat/Rate Message Rate Service	
Individual Line, first (3) Washington DC	
Metro	\$ 8.31 **
Individual Line, add'l (3)	\$ 8.31 **

** Effective February 7, 2003 these calling plans will be discontinued. Existing customers will be transferred to another available calling plan of their choice.

For explanation of notes, see Pages 11-15 following.

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EXCHANGE ACCESS SERVICE

5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

<u>Note</u>	<u>Explanation</u>								
(1)	<p>Message Units</p> <table border="0" style="margin-left: 40px;"> <tr> <td></td> <td style="text-align: right;">Message Unit</td> </tr> <tr> <td style="text-align: center;"><u>Service</u></td> <td style="text-align: center;"><u>Allowance</u></td> </tr> <tr> <td>Individual Line, first and additional</td> <td style="text-align: right;">75₁</td> </tr> <tr> <td>Individual Line, Economy II</td> <td style="text-align: right;">75₁</td> </tr> </table>		Message Unit	<u>Service</u>	<u>Allowance</u>	Individual Line, first and additional	75 ₁	Individual Line, Economy II	75 ₁
	Message Unit								
<u>Service</u>	<u>Allowance</u>								
Individual Line, first and additional	75 ₁								
Individual Line, Economy II	75 ₁								
(2)	<p>This service is offered subject to the following conditions.</p> <ul style="list-style-type: none"> (a) Not offered to customers outside of the Washington Zone. (b) Not provided with other Residential Access Service in the same household. (c) No message unit allowance. Message units are \$0.048 								

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each.

- (3) This service is offered as a combined flat/message rate service which permits flat rate calling to telephones of the Washington Zone and message rate calling to the remainder of the local service area specified in Section 4.2 preceding with each message unit being \$0.048.

¹ Additional message units are \$0.048 each.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

<u>Note</u>	<u>Explanation</u>
(4)	Economy II Service is available on a Flat Rate or Message Rate basis and is offered subject to the following conditions.
(a)	This service is available to customers at their principal residences only.
(b)	Only one Economy II line is available per household.
(c)	Any household subscribing to Economy II service will not be allowed to have any other exchange service.
(d)	Economy II Service is available only to persons who qualify under federal statutory criteria for participation in the Low Income Home Energy Assistance Program (LIHEAP) in the District of Columbia, as follows.

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LIHEAP

Households in which one or more individuals are receiving:

Aid to Families with Dependent Children (AFDC) under the District's plan approved under Part A of Title IV of the Social Security Act (other than such aid in the form of Foster Care in accordance with Section 408 of such act); or Supplemental Security Income payments under Title XVI of the Social Security Act; or

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

<u>Note</u>	<u>Explanation</u>
(4)	(cont'd.)

LIHEAP (cont'd)

Food Stamps under the Food Stamp Act of 1977;
or

Payments under Sections 415,521, 541, or 542 of
Title 38, United States Code, or under Section 306
of the Veteran's and Survivor's Pension
Improvement Act of 1978; or

Households with incomes which do not exceed the

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greater of:

An amount equal to 150 percent of the poverty level
for the District of Columbia;

The District of Columbia's Poverty Guidelines are
as follows.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

<u>Note</u>	<u>Explanation</u>
(4)	(cont'd.)

LIHEAP (cont'd)

<u>Family Size</u>	<u>Maximum Income</u>
1	\$11,205
2	\$15,045
3	\$18,885
4	\$22,725
5	\$26,565
6	\$30,405
7	\$34,245
8	\$38,085

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For family members numbering more than eight,
add \$3,840 for each additional family member.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

<u>Note</u>	<u>Explanation</u>
(4)	(cont'd.)
(e)	In addition to meeting the criteria in (d) preceding, customers with Economy II service must be certified for participation by the District of Columbia Energy Office (DCEO). Senior citizens who already have been identified by the District of Columbia Energy Office as qualified to participate in LIHEAP will automatically be deemed eligible for Economy II service. Senior citizens who have not been so identified must file an application for Economy II service with the Company, which will forward the application to DCEO.

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- (f) Except as specified in (h) following, Flat Rate Individual Line Economy II Service is available only to persons sixty five years of age or older.

- (g) Economy II Message Rate Service will be offered to individuals under age 65 who are heads of households with dependents and who meet the appropriate guidelines as specified above.

- (h) Customers with Economy II Service lines will be entitled to a reduction in the Interstate End User Common Line Access Charge.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

Starpower Basic Calling Plan¹

Starpower Basic Calling Plan is available to Facility Based Residential Customers who subscribe to Starpower facility based services. This plan provides subscribers discounted rates for local calling and regional calling.

Monthly Recurring Charge

\$4.50

Local Calling - \$0.02 per minute

Regional Calling - \$0.15 per minute

Starpower Value Calling Plan¹

Starpower Value Calling Plan is available to Facility Based Residential Customers

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who subscribe to Starpower facility based services. This plan provides subscribers unlimited local calling, and regional calling at \$0.15 per minute. Customers will receive Three Way Calling at no additional charge.

Monthly Recurring Charge

\$12.80

Local minutes - \$0.00 per minute

Regional minutes - \$0.15 per minute

¹ Effective March 19, 2005 these calling plans will be discontinued. Existing customers will need to select a new plan.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

Starpower ResiLink Ultra Service Plan¹

Starpower ResiLink Ultra Service Plan provides Customers with unlimited local and regional calling. A monthly line charge applies. Service is available only to customers who subscribe to one of the Starpower ResiLink Packages.

Monthly Recurring Charge

\$35.00

Starpower Ultra Calling Plan¹

Starpower Ultra Calling Plan is available to Facility Based Residential Customers who subscribe to Starpower facility based services. This plan provides subscribers 1500 minutes of which 1450 minutes are local minutes, and 50 minutes are for regional minutes. Customers will receive Call Waiting, Caller ID

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Deluxe, Call Waiting ID Deluxe, at no additional charge.

Monthly Recurring Charge

\$35.00

Local minutes above 1450 - \$0.02 per minute

Regional minutes above 50 minutes - \$0.15 per minute

¹ Effective March 19, 2005 these calling plans will be discontinued. Existing customers will need to select a new plan.

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

Unlimited Local Plan - Facility

Unlimited Local Plan - Facility is available to Facility Based Residential Customers who subscribe to facility based services. This plan provides unlimited local calling for a flat monthly rate. Customers will receive Call unlimited Three way calling at no additional charge.

	<u>Monthly Recurring Charge</u>
1 st Line	\$23.00 I
Add'l Line	\$13.00I

Unlimited Local Plan - Resale

Unlimited Local Plan - Resale is available to Residential Customers who

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subscribe to services in non facility based areas. This plan provides unlimited local calling for a flat monthly rate.

	<u>Monthly Recurring Charge</u>	
1 st Line	\$23.00	I
Add'l Line	\$23.00	I

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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

C) Monthly Recurring Rates (cont'd.)

MegaPhone Bundle

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Unlimited MegaPhone Bundle provide the customer with unlimited local, unlimited regional and unlimited long distance¹ calling for a flat monthly rate. Also included is a choice of four feature 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.

D
|
D

Monthly Recurring Charge

Month to Month \$53.00

I

¹RCN'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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5.4 Residential Service (cont'd.)

5.4.2 Rates (cont'd.)

D) Usage Charges

IntraLATA Toll Service Rates

Refer to the Rate Schedule located in Section 7.2.2.

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.1 Direct Inward Dial (DID) Service

A) 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 capability and DID number blocks apply in addition to charges specified for Basic Trunks or Digital Trunks in Sections 5.3.2 and 5.3.4, 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.² The Company

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

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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.

into a hunt group.

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6.1 Business Service (cont'd.)

6.1.1 Direct Inward Dial (DID) Service (cont'd.)

A) Description (cont'd)

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, or 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) Rates

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Non-Recurring

Per Block of 20 DID Numbers

Month to Month \$722.50

1 Year \$637.50

2 Year \$552.50

Monthly Recurring

Per Block of 20 DID Numbers

Month to Month \$18.63

1 Year \$17.65

2 Year \$16.67

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.2 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.

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B) Rates

Monthly Recurring

Per Vanity Number

Month to Month	\$3.23
1 Year	\$3.06
2 Year	\$2.89

Non-Recurring

\$9.25

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.3 Optional Line Features

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

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$5.03	\$4.77	\$4.50

- 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.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$ 5.03	\$4.77	\$4.50

- C) Speed Dialing: This feature allows the user to program the phone to dial

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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.

		<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Option A:	8 numbers	\$ 2.28	\$2.16	\$2.04
Option B:	30 numbers	\$ 4.09	\$3.87	\$3.66

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6.1 Business Service (cont'd.)

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6.1.3 Optional Line Features (cont'd)

- D) Three Way Calling: Allows the user to add a third party to an existing conversation.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$ 4.18	\$3.96	\$3.74
Per activation ³	\$ 0.71	\$0.71	\$0.71

- 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 \$ 0.00

- F) Call Forwarding - Busy Line/Don't Answer: Busy Line forwards call to pre-selected number when your line is in use. Don't Answer forwards calls to

¹ Blocking of Usage Three-Way Calling is available at no charge. No connection charges apply. Normal usage charges apply.

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pre-selected number when your don't answer your telephone.

Monthly Recurring Rate \$1.90

- G) Repeat Call Unlimited: Automatically redials the number of the most recent outgoing call. This is accomplished by the customer dialing a special code. If the redialed number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Repeat Call customer's line is available to complete the call, then a distinctive ringing signal will alert the Repeat Call customer that the call can be completed.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$ 1.90	\$1.80	\$1.70

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.4 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. This offering is subject to serving facility availability. Call Return may be billed monthly with unlimited usage, or it may be billed on a per activation basis.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Charge	\$ 4.27	\$4.05	\$3.82
Per activation	\$0.71	\$ 0.71	\$0.71

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. Caller ID Deluxe, in addition to Caller ID features, enables the display of the main listed name associated with the calling telephone number. This offering is subject to serving facility available.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Charge			
Caller ID	\$8.07	\$7.65	\$7.22
Caller ID Deluxe	\$8.07	\$7.12	\$6.17

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- 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. This offering is subject to serving facility availability. Repeat Dialing may be billed monthly with unlimited usage, or it may be billed on a per activation basis.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Charge	\$ 2.37	\$2.25	\$2.12
Per Activation	\$ 0.71	\$ 0.71	\$0.71

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6.1 Business Service (cont'd.)

6.1.4 Advanced Line Features (cont'd.)

D) Priority Call: This feature provides a way to distinguish up to a maximum of six calling telephone numbers from all others by using a distinctive alerting signal.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$3.32	\$3.15	\$2.97

E) Call Block: This feature provides customers with a way to block incoming calls from up to a maximum of six telephone numbers. Call Block routes calls to a standard announcement.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$4.27	\$4.05	\$3.82

F) Call Trace: This feature automatically performs a trace of the last incoming call when activated by a customer.

Per Activation	\$0.95
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- G) 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.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$6.17	\$5.45	\$4.72

- H) Select Forward: This feature provides customers with a way to forward incoming calls from up to a maximum of six calling telephone numbers to another telephone number.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$4.27	\$4.05	\$3.82

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.4 Advanced Line Features (cont'd.)

- I) Ultra Call Forward: This service combines Call Forwarding with remote access capability and provides access from any touch-tone or tone-signaling-capable telephone. Calls forwarded by this feature may be subject to local or long distance charges as appropriate.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$6.65	\$6.30	\$5.95

- J) Call Hunting: This service routes a call to an idle station line in a prearranged group when the called station line is busy.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$0.31	\$0.29	\$0.28

- K) Remote Call Forwarding: This service is a permanent arrangement set up at the Local Central Office, that automatically forwards all incoming calls dialed to that

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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 plans.

<u>Business-Facility Based</u>	<u>Mo-to-Mo</u>	<u>1-Year</u>	<u>2-Year</u>
Remote Call Forward	\$18.75	\$17.00	\$14.50
(NRC) Installation Charge	\$53.25	\$47.75	\$40.75
(NRC) Change Order Charge	\$34.00	\$30.75	\$26.00

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.4 Advanced Line Features (cont'd.)

- L) Anonymous Call Rejection: This feature redirects calls for which the calling number and name display has been “blocked” by the caller. Calls are routed to an announcement indicating that such calls are not being accepted by the called party.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$2.85	\$2.70	\$2.55

- M) Distinctive Ringing 1 This feature allows a customer to have one separate telephone number assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

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	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$6.17	\$5.85	\$5.52

- N) Distinctive Ringing 2 This feature allows a customer to have two separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to customers also subscribing to call waiting.

	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>
Monthly Recurring Rate	\$12.35	\$11.70	\$11.05

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.4 Advanced Line Features (cont'd.)

O) Caller ID Block:

This feature is an arrangement which prevents the Caller ID customer from seeing the calling telephone number display with either per call blocking, by dialing a special code prior to placing each call, or per line 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. There is no charge for using per call blocking. There is a monthly rate for per line blocking.

Month to Month

1 Year

2 Year

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Monthly Recurring Rate	\$1.90	\$1.80	\$1.70
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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.5 Advanced Line Features (cont'd.)

P) Toll Free Service

Description

Starpower 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. Starpower 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

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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.

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.5 Advanced Line Features (cont'd.)

P) Toll Free Service (cont'd.)

<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

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Special Routing	<u>Non Recurring</u>
Set up	\$25.00
Change	25.00

800 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).

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.5 Advanced Line Features (cont'd.)

P) Toll Free Service (cont'd.)

800 Directory Assistance (cont'd.)

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

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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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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.5 Advanced Line Features (cont'd.)

P) Toll Free Service (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 \$80.00Minor Expedite fee,
 - 1 through 4 listings \$55.00
 - 5 through 10 listings \$70.00
3. Add, change, delete

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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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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 Forwarding - Busy Line/Don't Answer: Busy Line forwards call to pre-selected number when your line is in use. Don't Answer forwards calls to pre-selected number when your don't answer your telephone.

Monthly Recurring Rate \$ 3.50

- C) 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

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- D) Call Waiting ID Deluxe: Call Waiting ID Deluxe provides customers who subscribe to Call Waiting and Caller ID Deluxe with an appropriate screen-based unit and an exchange line arranged for Call Waiting Deluxe to be alerted of an incoming call by a tone signal and a visual display of the calling party's name and number.

Monthly Recurring Rate \$ 0.00

- E) 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 \$ 3.50

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.1 Optional Line Features (cont'd.)

- F) Three Way Calling: Allows the user to add a third party to an existing conversation.

Monthly Recurring Rate	\$ 3.50
Per Activation	\$ 1.00

- G) 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	\$ 0.00
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- H) The Big Deal: The Big Deal is a discounted billing arrangement for residence

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customer that allows a customer to select as many features as they wish from the following list: Call Block, Call Forward, Call Waiting, Easy/Voice/Voice Dialing, Repeat Call, Return Call, Speed-Calling 30, Three Way Calling, Ultra Forward, Caller ID Deluxe, Distinctive Ringing. The Customer must subscribe to Call ID Deluxe to be eligible for the Residence Package discount.

Monthly Recurring Rate \$17.09

- I. Cancel Call Waiting/Tone Block: This feature is a Call Waiting enhancement that enables the subscriber to deactivate the Call Waiting tone for the duration of a selected call. When the tone is deactivated, all incoming calls will receive a busy signal during the selected call. Tone Block is provided to residential Call Waiting subscribers without a charge on a per call basis.

Monthly Recurring Rate \$0.00

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.1 Optional Line Features (cont'd.)

- J. Ultra Feature Pack *: Ultra Feature Pack is available to Company facility based Residential Customers and provides the Customer with an inclusive package of the following features: Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe, Voice Mail Basic, Repeat Call Unlimited, Call Return Unlimited, Three Way Calling, Speed Call 8, Call Forward Busy Line/Don't Answer, and Touch Tone.
- | | |
|------------------------|---------|
| Monthly Recurring Rate | \$14.99 |
|------------------------|---------|

- K. Ultra Feature Package Deluxe *: Ultra Feature Package Deluxe is available to Company facility based Residential Customers and provides the Customer with an inclusive package of the following features: Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe, Voice Mail Family, Repeat Call Unlimited, Call Return Unlimited, Three Way Calling, Speed Call 30, Call Forward Busy Line/Don't Answer, Touch Tone Anonymous Call Rejection, Ultra Call Forwarding, Call Forward Variable, Priority Call, Caller ID Blocking, and Call Blocking.

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6.2 Residential Service (cont'd.)

6.2.1 A. Preferred Vanity Number Service *

Preferred 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.

Preferred 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

Non-Recurring

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\$4.62

Monthly Recurring

Per Vanity Number

\$1.38

* Effective March 19, 2005 this service will be discontinued.

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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. This offering is subject to serving facility availability. Call Return may be billed monthly with unlimited usage, or it may be billed on a per activation basis.

Monthly Recurring Charge	\$ 3.50
Per activation	\$ 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. Caller ID Deluxe, in addition to Caller ID features, enables the display of the main listed name associated

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with the calling telephone number. This offering is subject to serving facility available.

Caller ID Monthly Recurring Charge	\$7.00
Caller ID Deluxe 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. This offering is subject to serving facility availability. Repeat Dialing may be billed monthly with unlimited usage, or it may be billed on a per activation basis.

Monthly Recurring Charge	\$ 3.50
Per Activation	\$ 1.00

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features (cont'd.)

- D) Priority Call: This feature provides a way to distinguish up to a maximum of six calling telephone numbers from all others by using a distinctive alerting signal.

Monthly Recurring Rate \$3.50

- E) Call Block: This feature provides customers with a way to block incoming calls from up to a maximum of six telephone numbers. Call Block routes calls to a standard announcement.

Monthly Recurring Rate \$3.50

- F) Home Intercom: This feature provides intercommunication capability on individual lines and utilizes distinctive ringing to distinguish intercom calls from incoming exchange calls.

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EXCHANGE ACCESS OPTIONAL FEATURES

Monthly Recurring Rate \$ 3.50

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

Monthly Recurring Rate

Distinctive Ring 1 \$3.50

Distinctive Ring 2 \$7.00

- H) Select Forward: This feature provides customers with a way to forward incoming calls from up to a maximum of six calling telephone numbers to another telephone number.

Monthly Recurring Rate \$7.00

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features (cont'd.)

- I) Ultra Call Forward: This service combines Call Forwarding with remote access capability and provides access from any touch-tone or tone-signaling-capable telephone. Calls forwarded by this feature may be subject to local or long distance charges as appropriate.

Monthly Recurring Rate \$7.00

- J) Anonymous Call Rejection: This feature redirects calls for which the calling number and name display has been "blocked" by the caller. Calls are routed to an announcement indicating that such calls are not being accepted by the called party. No charge if you subscribe to Caller ID & Caller ID Deluxe

\$3.50 for non subscribers

- K) Customer Calling & Advanced Feature Package: If you choose 2 or more than one of

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the features listed below, you will received a discount based on the number of features.*¹

Call Block	Select Forward
Call Forwarding/ Busy Don't Answer	8 Code Speed Calling
Call Waiting	30 Code Speed Calling
Home Intercom	3 Way Calling
Distinctive Ringing	Ultra Forward
Intercom Extra	Priority Call
Return Call	Repeat Call

<u>features*</u>	<u>discount*</u>
2	10%
3	15%
4	20%
5	25%

* As of April 28, 2001, these discounts will no longer be available to new customers.

¹ As of March 19, 2005 these discounts will be discontinued. Existing customers will need to select a new package.

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interactive announcement to override any call restriction.

The subscriber will be able to maintain and modify screening lists from a touch tone telephone. The list can be divided into two subsets, dialed numbers to be allowed - the Allowed Numbers List, and dialed numbers to be restricted - the Blocked Numbers List. The Allowed Number List will handle up to 20 different entries while the Blocked Numbers List will handle up to 10 different entries. The Allowed Numbers Lists can be set up to allow certain specified numbers, area codes, or local exchange prefixes. The Blocked Numbers List can be set up to restrict certain specified numbers, area codes, or local exchanges prefixes.

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features (cont'd.)

(M) Call Management Service: (cont'd.)

Calls to Emergency Services code 9-1-1 can not be restricted.

When calls are placed and the network determines that a call is to be rejected, the calling party will receive an interactive announcement. The calling party can then override this rejection through the use of a PIN which is customer changeable through a touch tone telephone.

From a touch tone telephone, and with a PIN code, the subscriber will be able to modify any of the service features described.

The standard Calling Options menu includes:

Allow All calls

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features (cont'd.)

(N) *79 Call PickUp

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

(O) (Reserved for Future Use)

(P) (Reserved for Future Use)

(Q) Call Trace:¹ This feature automatically performs a trace of the

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last incoming call when activated by a customer.

Per Activation \$0.95

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

¹ Effective March 19, 2005 this service will be discontinued.

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- (S) Call Hunting: * This service routes a call to an idle station line in a prearranged group when the called station line is busy.

Monthly Recurring Rate \$ 0.31

- (T) Remote Call Forwarding:* This service is a permanent arrangement set up at the Local Central Office, that automatically forwards all incoming calls dialed to that Remote Call Forwarding telephone number to the connecting telephone number. The subscriber is responsible for usage charges from the Call Forward number to the terminating number and for a one-time only set-up fee.

Monthly Recurring Rate \$14.58

Non-Recurring Fee \$10.94

* Effective March 19, 2005 these services will be discontinued.

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.2 Advanced Line Features (cont'd.)

- U. Selective Call Acceptance This feature 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.

Monthly Recurring Rate \$2.50

- V. Off Premises Extension This feature enables the end user to have the same telephone number working in different locations.

Monthly Recurring Rate \$9.50

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.3 Toll Free Service

Description

Starpower 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. Starpower 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

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EXCHANGE ACCESS OPTIONAL FEATURES

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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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.3 Toll Free Service (cont'd.)

800 Directory Assistance

800 Directory Assistance is an enhancement for Starpower 800 customers. Starpower 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

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EXCHANGE ACCESS OPTIONAL FEATURES

in the AT&T 800 directory.

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.3 Toll Free Service (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

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EXCHANGE ACCESS OPTIONAL FEATURES

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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EXCHANGE ACCESS OPTIONAL FEATURES

6.3 SOHO (Small Office/Home Office)

6.3.1 Non-Recurring Charges

Service Change Charge	\$ 6.50
Telephone Number Change Charge	\$25.00
Temporary Suspension Charge	\$20.00
Service Restoral Charge	\$10.00

Monthly

<u>Subscribed Features</u>	<u>Rates</u>
Additional Directory Listing	\$ 1.25
Anonymous Call Rejection	\$ 2.85
Call Block	\$ 4.25
Call Forward Busy Line/Don't Answer	\$ 3.00
Call Forward Variable	\$ 5.00
Caller ID	\$ 4.25
Caller ID Deluxe (Name)	\$ 9.00
Call Return Unlimited	\$ 4.25
Call Waiting	\$ 5.00

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EXCHANGE ACCESS OPTIONAL FEATURES

Commercial Voicemail	\$11.50
Distinctive Ringing 1	\$ 6.00
Distinctive Ringing 2	\$ 6.25
Hunting (CA per line charge)	\$ 0.00
Priority Call	\$ 3.25
Remote Call Forwarding	\$14.50
Repeat Call	\$ 2.25
Select Forward	\$ 4.25
Speed Call 8	\$ 2.25
Speed Call 30	\$ 4.00
Three Way Calling	\$ 4.00
Ultra Call Forwarding	\$ 6.65
*79 Call PickUp	\$ 3.00
900 Blocking	\$ 0.00

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INTRALATA TOLL SERVICE

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INTRALATA TOLL SERVICE

7.1 Business Service

7.1.1 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.

7.1.2 Time Periods

Calls are not time of day, day of week or distance sensitive.

7.1.3 Rates

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INTRALATA TOLL SERVICE

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 8.1.2 apply in addition to the charges listed below. Calls are billed on an initial 18 second increment and additional 6 second increments.

Month to Month	\$.09 per minute
1 year term commitment	\$.08 per minute
2 year term commitment	\$.07 per minute

Switched On Net and Off Net

Permanent Rate

\$0.089

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INTRALATA TOLL SERVICE

7.2 Residential Service

7.2.1 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.

7.2.2 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 8.1.2 apply in addition to the charges listed below. Calls are charged on a per minute basis with a one minute minimum.

Unlimited Intralata Toll

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INTRALATA TOLL SERVICE

7.2 Residential Service (cont'd.)

7.2.3 Time Periods

Non Holiday	To But Not		
<u>Rate Periods</u>	<u>From</u>	<u>Including</u>	<u>Day</u>
Weekdays	8:00 am	5:00 pm	Mon – Fri
Evenings	5:00 pm	11:00 pm	Mon – Fri
	5:00 pm	11:00	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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INTRALATA TOLL SERVICE

7.3 Optional Plan

7.3.1 Residence Single Rate Toll Plan*

A. Description

Single Rate Toll Plan is an optional calling plan for residence customers which provides an alternate rate treatment for customer-dialed interstate intraLATA usassisted toll calls.

B. Regulations

1. This plan is available to residential customers that subscribe to a Starpower Long Distance plan or a stand-alone plan.
2. This plan is applicable to intraLATA long distance calls which are customer-dialed and completed without the assistance of a operator.
3. Residence customers who subscribe to Single Rate Toll Plan cannot enroll in the Free Weekends Toll Plan on the same line.

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4. Single Rate Toll Plan calls are detailed on customer bills.
5. Repeat Dialing and *69 per use-rated calls or calls to 976/915/900/700 are not eligible toll calls under the Single Rate Toll Plan.

C. Rates

1. The rates will apply for completed calls 24 hours a day, seven days a week, including holidays.

Per Minute	\$0.15
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* Effective March 19, 2005 this service will be discontinued. Existing customers will need to select a new plan.

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INTRALATA TOLL SERVICE

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

	<u>Per Call Rate</u>
Local Calling	\$0.65
	<u>Per Minute Rate</u>
Intralata/Toll Calling	\$0.14

7.3.2 Dial Tone

Monthly
Recurring Charge

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INTRALATA TOLL SERVICE

Dial Tone - 1 st Line	\$11.00
Dial Tone - Add'l Line	\$10.50

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8.1 Operator Services

8.1.1 Description

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.

8.1.2 Rates

Local exchange calls may be placed on an Operator Assisted basis. Usage charges for Operator Assisted calls are the same as those set forth in Sections 5 and 7, preceding. For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in Section 8.3 will apply in addition to any applicable Operator charges.

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

	<u>Rate</u>	
Station-to-station		
Live Operator	\$0.75*	R
Machine Handled	\$0.75	R
Person-to-Person	\$1.50	R

* For calls placed through a Company operator, this rate applies in addition to the Directory Assistance Service rate.

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8.1 Operator Services

8.1.3 Station to Station

When calling collect, the person you are calling must agree to pay for the call. Dial "O" the Area Code and the number. If you reach our automated system, follow the directions given. If you need assistance, wait for an operator. When the operator answers, state that you are placing a collect call and give your name. The operator will connect the call and leave the line when the person you are calling accepts the charges.

Machine Handled Surcharge -	\$ 0.75	R
Live Operator Surcharge -	\$ 0.75	R

8.1.4 Third Number Billed

This service allows you to bill a call to a number other the one you are calling

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from. Dial "O" the Area Code and the number. If you reach our automated system, follow the directions given. If you need assistance wait for the operator. When the operator answers, say you would like to charge your call to a third number. The operator will verify the billing by calling the number to be charged before completing your call.

Machine Handled Surcharge -	\$ 0.75	R
Live Operator Surcharge -	\$ 0.75	R

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8.2 Busy Line Verify and Line Interrupt Service

8.2.1 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.

8.2.2 Regulations

- A) A charge will apply when:

- 1) The operator verifies that the line is busy with a call in progress.

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

8.2.2 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 8.2.2(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.

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8.2.3 Rates

Busy Line Verify (each request)	\$1.23
Busy Line Interrupt Service (each request)	\$1.71

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8.3 Directory Assistance

8.3.1 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 the District of Columbia by calling the Directory Assistance operator.

8.3.2 Monthly Call Allowance

- An allowance of five (5) calls per billing period to Directory Assistance service is provided without charge for each residence exchange access line.
- A zero call allowance applies to each business exchange access line.
- Directory Assistance service is limited to two telephone number requests per call, with no additional charge for the second request.

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8.3 Directory Assistance (cont'd.)

8.3.3 Exemptions

- Calls from semi-public and public phones.
- P.B.X. trunks or Centrex system telephone lines of hospitals that have as their principal undertaking the medical and surgical care of the sick and disabled and which make available station sets in the patients' rooms.
- 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.
- Requests for telephone numbers of non-published service.

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8.3 Directory Assistance (cont'd.)

8.3.4 Rates

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

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, 900, 915, 950, 976 and WATS Toll Free telephone numbers will not be offered.

Reverse Directory Assistance allows the customer to provide a phone number to get the listed name and address (including ZIP code) associated with listed local and nationwide numbers. The per call charge applies for a search that results in "No Listing Found".

	<u>Charge</u>
Directory Assistance	
Per Call beyond 5 free	
Monthly calls	\$0.36

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National Directory Assistance	
Per Call	\$1.25
Directory Assistance Call Completion	
Per Call	\$0.30
Reverse Directory Assistance	
Per Call	\$0.95

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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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.

8.5.2 Rates

Per month

Per line referred \$5.00

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8.6 Directory Listings

8.6.1 Additional 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 number⁵ 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>		
	<u>Month to Month</u>	<u>1 Year</u>	<u>2 Year</u>

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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Each Additional Listing

business:	\$1.42	\$1.35	\$1.27
residence:	\$2.17	N/A	N/A

8.6.2 Nonpublished Telephone Service: Monthly Recurring

Nonpublished Listings, each

business:	\$0.76
residence:	\$1.02
additional line:	\$0.00

Non-recurring

Service charge to establish

Non-published Service \$20.00

8.6.3 Nonlisted Telephone Service: Monthly Recurring

	<u>Month to Month</u>	<u>1year</u>	<u>2 year</u>
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Nonlisted Listings, each

business:	\$0.40	\$0.38	\$0.36
residence:	\$0.054	N/A	N/A
additional line:	\$0.00	N/A	N/A

Non-recurring

Service charge to establish

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Non-Listed Service	\$20.00
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8.7 Toll Restriction

8.7.1 Call Restriction:

This feature restricts all Intralata, Interlata, and Interstate Toll calls but allows access to 411, 911, 1-555-1212, 1+800, and operator assistance.

Monthly Recurring Charge \$2.85

Lifeline customers may request this service free of charge.

8.7.2 Long Distance Message Restriction:

This feature permits the customer to make local service area calls, 911 calls, Directory Assistance calls, and toll free calls. The customer is prevented from originating long distance calls or 700/900 calls. The customer is also denied access operator dialing.

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Monthly Recurring Charge \$1.33

Lifeline customers may request this service free of charge.

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8.7.3 700/900/976 Blocking Service

This feature is an arrangement which prohibits access to 700, 900 and 976 service telephone numbers from selected Local Exchange Service Lines.

This service is provided on Local Exchange Service Individual Lines, Unrestricted Centrex lines and PBX Trunks served by electronic switching equipment capable of providing this option.

Customers with Local Exchange Service individual lines may elect to restrict calls to 700 service telephone numbers only, 900/976 service telephone numbers only, or both 700 and 900/976 service telephone numbers.

Customers with Unrestricted Centrex Lines or PBX trunks may elect to restrict calls to 900/976 service telephone numbers only or 700, 900/ 976 service telephone numbers.

700/900/976 Call Blocking Service for Unrestricted Centrex lines or PBX

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trunks is only provided in conjunction with Audiotex Call Restriction Service.

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8.8 Temporary Suspension of Service

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.

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.

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

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8.10 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

8.11 Toll Blocking Services

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

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Blocking Descriptions

1. Block NPA 900-NXX 976
2. No Block
3. Block NPA 900, 700
4. Block NPA 900, 700, - NXX 976
5. Block NXX 976
6. BlockNPA 900
7. Toll Restrict (Block NPA 976 - Allow 800)
8. Toll Restrict 976 - Block 800
9. Block NXX (915-OUR OFC CD)

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

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8.12 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.

8.13 Account Setup Fee - Retain NXX

Account Setup Fee - Retain NXX offers a local residential facility based telephony 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 Starpower.

Nonrecurring Charge

\$10.00

8.14 Account Setup Fee - Starpower NXX

Account Setup Fee - Starpower NXX offers to all new Starpower residential facility based

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telephony customers free installation charge for subscribing to this service and taking a Starpower NXX. The customer will receive an incentive in a form of a \$10.00 credit for taking a Starpower telephone number. This does not include any new construction homes or new lines that do not have the option to be ported.

8.15 Starpower Basics Package

Starpower Basics Package offers facility based residential customers with an inclusive package of the following features: Call Waiting, Caller ID Deluxe and Call Waiting ID Deluxe.

Monthly Recurring Charge

\$9.00

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8.16 Starpower Essentials Package

Starpower Essential Package offers facility based residential customers with an inclusive package of the following features: Call Waiting, Caller ID Deluxe and Basic Voicemail.

Monthly Recurring Charge

\$12.00

8.17 Starpower Family Package

Starpower Family Package offers facility based residential customers with an inclusive package of the following features: Call Waiting, Caller ID Deluxe, Call Waiting ID Deluxe, Distinctive Ring 2 and Family Voicemail.

Monthly Recurring Charge

\$15.00

8.18 Pick 5 Feature Package

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Choose 5 features 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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8.18 Starpower ResiLink Bronze Package

Starpower ResiLink Bronze package is an offering which allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower ResiLink Bronze package are:

One (1) Local Phone Line with Ultra Service Plan (with unlimited Local and Regional Calling)

Two (2) Premium Phone Features (choice of two: Basic Voice Mail, Caller ID Deluxe or Call Waiting)

Cable Modem Internet Service* with unlimited on-line time

Starpower ResiLink Bronze package is a facility based offering available to customers in areas where all services are existing. To receive the discounted rates, the customer must subscribe to all services in the bundled package. Cancellation of one or more of the services will revert to à la carte rates¹.

Monthly Recurring

1 Phone Line with Ultra

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Service Plan	\$26.72
2 Bundled Features Package	\$10.15

*Starpower Cable TV Service and Internet Service are non-tariffed services.

¹Customers may cancel Regional Toll Service and remain eligible for bundled package rates, but will continue to be charged at the Ultra Service Rates.

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8.19 Starpower ResiLink Silver Package

Starpower ResiLink Silver Package is an offering which allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower ResiLink Silver package are:

Full Basic Cable Service*

One (1) Digital Converter Box (includes Music Choice with 45 channels of CD Quality, commercial-free music)

HBO: HBO, HBO Plus, HBO Family, HBO Signature, HBO Comedy, HBO Zone, HBO Latino

Free service on additional cable outlets

One (1) Local Phone Line with Ultra Service Plan (with unlimited Local and Regional Calling)

Four (4) Premium Phone Features (Basic Voice Mail, Caller ID Deluxe, Call Waiting and Three-Way Calling)

Starpower ResiLink Silver Package is a facility based offering available to customers in areas where all services are existing. To receive the discounted rates, customer

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must subscribe to all services in the bundled package. Cancellation of one or more of the services will revert to à la carte rates¹.

	<u>Monthly Recurring Charge</u>
1 Phone line with Ultra Service Plan	\$26.06
4 Bundled Features Package	\$16.08

*Starpower Cable TV Service and Internet Service are non-tariffed, non-regulated services.

¹Customers may cancel Regional Toll Service and remain eligible for bundled package rates, but will continue to be charged at the Ultra Service Rates.

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8.20 Starpower ResiLink Gold Package

Starpower ResiLink Gold Package is an offering which allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower ResiLink Gold Package are:

Full Basic Cable Service*

One (1) Digital Converter Box (includes Music Choice with 45 channels of CD Quality, commercial-free music)

HBO/MAX Pak:

Digital Basic with expanded Discovery, MTV and Nickelodeon Channels

Free Service on additional cable outlets

One (1) Local Phone Line with Ultra Service Plan (with unlimited Local and Regional Calling)

Ultra Feature Package (Call Waiting, Call Waiting ID Deluxe, Caller ID Deluxe, Basic Voice Mail, Three-Way Calling, Speed Call 8, Call Forwarding (busy line/don't answer), Call Return Unlimited, Repeat Call Unlimited, touch-tone)

Cable Modem Internet Service with unlimited on-line time

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Starpower ResiLink Gold package is a facility based offering available to customers in areas where all services are existing. To receive the discounted rates, the customer must subscribe to all services in the bundled package. Cancellation of one or more of the services will revert to à la carte rates¹

	<u>Monthly Recurring Charge</u>
Phone line with Ultra	
Calling Plan	\$27.97
Ultra Feature Package (10 features)	\$11.98

*Starpower Cable TV Service and Internet Service are non-tariffed, non-regulated services.

¹Customers may cancel Regional Toll Service and remain eligible for bundled package rates, but will continue to be charged at the Ultra Service Rates.

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8.21 Starpower ResiLink Platinum Package

Starpower ResiLink Platinum Package is an offering which allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower ResiLink Platinum package are:

Full Basic Cable Service*

Two (2) Digital Converter Boxes (includes Music Choice with 45 channels of CD quality, commercial-free music)

AI Movie Channels Pak: HBO, Cinemax, Showtime, The Movie Channel, STARZ! andEncore

Digital Basic with expanded Discovery, MTV and Nickelodeon Channels

Free service on additional cable outlets*

Two (2) Local Phone Lines with Ultra Service Plan (with unlimited Local and Regional Calling)

Ultra Feature Package Deluxe on both lines: Caller ID Deluxe, Call Waiting,

Call Waiting ID Deluxe, Three-Way Calling, Speed Call 30, Ultra Forwarding, Call Forwarding Variable, Touch-Tone, Call Block, Call Forwarding (busy line/don't answer), Call Return Unlimited, Repeat Call Unlimited, Family Voice Mail, Priority Call, Anonymous Call Rejection, Caller ID Blocking

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Cable Modem Internet Service* with unlimited on-line time

Starpower ResiLink Platinum package is a facility based offering available to customers in areas where all services are existing. To receive the discounted rates, the customer must subscribe to all services in the bundled package. Cancellation of one or more of the services will revert to à la carte rates¹.

	<u>Monthly Recurring Charge</u>
Phone line with Ultra	
Service Plan	\$48.90
Ultra Feature Package (16 features)	\$27.93

*Starpower Cable TV Service and Internet Service are non-tariffed, non-regulated services.

¹Customers may cancel Regional Toll Service and remain eligible for bundled package rates, but will continue to be charged at the Ultra Service Rates.

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8.22 Starpower Essentials Bundled Packages

Essentials Phone/Cable TV/High Speed Internet (CPI) Package

Starpower Essentials Phone/Cable TV*/High Speed Internet* (CPI) Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower Essentials Package are one local phone line with Starpower Value Service which includes unlimited local calling, Full Basic Cable Television* with 1 deluxe converter box, and High Speed Cable Modem Internet Service*.

Customers who subscribe to Starpower Essentials CPI Package may also choose any additional line features or services at A La Carte tariffed rates.

Customers may also choose Starpower for Long Distance Services and select from one of the following plans:

\$0.09 a minute 24/7 with no monthly recurring charge

\$0.07 a minute (Days:Monday - Friday 7:00am - 6:59pm) and \$0.05 a minute nights and weekends (Nights: Monday - Friday, 7:00pm - 6:59am, Weekends: Saturday 7:00am - Monday 6:59am) with a \$2.95 monthly recurring charge.

Starpower Essentials CPI Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

Rates

Monthly Recurring

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1 phone line with Starpower Value Plan	\$11.42
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8.22 Starpower Essentials Bundled Packages (cont'd)

Essentials Phone/Cable TV (CP) Package

Starpower Essentials Phone/Cable TV* (CP) Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower Essentials Package are one local phone line with Starpower Value Service which includes unlimited local calling and Full Basic Cable Television* with 1 deluxe converter box.

Customers may also choose Starpower for Long Distance Services and select from one of the following plans:

\$0.09 a minute 24/7 with no monthly recurring charge

\$0.07 a minute (Days:Monday - Friday 7:00am – 6:59pm) and \$0.05 a minute nights and weekends (Nights: Monday – Friday, 7:00pm – 6:59am, Weekends: Saturday 7:00am – Monday 6:59am) with a \$2.95 monthly recurring charge.

Starpower Essentials CP Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

<u>Rates</u>	<u>Monthly Recurring</u>
1 phone line with Starpower Value Plan	\$11.59

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*Starpower Cable TV Service is a non-tariffed, non-regulated service.

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MISCELLANEOUS SERVICES

8.22 Starpower Essentials Bundled Packages (cont'd)

Essentials Phone/Internet (PI) Package

Starpower Essentials Phone/Internet* (PI) Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Starpower Essentials PI Package is one local phone line with Starpower Value Calling Plan, with unlimited local calling and High-Speed Internet Service.

Customers may also choose Starpower for Long Distance Services and select from one of the following plans:

\$0.09 a minute 24/7 with no monthly recurring charge

\$0.07 a minute (Days:Monday - Friday 7:00am - 6:59pm) and \$0.05 a minute nights and weekends (Nights: Monday - Friday, 7:00pm - 6:59am, Weekends: Saturday 7:00am - Monday 6:59am) with a \$2.95 monthly recurring charge.

Starpower Essentials CP Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

<u>Rates</u>	<u>Monthly Recurring</u>
1 phone line with Starpower Value Plan	\$10.80

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*Starpower Internet Service is a non-tariffed, non-regulated service.

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8.23 Power Bundled Packages

Power/CPI Plus Bundled Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Power/CPI Plus Package are:

- a. Full Basic Cable Service*
- b. One Digital Converter Box*
- c. Choice of Four Premium channels*
- d. Digital Vision with expanded Discovery, MTV & Nickelodeon*
- e. Subscription Video on Demand Service*
- f. One Unlimited Local Phone Plan
- g. One Unlimited Regional Phone Plan
- h. Choice of up to Five Premium Phone Features
- i. Unlimited Long Distance Plan*
- j. Cable Modem Internet Service*

Customers who subscribe to the Power/CPI Plus Package may also choose any additional line features or services at A La Carte tariffed rates.

Power/CPI Plus Bundled Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

<u>Rates</u>	<u>Bundled Monthly Recurring</u>
Power/CPI Plus Package	\$164.00 I

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* = Non-Regulated Service

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MISCELLANEOUS SERVICES

8.23 Power Bundled Packages (cont'd)

Power/CPI Bundled Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Power/CPI Package are:

- a. Full Basic Cable Service*
- b. One Digital Converter Box*
- c. Choice of two Premium channels*
- d. Digital Vision with expanded Discovery, MTV & Nickelodeon*
- e. Subscription Video on Demand Service*
- f. One Unlimited Local Phone Plan
- g. One Unlimited Regional Phone Plan
- h. Choice of up to Five Premium Phone Features
- i. Cable Modem Internet Service*

Customers who subscribe to the Power/CPI Package may also choose any additional line features or services at A La Carte tariffed rates.

Power/CPI Bundled Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

<u>Rates</u>	<u>Bundled Monthly Recurring</u>
Power/CPI Package	\$139.00 I

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MISCELLANEOUS SERVICES

8.23 Power Bundled Packages (cont'd)

Power/CP Bundled Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Power/CP Package are:

- a. Full Basic Cable Service*
- b. One Digital Converter Box*
- c. Choice of one Premium Channel*
- d. Digital Vision with expanded Discovery, MTV & Nickelodeon*
- e. Subscription Video on Demand Service*
- f. One Unlimited Local Phone Plan
- g. Choice of up to three Premium Phone Features
- h. Choice of either: Unlimited Regional Calling or one Premium Channel

Customers who subscribe to the Power/CP Package may also choose any additional line features or services at A La Carte tariffed rates.

Power/CP Bundled Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

<u>Rates</u>	<u>Bundled Monthly Recurring</u>
Power/CP Package	\$88.00 I

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MISCELLANEOUS SERVICES

8.23 Power Bundled Packages (cont'd)

Power/PI Bundled Package allows residential customers discounted rates for subscribing to bundled services. Services included in the Power/PI Package are:

- a. One Unlimited Local Phone Plan
- b. One Unlimited Regional Phone Plan
- c. Choice of up to three Premium Phone Features
- d. Unlimited Long Distance Plan*
- e. Cable Modem Internet Service*

Customers who subscribe to the Power/PI Package may also choose any additional line features or services at A La Carte tariffed rates.

Power/PI Bundled Package is a facility-based offering available to residential customers. To receive the discounted rates customers must subscribe to all services in the package. Cancellation of one or more of the services will revert to A La Carte rates.

<u>Rates</u>	<u>Bundled Monthly Recurring</u>
Power/PI Package	\$87.00

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Starpower Communications, LLC, d/b/a RCN

Section 9 - 1st Revised Title Page

Cancels Original Title Page

SPECIAL ARRANGEMENTS

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SPECIAL ARRANGEMENTS

9.1 Special Construction

9.1.1 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.

9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 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:

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- 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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9.1 Special Construction (cont'd.)

9.1.2 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.

9.1.3 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

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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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9.1 Special Construction (cont'd.)

9.1.3 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;

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- 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 9.1.3(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 9.1.3(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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9.2 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 Public Service Commission of the District of Columbia for approval.

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9.3 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 Public Service Commission of the District of Columbia for approval.

9.3.1 2 + 2 Promotion

2 + 2 Promotion provides commercial customers with a discount when the Customer subscribes to a two year term for either Starpower Digital Trunk Service and/or Starpower Long Distance Service when coupled with Starpower Internet* Service.

This promotion is available to commercial customers who subscribe to service between January 1, 2000 and June 30, 2000. Monthly recurring and usage rates are listed below.

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	<u>Monthly Recurring</u>	
Per Trunk Charge	\$	6.89
DID Service Charge	\$	8.48
Digital Hand Off Charge	\$	71.96
Multiplex Charge	\$	170.82
	<u>Per Call</u>	<u>Per Minute</u>
Local	\$0.04	--
Regional	--	\$0.059

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9.3 Temporary Promotional Programs (Con't.)

9.3.2 Starpower Toll Free Promotion

Starpower will waive the charges for the first thirty (30) minutes of Continental United States usage for residential customers who subscribe to Starpower Toll Free Service between June 5, 2000 through December 31, 2000.

9.3.3 4 or 6 Promotion

In areas where Starpower Facility Based services are available, Starpower 4 or 6 Promotion provides the residential customer with the option of a 4 month waiver of the basic line phone service monthly recurring charge or 6 months of call waiting free when the customer subscribes to service taking a Starpower assigned telephone number. This promotion is available to residential customers who subscribe to Starpower services between August 11, 1999 through December 31, 1999.

9.3.4 Starpower Facility Based Unlimited T1 Promotion/T1 Promo-LNP

Promotion is available to Starpower commercial local network (Type I, Type II or via collocation) customers who select Starpower as their long distance carrier and who subscribe, between September 1, 2000 through November 30, 2000, to a one-year term contract. Promotion is limited to two (2) T1's and customers must average no more than 75,000 minutes of local usage (per month) on their existing T1's. Standard applicable installation rates will be applied to the customer's account. Monthly recurring and usage rates are listed below.

	<u>Monthly Recurring</u>
Unlimited T1	\$1250.00
Unlimited T1-LNP	\$1250.00
	<u>Per Minute</u>
Local Call	\$0.00
LATA	\$0.049
Long Distance	\$0.059

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9.3 Temporary Promotional Programs (Con't.)

9.3.5 Starpower Facility Based Unlimited PRI Promotion/PRI Promo-LNP

Promotion is available to Starpower commercial local network (Type I, Type II or via collocation) customers who select Starpower as their long distance carrier and who subscribe, between September 1, 2000 through November 30, 2000, to a one-year term contract. Promotion is limited to two (2) PRI's and customers must average no more than 75,000 minutes of local usage (per month) on their existing PRI's. Standard applicable installation rates will be applied to the customer's account. Monthly recurring and usage rates are listed below.

Unlimited PRI		<u>Monthly Recurring</u>
Unlimited PRI-LNP		\$1500.00
		\$1500.00
	<u>Per Minute</u>	
Local Call	\$0.00	
LATA	\$0.049	
Long Distance	\$0.059	

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9.3 Temporary Promotional Programs (Con't.)

9.3.6 Starpower Ultra Feature Package or Starpower Ultra Feature Package Deluxe - 3 Free Months

Starpower will waive the Ultra Feature Package or Ultra Feature Package Deluxe charges for 3 months when a customer subscribes to any Starpower telephone service plan. Credits will appear simultaneously with the actual feature rate. After the three month free service, the customer will be billed at the normal charge for this service. This promotion is available to residential customers who subscribe to Starpower service plans between March 2, 2001 and April 30, 2001.

9.3.7 Starpower First Third Long Distance Promotion - \$0.07 - International ResiLink Plan

Starpower First Third Long Distance Promotion will be offered from January 1, 2002 through April 30, 2002 to residential ResiLink International Plan customers only. Customers will receive 1 hour of free Starpower Long Distance per month until June 30, 2002 when a customer selects Starpower Long distance with any Starpower ResiLink service. The 61st minute will have a rate of \$0.07. Free minutes apply only to calls within the continental US. Unused minutes allowance cannot be carried over to the following month. Long Distance only customers are not eligible for this promotion.

9.3.8 Starpower First Third Long Distance Promotion - \$0.07 - International Plus Plan

Starpower First Third Long Distance Promotion will be offered from January 1, 2002 through April 30, 2002 to ala carte bundled residential International Plus Plan customers only. Customers will receive 1 hour of free Starpower Long Distance per month until June 30, 2002 when a customer selects Starpower Long distance with any Starpower Local, Cable, or Cable Modem service. The 61st minute will have a rate of \$0.07. Free minutes apply only to calls within the continental US. Unused minutes allowance cannot be carried over to the following month. Long Distance only customers are not eligible for this promotion.

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9.3 Temporary Promotional Programs (Con't.)

9.3.9 Starpower Local Phone Promotion - 25% Off

Starpower Local Phone Promotion - 25% Off is available to facility based residential customers who subscribe to the promotion for four months. Customers will receive 25% off their monthly recurring charge and 25% off each local calling feature they subscribe to for four months. This promotion is available from February 18, 2002 and will end on March 31, 2002.

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SPECIAL ARRANGEMENTS

9.3 Temporary Promotional Programs (Con't.)

9.3.10 NXX - Value Promotion

Between April 25, 2002 and August 31, 2002, new customers who subscribe to Starpower for Local Exchange Service with the Value Plan and take a Starpower telephone number (NXX) will receive 4 months of credit for their monthly recurring charge of \$12.00. This promotion is only available to facility-based residential customers.

9.3.11 NXX - Ultra Promotion

Between April 25, 2002 and August 31, 2002, new customers who subscribe to Starpower for Local Exchange Service with the Ultra Plan and take a Starpower telephone number (NXX) will receive 4 months of credit for their monthly recurring charge of \$35.00. This promotion is only available to facility-based residential customers.

9.3.12 LNP - Value Promotion

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SPECIAL ARRANGEMENTS

9.3 Temporary Promotional Programs (Con't.)

Between April 25, 2002 and August 31, 2002, new customers who subscribe to Starpower for Local Exchange Service with the Value Plan and ports their telephone number from their previous carrier to Starpower will receive 2 months of credit for their monthly recurring charge of \$12.00. This promotion is only available to facility-based residential customers.

9.3.13 LNP - Ultra Promotion

Between April 25, 2002 and August 31, 2002, new customers who subscribe to Starpower for Local Exchange Service with the Ultra Plan and ports their telephone number from their previous carrier to Starpower will receive 2 months of credit for their monthly recurring charge of \$35.00. This promotion is only available to facility-based residential customers.

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OTHER SERVICE ARRANGEMENTS

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OTHER SERVICE ARRANGEMENTS

10.1 Telephone Service For Employees

RCN, in its sole discretion, may provide free telephone services, furnished by RCN under its tariffs filed with the Pennsylvania Public Utility Commission, to active employees as follows:

No charge is made for up to two (2) lines of telephone service, including non-recurring charges, local calling, intrastate intraLATA toll service, long distance service and phone features in connection with residence telephone service furnished to employees of RCN.

No charge is made for additional listings associated with the first or second line furnished to active employees.

All of the General Regulations in this Tariff are applicable to the persons specified above in this section.

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ISDN SERVICE

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ISDN SERVICE

11.1 Integrated Services Digital Network (ISDN) is essentially a totally new concept.

11.2 GENERAL

Starpower Primary Rate Interface (PRI)

Starpower 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. Starpower 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, Starpower PRI provides the customer with the service capabilities and features described below.

11.2.1 TERMS

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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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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.1 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.

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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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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.1 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.

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11.2.2 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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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.3 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.

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- 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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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.4 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. Rates specified in Section 26.11.b of this same tariff.
- 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.

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11.2.5 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. 5, 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 10.B.5 or MTS rates as set forth in Section 4.B
- 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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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.5 APPLICATION OF RATES (cont'd.)

11.2.5.1 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.

11.2.5.2 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

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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.

11.2.5.3 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.

11.2.5.4 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 sub-scriber will be subject al all terms, conditions and prices of the new contract.

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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.5 APPLICATION OF RATES (cont'd.)

11.2.5.5 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.

11.2.5.6 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

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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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11.2 RCN Primary Rate Interface (PRI) cont'd.)

11.2.6 RATES AND CHARGES

		<u>Monthly Recurring Charge</u>	
	<u>No Term</u>	<u>One Year Term</u>	<u>Two Year Term</u>
ISDN PRI	\$575.00	\$540.00	\$510.00

		<u>Non-Recurring Charge</u>	
	<u>No Term</u>	<u>One Year Term</u>	<u>Two Year Term</u>
ISDN PRI	\$575.00	\$540.00	\$510.00

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