

RCN Telecom Services of New York, LP

PSC No. 3 - Telephone
Initial Effective Date: October 1, 2016

Section No. 0
Leaf No. 1
Revision No. 0
Superseding Revision No. 0

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

This Tariff supersedes Tariff No. 3 previously filed by RCN Telecom Services of New York, LP.

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

RCN Telecom Services of New York, LP

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

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

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650 College Road East
Princeton, NJ 08540

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650 College Road East
Princeton, NJ 08540

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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. |

Issued By:

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

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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 RCN Telecom Services of New York, LP (RCN), to customers within the State of New York.

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

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DEFINITIONS

Certain terms used generally throughout this tariff are defined below.

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.

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

Call Forwarding:

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

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

Call 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 be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

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

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.

Issued By:

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

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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 RCN-NY: RCN Telecom Services of New York, LP d/b/a RCN of New York the issuer of this tariff.

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.

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.

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.

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

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DEFINITIONS

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 directions.

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

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.

Interexchange Service: Any of the Company's service offerings which provide switched communications between Local Exchange Carrier defined exchange service areas. Interexchange Services include, but are not limited to MTS, 800 and Other Service Arrangements.

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

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

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

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DEFINITIONS

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.

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

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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650 College Road East
Princeton, NJ 08540

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DEFINITIONS

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

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.

User or End User: A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

Issued By:

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

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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 State of New York.

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.

Issued By:

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

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REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.2 Shortage of Equipment or Facilities

2.1.2.1 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.

2.1.2.2 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.

Issued By:

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

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions

2.1.3.1 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.

2.1.3.2 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. Customer will also be required to execute any other documents as may be reasonably requested by the Company.

2.1.3.3 At the expiration of the initial contract term specified in each Business 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 Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions (Cont'd.)

2.1.3.4 Service may be terminated upon written notice to the Customer if:

- a. the Customer issuing the service in violation of this tariff; or
- b. the Customer is using the service in violation of the law.

2.1.3.5 This tariff shall be interpreted and governed by the laws of the State of New York without regard for its choice of laws provision.

2.1.3.6 Voice Service is dependent upon electrical power and, even with a Customer premises back up power source, if the electrical provider and/or Company's network or facilities are not operating, Voice Service, including the ability to access emergency 911 services, may not be available. The Company accepts no responsibility for Service outages due to the non-availability of electrical power.

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

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company

2.1.4.1 Except as otherwise stated in this Tariff, the liability of the company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.1.4.2 The Company shall provide a reduced credit allowance as set forth in Section 2.6.1.4 after notice by the customer for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

Issued By:

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

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

2.1.4.3 The Company shall not be liable for (a) any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for interconnection with network services; or (b) for the acts or omissions of common carriers or warehousemen.

2.1.4.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of equipment or facilities provided by the Customer or third parties.

2.1.4.5 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section 2.1.4.5 as a condition precedent to such installations.

2.1.4.6 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

2.1.4.7 The Company is not liable if the Customer moves the Digital Phone equipment to another location. The address associated with the E911 call to the local 911 authorities, is specific to the original billing location. If the Company's Digital Phone service is moved to another location, the original billing address will still be transmitted to the 911 authorities, and response will be delayed. If one of the cables or telephone lines is removed from its connection on the Digital Phone equipment, service to your location will be unusable.

Issued By:

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

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd.)

2.1.4.7 The Company shall be indemnified, defended held harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to claims for libel, slander, invasion of privacy or infringement of copyright in connection with the material transmitted over the Company's facilities; and any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's facilities.

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

2.1.4.9 The Company shall indemnify, defend, and hold harmless the Customer from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for any injury to persons or property, and any interruption of, interference to, or other defect in any service provided by the Company to any third party, if such injury, interruption, interference, or other defect was not caused by any negligent or intentional act or omission of the Customer or any of its officers, employees, agents, invitees, or contractors.

Issued By:

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

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REGULATIONS

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.

Issued By:

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

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities

- 2.1.6.1 The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff.
- 2.1.6.2 The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.1.6.3 The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- 2.1.6.4 Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

Issued By:

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

REGULATIONS

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities (Cont'd.)

2.1.6.5 The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.1.6.6 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.

2.1.6.7 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. Subject to this responsibility, the Company shall not be responsible for:

- (a) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- (b) the reception of signals by Customer-provided equipment.
- (c) network control signalling where such signalling is performed by Customer-provided network control signalling equipment.

Issued By:

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

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REGULATIONS

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.

Issued By:

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

REGULATIONS

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;
- © over a route other than that which the Company would normally utilize in the furnishing of its services;
- (d) in a quantity greater than that which the Company would normally construct;
- (e) on an expedited basis;
- (f) on a temporary basis until permanent facilities are available;
- (g) involving abnormal costs; or
- (h) in advance of its normal construction.

2.1.9 Ownership of Facilities

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

REGULATIONS

2.2 Prohibited Uses

- 2.2.1 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.
- 2.2.2 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 PSC regulations, policies, orders, and decisions.
- 2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4 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 owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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

REGULATIONS

2.3 Liability of the Customer

2.3.1 General

The Customer shall be responsible for:

- (a) the payment of all applicable charges pursuant to this tariff;
- (b) any damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invitees, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (c) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer Premises, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (d) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduct necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(c). Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.

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

REGULATIONS

2.3 Liability of the Customer (Cont'd.)

2.3.1 General (Cont'd.)

- (e) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
- (f) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(d); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (g) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and

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650 College Road East
Princeton, NJ 08540

REGULATIONS

2.3 Liability of the Customer (Cont'd.)

2.3.1 General (Cont'd.)

- (h) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.
- (l) 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, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, (2) the death of or injury to persons, including, but not limited to, employees or invitees of either 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.
- (j) 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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650 College Road East
Princeton, NJ 08540

REGULATIONS

2.3 Liability of the Customer (Cont'd.)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- (a) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitee of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitee; or
- (b) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company.

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650 College Road East
Princeton, NJ 08540

REGULATIONS

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

2.4.2.1 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.

2.4.2.2 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.

REGULATIONS

2.4 Customer Equipment and Channels (Cont'd.)

2.4.3 Interconnection of Facilities

2.4.3.1 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.

2.4.3.2 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.

2.4.3.3 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 maintained in compliance with those regulations.

2.4.3.4 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 (1995 edition).

REGULATIONS

2.4 Customer Equipment and Channels (Cont'd.)

2.4.4 Inspections

2.4.4.1 Upon suitable notification 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 2.4.2.2 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.

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

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

REGULATIONS

2.5 Payment Arrangements

2.5.1 Payment for Service

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

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.

New York City residential Customers will be subject to a telephone franchise fee.

2.5.2 Billing and Collection of Charges

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.

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

2.5.2.2 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 invoice is mailed.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

2.5.2.3 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 rate basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date 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.

2.5.2.5 If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds are not immediately available, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor of 1.5%. In addition, the following regulations are applicable to late payment penalties.

- (a) Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge.
- (b) The late payment charge does not apply to final accounts.
- (c) The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

2.5.2.5 (Cont'd.)

- (d) All amounts deferred under deferred payment agreements will not be subject to the late payment charge.
- (e) The late payment charge does not apply to residence customers who are billed under a quarterly payment plan.
- (f) For those residence customers who certify to the Company that they suffer from serious illness, the late payment charge will be waived.
- (g) Life Line customers are exempt from the late payment charge.
- (h) Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

2.5.2.6 The Customer will be assessed a charge (\$10.00 Residential and \$15.00 Business) for each check submitted by the Customer to the Company which a financial institution refuses to honor for insufficient funds or a non-existent account.

2.5.2.7 Customers have up to 6 months after the bill is rendered to initiate a dispute over charges or to receive credits. A bill will not be deemed correct and binding upon the customer by virtue of the preceding sentence if the Company or the customer has records on the basis of which the objection may be considered. If objection results in a refund to the customer, such refund will be with interest at the unadjusted rate paid on Customer deposits or the late payment penalty rate, whichever is greater.

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

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2.5 Payment Arrangements (Cont'd.)

2.5.2 Billing and Collection of Charges (Cont'd.)

2.5.2.8 If service is disconnected by the Company in accordance with section 2.5.8 following and later restored, restoration of service will be subject to all applicable restoral charges.

2.5.2.9 Payment Options:

The customer may make payments in person, mail payments through the U.S. mail, have payments automatically deducted from checking or savings accounts, make payments through the RCN automated phone systems via credit card or checking/savings accounts for a fee of \$3.50, or make payments through an RCN Customer Service Representative via credit card or checking/savings accounts for a fee of \$5.95, or make payment on-line for a fee of \$1.00.

2.5.3 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 non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated 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 from Business Customers in addition to a deposit.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.4 Deposits

2.5.4.1 To safeguard its interests, the Company may require a Customer, whose financial responsibility is not established to the satisfaction of the Company, to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

- (a) two month's charges for a service or facility which has a minimum payment period of one month; or
- (b) 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.

2.5.4.2 The company may require a deposit from an existing customer¹ if the customer is delinquent in payment, or if the customer's service has been suspended or terminated for non-payment once within the preceding 6-month period. "Delinquent in payment" means that a customer has received 2 consecutive telephone bills without making payment of one-half of the total of the 2 bills prior to the due date of the second bill. In addition, the Company shall provide a customer written notice, at least 10 days before it may assess a deposit, and state that the failure to make timely payment will permit the Company to require a deposit. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

An existing customer is any applicant for service who was a customer of the same telephone corporation within 12 months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for service and existing customers are permitted to pay deposits in installments over a period not exceed 6 months.

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650 College Road East
Princeton, NJ 08540

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.4 Deposits (Cont'd.)

2.5.4.3 All new customers or existing customers who are 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for non-payment during the preceding 6 months.

Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may disconnect service.

Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.

2.5.4.4 The Company shall not require any person it knows to be a recipient of public assistance, supplementary security income, or additional state public assistance payments to post a Security Deposit.

2.5.4.5 Customers who have a recent payment history with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment. A customer who still owes money to the Company for residential service on a prior account in his or her name shall be offered a deferred payment plan not to exceed three months provided that the customer had service for three months and was not terminated for nonpayment during that period.

2.5.4.6 A deposit may be required in addition to an advance payment.

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.4 Deposits (Cont'd.)

2.5.4.7 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.

2.5.4.8 Simple interest at the rate specified by the Public Service Commission shall be credited or paid to the customer while the Company holds the deposit. New deposits from residential customers are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to residential customers after 1 year, and to business customers after 3 years, unless the customer is delinquent in payment, in which case the Company continues to hold it. When the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the subscriber.

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.5 Installment Billing

Residence customers may elect to pay their initial service connection, installations and other non-recurring charges associated with service orders including restoration of service charges in monthly installments for up to a 12 month period. When installment billing is requested, it will be applied to all non-recurring charges subject to the following:

- (a) Installment billing may be used only by residence customers.
- (b) Charges will be billed in 12 equal monthly installments.
- (c) A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
- (d) A customer may elect to pay the unbilled charges before the expiration of the installment plan.
- (e) More than one installment plan may be in effect for the same customer at the same time, except however, that only one installment plan for restoration of service charges may be in effect at the same time.
- (f) If a customer disconnects service before the expiration of the plan period all unbilled charges will be included in the final bill rendered.
- (g) Installment billing payments will continue even though an account is temporarily disconnected.
- (h) No interest charges will be applied.

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

RCN Telecom Services of New York, LP

Section No. 2

PSC No. 3 - Telephone

Leaf No. 29

Initial Effective Date: October 1, 2016

Revision No. 0

Superseding Revision No. 0

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.6 Adjusted Payment Schedule

Residence customers on fixed incomes shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.5.7 Quarterly Payment Plan

Residential customers, 62 years of age or older, may request a plan for payment on a quarterly basis of charges for services rendered, provided that such customer's average annual billing is not more than \$150.00.

Issued By:

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service

- 2.5.8.1 Upon nonpayment of any amounts owing to the Company, the Company may, giving ten days' prior written notice to the Business Customer, discontinue or suspend service without incurring any liability. Service to residential Customers may be discontinued or suspended for nonpayment of any amounts owing to the Company on twenty days' prior written notice.
- 2.5.8.2 Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability of such violation continues during that period.
- 2.5.8.3 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.
- 2.5.8.4 Upon any governmental prohibition or 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.

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service (Cont'd.)

2.5.8.5 Upon the Company's discontinuance of service to the Customer under Section 2.5.8.1 or 2.5.8.2, 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).

2.5.8.6 Telephone service shall not be discontinued for:

- (a) Nonpayment of bills rendered other than for telephone service or deposits requested in connection with telephone service;
- (b) Nonpayment for services for which a bill has not been rendered;
- (c) Nonpayment for services which have not been rendered, except the initial advance payment of new customers;
- (d) Telephone service shall not be suspended or terminated for nonpayment of bill rendered or a required deposit on weekends or New Year's Day, Lincoln's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day, Christmas, or other Federal or State holidays proclaimed by the President or the Governor or days on which the Company is not open for business.

Issued By:

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service (Cont'd.)

2.5.8.7 Special provisions for residence customers are as follows:

- (a) Disconnect notices may not be issued until at least 30 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to customers no later than six business days after the date of the bill. The 30 day period shall be extended one day for each day beyond the sixth business day when bills are mailed late.
- (b) Disconnection may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the Company is closed. In addition, service may not be disconnected during the periods of December 23 through December 26 and December 30 through January 2. At least one attempt shall be made during nonworking hours to contact the residential customer by telephone before the date of disconnection.

2.5.8.8 If a customer who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account remains unpaid and the Company is not required to issue any additional notice before discontinuing service. However, when a check received from a residence customer is dishonored, and that customer has not previously submitted a dishonored check within the past 12 months, the Company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours and the customer shall be given an additional 24 hours to pay before disconnection.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service (Cont'd.)

2.5.8.9 In the event of a medical emergency, as defined in 16 NYCRR, Sec. 633.5, an additional 30 days will be allowed for residential customers before disconnection, provided a medical certificate, as defined in 16 NYCRR, Sec. 633.5 is supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the pendency of the emergency, customers will be able to defer payment of monthly charges in an amount up to \$30.00 until the emergency ceases or it is determined that customers have the ability to pay the charges. Any charges in excess of \$30.00 in any month are due by the due date of the bill.

2.5.8.10 Where a residential customer is known to or identified to the Company as being blind or disabled as defined in 16 NYCRR, Sec. 633.5, or 62 years of age or older, and all other residents of the customer's household are under 18 years of age, 62 years of age or older, blind or disabled, an additional 20 days will be allowed before disconnection may occur. The Company shall make a diligent effort to contact by phone or in person, if telephone contact is not successful, an adult resident may be contacted at the location for purposes of devising a payment plan 8 days before the date of disconnection.

In cases where service has been disconnected and the Company subsequently learns that the customer is entitled to the protections established under this subdivision, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan. Should the Company be unable to contact such person within 24 hours it shall make reasonable efforts to achieve contact as soon as possible.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service (Cont'd.)

2.5.8.11 Existing residential customers with three or more months service and for whom service has not been disconnected for nonpayment shall be offered a deferred payment agreement prior to disconnection, unless it is determined by the Commission that such customer has sufficient resources to pay the bill. Residence customers with medical emergencies and customers who are elderly, blind or disabled shall be exempt from such eligibility criteria.

Service will not be disconnected unless a deferred payment plan is offered.

Final notices of disconnection will advise customers of deferred payment arrangements and no less than six days before termination of total service, a deferred payment plan will be offered which will include in bold print a notice that assistance may be obtained from the Commission.

Deferred payment agreements will be for a period of no less than 10 months unless otherwise agreed to by the customers and for amounts of up to \$450 unless greater amounts are agreed to by the Company.

Down payments shall not exceed the lesser of one-fifth of the amount deferred or 3 months of a customer's average billing plus the difference between the total amount of arrears and the amount deferred.

Issued By:

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

RCN Telecom Services of New York, LP

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Initial Effective Date: October 1, 2016

Superseding Revision No. 0

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service (Cont'd.)

2.5.8.12 Telephone service shall not be disconnected for nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules contained in 16 NYCRR Subchapter C, Chapter VI, Section 631.9 and 631.10.

Telephone service may be disconnected for nonpayment of the undisputed portion of a disputed bill or deposit if the customer, having been asked to pay such undisputed portion, does not do so. Disconnected residential service shall be reconnected within 24 hours following payment absent circumstances beyond the Company's controller later upon customer request. When circumstances beyond the Company's control exist, the service will be connected within 24 hours after cessation of such circumstances.

The Commission or its authorized designee may direct reconnection of service which may be within less than 24 hours.

Copies of Company complaint handling procedures are on file with the Commission and are available to the Public for inspection upon request at the Company office where applications or payments for service may be made in person.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.8 Discontinuance of Service (Cont'd.)

2.5.8.13 The Company shall have the right to take immediate action, including termination of service and severing of the connection without notice to the Customer when injury or damage to Company personnel, plant, property or service is occurring, or is likely to occur.

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

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

2.5.8.14 The Customer is responsible for providing adequate access lines to enable the Company to terminate all 800 Service calls to the Customer's telephone equipment. Should the Customer have insufficient access lines on which to terminate 800 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 800 Service, with 30 days written notice.

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

REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.9 Cancellation of Application for Service

2.5.9.1 In general, applicants for business service are noncancellable unless the Company otherwise agrees. Where the Company permits 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.

2.5.9.2 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).

2.5.9.3 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.

2.5.9.4 The special charges described in 2.5.9.1 through 2.5.9.3 will be calculated and applied on a case-by-case basis.

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Princeton, NJ 08540

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2.5 Payment Arrangements (Cont'd.)

2.5.10 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.

2.5.11 Customer Overpayment

The Company will pay interest on a Customer overpayment. Customer overpayment shall mean a payment to the Company in excess of the correct charges for service when caused by erroneous billing by the Company. The rate of interest shall be the unadjusted interest rate paid on Customer deposits or the late payment penalty rate, whichever is greater. Interest shall be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit interest rate or late payment penalty rate, and compounded monthly, until the date when the overpayment is refunded. No interest shall be paid on Customer overpayments that are refunded within thirty (30) days after such overpayment is received by the Company.

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

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REGULATIONS

2.5 Payment Arrangements (Cont'd.)

2.5.12 Backbilling

Charges for previously unbilled service or upward adjustments of bills previously rendered to residence customers may not be billed beyond 24 months after the error occurred unless the culpable conduct of the customer caused or contributed to the untimely billing. When such charges are billed, the Company must provide an explanation and advise customers that payment may be made under an installment plan which shall not be less than one month for each month represented by the late billed charges unless otherwise agreed to. In addition, the Company may not disconnect service for nonpayment of charges rendered in excess of 6 months after the service was provided unless the delay in billing was due to the customer's culpable conduct. Upon request, a written explanation will be provided.

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2.6 Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

2.6.1.1 A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

2.6.1.2 For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

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Princeton, NJ 08540

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REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.1 Credit for Interruptions (Cont'd.)

2.6.1.3 A credit allowance will be given for interruptions of 24 hours or more.
Credit allowances shall be calculated as follows:

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Princeton, NJ 08540

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REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.1 Credit for Interruptions (Cont'd.)

2.6.1.3 (Cont'd.)

Interruptions Over 24 Hours. Interruptions over 24 hours will be credited 1 day for each full 24-hour period. No more than 30 days credit will be allowed for any one month period.

2.6.1.4 A reduced credit allowance will be given for interruptions of service due to circumstances or causes beyond the control of the Company as defined in Section 2.1.4.2, preceding. Credit allowances shall be calculated as follows:

Interruptions Over 24 Hours: Interruptions over 24 hours will be credited 1/30th of the monthly rate for each 24 hour period or fraction thereof.

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REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- (a) interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- (b) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- (c) interruptions due to the failure or malfunction of non-Company equipment;
- (d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (e) interruptions of service 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; and
- (f) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

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

REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.3 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 operator will be given as follows:

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

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

REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.3 Directory Errors (Cont'd.)

- (D) The total amount of the credit provided for in the preceding Paragraphs (A), (B) and (C) shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in Paragraph (C), for the lien or lines in question.
- (E) Such allowance or credits as specified in Paragraphs (A), (B) and (C) preceding, will be given upon notice to the Company by the Customer that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company will credit without the requirement of notification by the Customers.

2.6.4 Cancellation For Service Interruption

Cancellation or termination for service interruption to Business Customers 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.

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

REGULATIONS

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.5 Maintenance Service Incentive and Rebate Plan

2.6.5.1 General

The Company shall provide a rebate with respect to local exchange service to customers of access lines in the amount and under the conditions set forth below, in accordance with Part 603, Service Standards for Telephone Companies of 16NYCRR.

- (a) In the event that: a central office entity having more than 3,000 access lines has a Customer Trouble Rate of 8.4 or more for three consecutive months (three month triggering period), or a central office entity having 3,000 or fewer access lines has a Customer Trouble Report of 8.4 or more for five consecutive months (five month triggering period); then a rebate shall be made to each consumer of record of one or more access lines in the central office entity in the month subsequent to any three or five month triggering period, whichever is applicable, in an amount equal to 20% of the basic local service charges (as defined in Section 2.6.5.2 following).
- (b) Rebates will be payable in a central office entity of 3,000 or fewer access lines if the entity has a Customer Trouble Report Rate of 8.4 or more for three consecutive months unless the Company can establish, based on its experience, that the five month triggering period continues to be appropriate.

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

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2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.5 Maintenance Service Incentive and Rebate Plan (Cont'd.)

2.6.5.1 General (Cont'd.)

- (c) The Company may petition for an exemption from paying rebates when performance is affected by events specified in 16 NYCRR Subsection 603.1

2.6.5.2 Basic Local Service Charges

Local service charges are equal to the total of the basic port and link charges, excluding: (a) charges for units of usage; (b) other federal, state and local charges or surcharges; and (c) charges for any discretionary features or services.

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Princeton, NJ 08540

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2.7 Use of Customer's Service by Others

2.7.1 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 New York Public Service Commission regulations governing such resale or sharing. 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.

2.7.2 Joint Use Arrangements

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

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

REGULATIONS

2.8 Cancellation of Service

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 2.6.1 above), 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 2.5.2.

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

- 1) all unpaid Non-Recurring charges reasonably expended by Company to establish service to Customer, plus
- 2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- 3) 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;
- 4) minus a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

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

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2.9 Customer Liability for Unauthorized Use of the Network

2.9.1 Unauthorized Use of the Network

Unauthorized use of the Network occurs when 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.

2.9.2 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) A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.
- (C) The Customer must give the Company oral notice that an unauthorized use of the Company calling card has occurred or may occur as a result of loss, theft or other reasons.
- (D) The Customer is responsible for payment of all charges for services furnished to the Customer or to users authorized by the Customer to use service provided under this tariff. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.
- (E) The Customer is liable for all charges incurred as a result of unauthorized use of the Network, including incidental and consequential damages. In addition, 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.

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

REGULATIONS

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

2.9.3 Liability for Credit Card Fraud and Other Unauthorized Use

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

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

- (B) The liability of the Customer for unauthorized use of the Network by credit card fraud will not exceed the lesser of \$50 or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.
- (C) The Customer must give the Company oral notice that an unauthorized use of the credit card has occurred.

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

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REGULATIONS

2.10 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, (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

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

REGULATIONS

2.11 Notices and Communications

2.11.1 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.

2.11.2 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.

2.11.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

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

REGULATIONS

2.12 Operator Services Rules

2.12.1 The Company will comply with the provisions of 16 NYCRR Part 649.2, as follows:

A provider of intrastate operator assisted communications services must:

- (A) identify itself at the time the end-user accesses its services;
- (B) upon request, quote all rates and charges for its services to the end-user accessing its system;
- (C) 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:
 - (1) the operator service provider's name and address;
 - (2) bill and service dispute calling information including the operator service provider's dispute resolution phone number;
 - (3) 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
 - (4) 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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650 College Road East
Princeton, NJ 08540

REGULATIONS

2.12 Operator Services Rules (Cont'd.)

2.12.1 (Cont'd.)

- (D) 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
- (E) 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.

2.12.2 The Company will comply with the provisions of 16 N.Y.C.R.R. Part 649.4, as follows:

Effective September 1, 1990, providers of intrastate operator assisted communications services shall not take any action or enter into any arrangement which restricts end-user selection among competing interexchange telephone corporations or end users access to competing providers of intrastate operator assisted communications services, or pay any commissions or other compensation to any entity engaged in such action or arrangement.

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Joseph Kahl, Sr. Director of Regulatory & External Affairs
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Princeton, NJ 08540

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REGULATIONS

2.13 Privacy Rules

Automatic Number Identification (ANI) derived information may be used only for billing, routing, screening, ensuring network performance, completing calls or performing services directly related to the telephone caller's original call or transaction. Therefore, should the business that receives ANI information have an established customer relationship with the caller, the business may offer products or services to the caller that are directly related to the products or services previously purchased by the caller. The business that receives ANI information may not establish marketing lists or conduct ongoing market calls for unrelated products or services or sell the information derived from ANI (caller's name, address, telephone billing number, purchasing habits, etc.) to third parties unless it gets the prior written consent of the caller.

Should an ANI subscriber violate any of the foregoing terms and conditions, the Company will terminate ANI to that subscriber after a determination through the New York Public Service Commission's complaint progress. ANI transmission will be reinstated after the New York Public Service Commission receives written confirmation from the ANI subscriber that the violations have ceased or have been corrected. Should the New York Public Service Commission determine that there have been three or more separate violations in a 24 month period, delivery of ANI to the subscriber will be terminated under the terms and conditions determined by the New York Public Service Commission.

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

REGULATIONS

2.14 Automatic Number Identification

2.14.1 Regulations

The Company will provide Automatic Number Identification ("ANI") associated with an intrastate service, by tariff, to any entity ("ANI recipient"), only under the following terms and conditions.

- (A) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- (B) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone subscriber from the ANI recipient.
- (C) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

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

REGULATIONS

2.14 Automatic Number Identification (Cont'd)

2.14.1 Regulations (Cont'd)

- (D) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in (1) above, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- (E) Violation of any of the foregoing terms and conditions by any ANI recipient shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Company until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under the terms and conditions determined by the Commission.

2.14.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by the Company may result in Commission prosecution of penalty and enforcement proceedings pursuant to Sections 24, 25 and 26 of the Public Service Law.

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

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REGULATIONS

2.15 Installation Service

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit. In the case of any inconsistency with the regulations in Part 603.15 of 16 NYCRR for installation service, the rules of the Commission shall prevail.

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650 College Road East
Princeton, NJ 08540

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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.

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

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APPLICATION OF RATES

3.2 Charges Based on Duration of Use

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

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

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650 College Road East
Princeton, NJ 08540

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APPLICATION OF RATES

3.3 Rates Based Upon Distance

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

- 3.3.1 Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in Bellcore's Local Exchange Routing Guide (LERG), 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 800 or WATS access line), the Company will apply the Rate Center of the Customer's main billing telephone number.

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

APPLICATION OF RATES

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 © above.
- (e) Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
- (f) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

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

APPLICATION OF RATES

3.4 Discounts for Hearing Or Speech Impaired Customers

A intrastate telephone call which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for intrastate local and toll calls placed between TDDs or between individuals with normal hearing and speech. The credit to be given on such calls will be a 50 percent discount off the applicable rate for; 1) a intrastate local or toll intrastate call and/or; 2) monthly mileage charges for Exchange Access Communications channels to the handicapped persons telephone service. Charges for calls are from the point of origination to the point of termination and are independent of call routing. The reduction in charges is applied at only one location designated by the handicapped person.

The Telecommunications Relay Service in New York can be reached toll-free by non-voice telephone equipment users by dialing 800-662-1220 and by voice telephone equipment users by dialing 800-421-1220.

Acceptable certifications are (1) those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York or (2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

3.5 Term Discounts

Business customers may elect to utilize one or two year term commitments. Customers with one or two year term commitments will receive the following additional discounts on all charges except those specified in Section 7.2.

<u>Term Commitment</u>	<u>Discount</u>
1 year	5%
2 year	10%

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 650 College Road East
 Princeton, NJ 08540

SERVICE AREAS

4.1 Exchange Access Service Areas

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

<u>Service Area</u>	<u>Geographic Areas In Which Full Service Is Available</u>
LATA 132	New York City (Manhattan, Bronx, Brooklyn, Queens, Richmond), Nassau (Great Neck, Manhasset, Port Washington, Floral Park, Cedarhurst, Valley Stream, Lynbrook, Brookville, Glen Cove, Roslyn, Garden City, Mineola, Hempstead, Westbury, Baldwin, Freeport, Long Beach, Rockville Centre, Oyster Bay, Syosset, Bayville, Hicksville, Levittown, Plainview, Massapequa, Wantagh. The following exchanges are also included; Amityville, Cold Spring Harbor, Farmingdale), Lower Westchester (Yonkers, Tuckahoe, Mount Vernon, New Rochelle, Pelham, Dobbs Ferry, Hastings, Irvington, Scarsdale, Harrison, Larchmont, Mamaroneck, Elmsford, Tarrytown, White Plains, Port Chester, Rye), Upper Westchester (Exchanges: Armonk Village, Bedford Village, Birchwood, Brewster, Carmel, Chappaqua, Cold Spring, Croton Falls, Croton-on-Hudson, Garrison, Katonah, Lakeland, Lewisboro, Mahopac, Mount Kisco, North Salem, Ossining, Patterson, Peekskill, Pleasantville, Pound Ridge, South Salem, Yorktown Heights), Rockland (Exchanges: Congers, Greenwood Lake, Haverstraw, Highland Falls, Nanuet, New City, Nyack, Pearl River, Piermont, Sloatsburg, Spring Valley, Suffern, Tuxedo), West Suffolk (Exchanges: Babylon, Bay Shore, Bayport, Bellport, Brentwood, Central Islip, Commack, Deer Park, East Fire Island, Fire Island, Huntington, Islip, Kings Park, Lindenhurst, Midland, Northport, Patchogue, Port Jefferson, Ronkonkoma, Sayville, Selden, Smithtown, Saint James, Stony Brook, West Commack)

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

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SERVICE AREAS

4.1 Exchange Access Service Areas (cont'd)

<u>Service Area</u>	<u>Geographic Areas In Which Full Service Is Available</u>
LATA 132	East Suffolk (Exchanges: Amagansett, Atlantic, Bridgehampton, Center Moriches, East Hampton, Eastport, Greenport, Hampton Bays, Jamesport, Mattituck, Montauk Point, Orient, Peconic, Quoque, Riverhead, Sag Harbor, Shelter Island, Shoreham, Southampton, Southold, Wading River, Water Mill, West Hampton, Yaphank)
LATA 133	Amenia, Beacon, Dover Plains, Hopewell Junction, Hyde Park, Pawling, Poughkeepsie, Red Hook, Rhinebeck, Wappingers Falls, Wingdale

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

SERVICE AREAS

4.2 Calling Areas

Geographically-defined Home (or Local) Calling Areas and Expanded (or IntraLATA) Calling Areas² are associated with each Exchange Access Service provided pursuant to Section 5.1. Exchange Access Services shall have the following Home (or Local) Calling Areas and Expanded (or IntraLATA) Calling Areas:

4.2.1 LATA 132

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
New York City	New York City (Manhattan, Bronx, Brooklyn, Queens, Richmond)	The balance of LATA 132 outside the five boroughs of New York City.
Nassau	Great Neck, Manhasset, Port Washington, Floral Park, Cedarhurst, Valley Stream, Lynbrook, Brookville, Glen Cove, Roslyn, Garden City, Mineola, Hempstead, Westbury, Baldwin, Freeport, Long Beach, Rockville Centre, Oyster Bay, Syosset, Bayville, Hicksville, Levittown, Plainview, Massapequa, Wantagh. The following exchanges are also included; Amityville, Cold Spring Harbor, Farmingdale	The balance of LATA 132 outside the Nassau Local Calling.

Rates and rate plans for Home (or Local) Calling Area calls and Expanded (or IntraLATA) Calling Area calls placed over Company-provided Exchange Access Services are set forth in Section 7.

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Princeton, NJ 08540

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SERVICE AREAS

4.2 Calling Areas (cont'd)

4.2.1 LATA 132 (cont'd.)

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
Lower Westchester	Yonkers, Tuckahoe, Mount Vernon, New Rochelle, Pelham, Dobbs Ferry, Hastings, Irvington, Scarsdale, Harrison, Larchmont, Mamaroneck, Elmsford, Tarrytown, White Plains, Port Chester, Rye	The balance of LATA 132 outside the Lower Westchester Local Calling Area.
Upper Westchester	Armonk Village, Bedford Village, Birchwood, Brewster, Carmel, Chappaqua, Cold Spring, Croton Falls, Croton-on-Hudson, Garrison, Katonah, Lakeland, Lewisboro, Mahopac, Mount Kisco, North Salem, Ossining, Patterson, Peekskill, Pleasantville, Pound Ridge, South Salem, Yorktown Heights	The balance of LATA 132 outside the Upper Westchester Local Calling Area.

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SERVICE AREAS

4.2 Calling Areas (cont'd)

4.2.1 LATA 132 (cont'd.)

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
Rockland	Congers, Greenwood, Lake, Haverstraw, Highland Falls, Nanuet, New City, Nyack, Pearl River, Piermont, Sloatsburg, Spring Valley, Suffern, Tuxedo),	The balance of LATA 132 outside the Rockland Local Calling Area.
West Suffolk	Babylon, Bay Shore, Bayport, Bellport, Brentwood, Central Islip, Commack, Deer Park, East Fire Island, Fire Island, Huntington, Islip, Kings Park, Lindenhurst, Midland, Northport, Patchogue, Port, Jefferson, Ronkonkoma, Sayville, Selden, Smithtown, Saint James, Stony Brook, West Commack	The balance of LATA 132 outside the West Suffolk Local Calling Area.
East Suffolk	Amagansett, Atlantic, Bridgehampton Center Moriches, East Hampton, Eastport, Greenport, Hampton Bays, Jamesport, Mattituck, Montauk Point, Orient, Peconic, Quoque, Riverhead, Sag Harbor, Shelter Island, Shoreham, Southampton, Southold, Wading River, Water Mill, West Hampton, Yaphank)	The balance of LATA 132 outside the East Suffolk Local Calling Area.

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650 College Road East
Princeton, NJ 08540

SERVICE AREAS

4.2 Calling Areas (cont'd)

4.2.1 LATA 133

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
Amenia	Amenia, Dover Plains, Kent (Conn.), Millbrook, Millerton, Sharon (conn.), Stanfordville.	The balance of LATA 133 outside the Amenias Local Calling.
Beacon	Beacon, Clintondale, Cold Spring, Cornwall, Highland, Hopewell Junction, Marlboro, Milton, Newburgh, New Paltz, North Clove, Pawling, Pleasant Valley, Poughkeepsie, Wappingers	The balance of LATA 133 outside the Beacon Local Calling.
Dover Plains	Dover Plains, Amenias, Clinton Corners, Hopewell Junction, Hyde Park, Millbrook, North Clove, Pawling, Pleasant Valley, Poughkeepsie, Staatsburg, Stanfordville, Wingdale	The balance of LATA 133 outside the Dover Plains Local Calling.

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Princeton, NJ 08540

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SERVICE AREAS

4.2 Calling Areas (cont'd)

4.2.1 LATA 133 (cont'd.)

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
Hyde Park	Hyde Park, Clinton Corners, Clintondale, Dover Plains, Esopus, High Falls, Highland, Hopewell Junction, Kerhonkson, Kingston, Marlboro, Millbrook, Milton, New Paltz, North Clove, Pleasant Valley, Poughkeepsie, Rhinebeck, Rosendale, Staatsburg, Stanfordville, Wappingers Falls.	The balance of LATA 133 outside the Hyde Park Local Calling.
Pawling	Pawling, Beacon, Dover Plains, Hopewell Junction, Marlboro, Millbrook, Milton, North Clove, Patterson, Pleasant Valley, Poughkeepsie, Wappingers Falls, Wingdale	The balance of LATA 133 outside the Pawling Local Calling.

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

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SERVICE AREAS

4.2 Calling Areas (cont'd)

4.2.1 LATA 133 (cont'd.)

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
Poughkeepsie	Poughkeepsie, Beacon, Clinton Corners, Clintondale, Cornwall Dover Plains, Esopus, High Falls, Highland, Hopewell Junction, Hyde Park, Kerhonkson, Kingston, Marlboro, Millbrook, Milton, Newburgh, New Paltz, North Clove, Pawling, Pleasant Valley, Rhinebeck, Rosendale, Staatsburg, Stanfordville, Wappingers Falls, Wingdale	The balance of LATA 133 outside the Poughkeepsie Local Calling.

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650 College Road East
Princeton, NJ 08540

SERVICE AREAS

4.2 Calling Areas (cont'd)

4.2.1 LATA 133 (cont'd.)

<u>Service Area</u>	<u>Home or Local Calling Area</u>	<u>Expanded or IntraLATA Calling Area</u>
Wappingers Falls	Wappingers Falls, Beacon, Clinton Corners, Clintondale, Cornwall, Esopus, High Falls, Highland, Hopewell Junction, Hyde Park, Marlboro, Millbrook, Milton, Newburgh, New Paltz, North Clove, Pawling, Pleasant Valley, Poughkeepsie, Rosendale, Staatsburg, Wingdale	The balance of LATA 133 outside the Wappingers Falls Local Calling.
Wingdale	Wingdale, Clinton Corners, Dover Plains, Hopewell Junction, Millbrook, Milton, North Clove, Pawling, Pleasant Valley, Poughkeepsie, Stanfordville, Wappingers Falls	The balance of LATA 133 outside the Wingdale Local Calling.

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

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
- 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 be used to originate calls to other telephone companies' caller paid information services (e.g., NPA 900, NXX 976, 540, etc.). Calls to those numbers and other numbers used for caller-paid information services can be blocked at the Customer's request at the time service is ordered. Access to the "NXX-976" caller-paid information service will be billed and collected, by the Company, on behalf of the telephone companies' information provider holding the Customer fully liable for all changes incurred for use of the information provider's service.

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650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE

5.1 General (Cont'd.)

Each Exchange Access Service is available as "Full" service:

"Full" 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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Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE

5.2 Business Service

5.2.1 Basic Line Service

Basic Line Service provides a business 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 business Customer-provided single station sets or facsimile machines to the public switched telecommunications network.

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

	<u>Monthly Recurring</u>
Full Service:	
Per Line	\$12.98
	<u>Non-Recurring</u>
1st Line	\$84.84
Addt'l Line	\$40.04

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

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EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.2 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.

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

Full Service:	<u>Monthly Recurring</u>
	12.98
	<u>Non-Recurring</u>
1st Line	\$84.84
Add'l Line	\$40.04

Basic Trunks 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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650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.3 Direct Inward Dial (DID) Trunk Service

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

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

:

		<u>Monthly Recurring</u>	<u>Non-Recurring</u>
A.	Full Service-1st Link	\$52.40	\$334.75
	1 year	\$49.64	
	2 year	\$46.88	
B.	Full Service-Add'l Link	\$60.20	\$334.75

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650 College Road East
Princeton, NJ 08540

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)5.2.4 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) signalling, as specified by the Customer. Digital Trunks may be configured into hunt groups with other Company-provided Digital Trunks. The terminal interface for each Digital Trunk Service is a DSX-1 panel.

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

		<u>Monthly Recurring</u>	<u>Non-Recurring</u>
A.	Full Service-1st Link	\$506.40	\$960.99
B.	Full Service-Add'l Link	\$506.40	\$960.99
C.	1 year - 1 st Link	\$479.75	\$960.99
D.	Add'l Link	\$479.75	\$960.99
E.	2 year - 1 st Link	\$453.10	\$960.99
F.	Add'l Link	\$453.10	\$960.99

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

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.4 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	\$410	\$395	\$380

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

Per Trunk	\$410	\$395	\$380
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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)

Per Trunk	\$410	\$395	\$380
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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.

Per Trunk	\$455	\$445	\$430
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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. Any customer currently with DIDSVC will be grandfathered with the existing rate. All new T1 customers will have DIDSRV applied to account.

Per Trunk	\$20	\$17.50	\$15.00
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EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.4 Digital Trunk Service (cont'd)

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

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$410	\$395	\$380

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

EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.5 Centrex Service

Centrex Service provides a Customer with multiple individual voice-grade telephonic 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.

Call Back/Camp On	Call Waiting
Call Forwarding-Line	Do Not Disturb
Call Forwarding-System	Intercom Calling
Call Hold	Last Number Redial
Call Hunting	Speed Calling-Station
Call Park	Speed Calling-System
Call Pick-Up	Three-Way Conference Calling
Call Transfer	Touch Tone

Some features may not be available in all locations. Each Centrex Service is provided with a minimum of five Centrex Station Lines. Non-recurring and monthly recurring rates per Centrex Station Line apply as follows:

Full Service (5 to 99 lines) ³	Monthly Recurring	Non-Recurring
<u>Term Commitment</u>		
None-1st Link	\$ 17.23	\$84.84
Add'l Link	\$ 17.23	\$84.84
1 year-1st Link	\$ 15.07	\$84.84
Add'l Link	\$ 15.07	\$84.84
2 year-1st Link	\$ 12.92	\$84.84
Add'l Link	\$ 12.92	\$84.84

For arrangements in excess of 99 lines will be provided on an ICB basis, and will be filed as part of Addendum C to this tariff.

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650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE

5.3 Residential Service

5.3.1 Basic Line Service

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. Basic Lines are provided for connection of residential, Customer-provided, single station sets to the public switched telecommunications network. Each Basic Line is provided with standard touch tone capability.

Non-recurring rates per Residential Basic Line apply as follows:

Service Charges

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

Service Order	
Per Line	\$49.95

Calling Plan Change

Existing Customers may change calling plans to other existing intra-regional Residential Company calling plans by giving the Company 30 days notice.

Per Account	\$12.95
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650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS SERVICE

5.3 Residential Service (cont'd.)

5.3.2 Discount Rate Plan for Basic Line Service¹

This plan is restricted to eligible low-income residential Customers and provides a single full service Basic Line with unlimited local calling at a Customer's principle residence, at a discounted rate. The Company will also offer Toll Blocking Services to such eligible customers at no additional charge. To qualify for this plan a Customer must be, and must provide proof to the Company that he is certified as income eligible for benefits under the Home Energy Assistance Program (IHEAP) or from at least one of the following entitlement programs administered by the New York State Department of Social Services.

Aid to Families with Dependent Children	Food Stamps
Supplementary Security Income (SSI)	Medicaid
Home Relief	

The service will be offered to the Customer upon receipt of a completed and signed form. If the form is not returned, no further action is taken by the Company to establish eligibility. The Company, in coordination with appropriate agencies will periodically verify eligibility status. If, after verification, a Customer is identified as being ineligible, the Customer will be notified that, unless the information is shown to be in error, the plan will be discontinued and revert to Basic Line Service.

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

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.

The following rates apply:

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Full Service:	\$25.00	\$15.95

This plan is offered in compliance with NYPSC Order dated February 10, 1994, in Case 94-C-0095, conditional upon the outcome of the proceeding.

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EXCHANGE ACCESS SERVICE

5.3 Residential Service (cont'd.)

5.3.3 Link Up America

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- A) The applicant must meet the requirements for qualification for low-income residential customers stipulated in Section 5.3.2;
- B) The assistance can only apply for a single telephone line at the principal place of residence of the applicant; and
- C) The applicant must not be a dependant for federal income tax purposes, unless he or she is more than 62 years old.

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

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EXCHANGE ACCESS SERVICE

5.4 Schools and Libraries Discount Program

5.4.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this tariff at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.55 et. Seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

Issued By:

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

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EXCHANGE ACCESS SERVICE

5.4 Schools and Libraries Discount Program (cont'd.)

5.4.2 Regulations

A) Obligation of Eligible Schools and Libraries

Requests for Service

- 1) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- 2) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- 3) Services requested will be used for educational purposes.
- 4) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

B) Obligation of the Company

- 1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with the Rules are included in Addendum B(N) of this tariff.
- 2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
- 3) In Competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

Issued By:

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

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EXCHANGE ACCESS SERVICE

5.4 Schools and Libraries Discount Program (cont'd.)

5.4.3 Discounted Rates for Schools and Libraries

- 1) Discounts for eligible schools, libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- 2) The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries and consortia.
- 3) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- 4) The discount matrix for eligible schools, libraries and consortia is included in Addendum B(N) of this tariff.

Issued By:

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

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EXCHANGE ACCESS SERVICE

5.5 Health Care Providers Support Program

5.5.1 General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Tariff and RCN Telecom Services of New York, LP NY P.S.C. Tariff No. 1. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. Seq., and any amendments made thereto.

5.5.2 Regulations

- A. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- B. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- C. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

Issued By:

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

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EXCHANGE ACCESS SERVICE

5.5 Health Care Providers Support Program (cont'd)

5.5.2 Regulations (cont'd)

D. Responsibility of eligible health care providers

1. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
2. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
3. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
4. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
5. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

Issued By:

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

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EXCHANGE ACCESS SERVICE

5.5 Health Care Providers Support Program (cont'd)

5.5.2 Regulations (cont'd)

E. Responsibility of the Company

1. The Company shall offer the rates and charges as specified in Section 5.5.3 following, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in 5.5.1 preceding.
2. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
3. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

Issued By:

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

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EXCHANGE ACCESS SERVICE

5.5 Health Care Providers Support Program (cont'd)

5.5.3 Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph C., which shall be available to all eligible health care providers, regardless of location:

- A. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- B. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with a population of 50,000 or more in the state.
- C. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

Issued By:

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

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service

6.1.1 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number¹ in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At the Customer's option, the Company will arrange for additional listings at the following rates:

	<u>Monthly Recurring</u>
Ea. add'l listing:	\$ 1.78
1 year	\$ 1.77
2 year	\$ 1.67

¹ For Customers with multiple premises served by the Company, the Company will arrange a listing of the main billing telephone number at each premise.

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.2 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 number blocks apply in addition to charges specified for Basic Trunks or Digital Trunks in Sections 5.2.3 and 5.2.5, respectively.

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.¹ DID number block may only be associated with one trunk group.

So the Company may efficiently manage its number resource, the Company, at its sole discretion, reserves the right to limit the quantity of DID number blocks a Customer may obtain. Requests for 30 or more DID number blocks must be provided to the Company in writing, no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassigned the DID numbers.

¹ A "group" is a set of Basic Trunks or Digital Trunk channels which have been configured a hunt group.

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.2 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 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

	<u>Monthly Recurring</u>
Block of 20 ¹ DID Numbers	\$2.91

¹ Rates for volumes of Number blocks greater than 50 will be provided on an ICB basis

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.3 Foreign Exchange (FX) Service

A) Description

FX Service enables a Customer to receive a Company-provided Exchange Access Service at a point outside the Exchange Access Service Area corresponding to the NPA-NXX designation (as set forth in Section 4.1) of such Exchange Access Service.

The Home (or Local) Region Calling Area and all Usage Service rates which apply to an FX Exchange Access Service are the same as those which regularly apply to other Company-provided Exchange Access Services bearing the same NPA-NXX designation.

B) Rates

FX service charges are calculated on a distance basis:

- 1) For service provided to a point within another Exchange Access Service Area designated by the Company, mileage will be calculated as the distance between the Company's Wire Center location associated with the NPA-NXX designation of the FX service, and the Company's Wire Center location serving the Exchange Access Service Area in which the FX service is delivered to the Customer.
- 2) For service provided to a point outside of any of the Company's designated Exchange Access Service Areas, mileage will be calculated as the distance between the Company's Wire Center location associated with the NPA-NXX designation of the FX service, and the end office maintained by the dominant LEC which would otherwise serve the Customer's premises at which the service is provided.

Issued By:

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.3 Foreign Exchange (FX) Service (cont'd.)

B) Rates (cont'd.)

Charges for each FX Exchange Access Service apply in addition to the Full service rates which would regularly apply for such Exchange Access Service. The following charges apply for each FX service:

FX Services-Other Than Digital Trunk Services

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
per mile	\$ 5.00	\$ 5.00

FX Services-Digital Trunk Services

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
per mile	\$ 10.00	\$ 20.00

Issued By:

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.5 Accounting Codes

The Accounting Codes option provides customers with a means of restricting calls or itemizing calls, according to specific digits that must be dialed at the end of a long distance telephone number. The length of Accounting Codes may vary from 2 to 6 digits, however, the length must be consistent for each location.

The Company offers packages of codes that are verified against a specific list of valid numbers, for call restriction, or offers unverified packages of 2-6 digits in length for cataloging by code, the calls made.

<u>Package Type</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Verified	\$25.00	\$10.00
Unverified	\$15.00	\$ 5.00

Issued By:

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.8 Call Forwarding

The Call Forwarding service allows the user to transfer incoming calls to another telephone number. This service is charged on per month basis with unlimited attempts.

Monthly Charge \$4.98

6.1.9 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 Charge \$9.34

6.1.10 Caller ID

Provides the telephone number from which the call originates, including non-listed and non-published service to the called party. Customers subscribing to Caller ID will also be provided with Anonymous Call Rejection.

Monthly Charge \$6.80

6.1.11 Caller ID With Name

Provides the name and number associated in Company records with the line from which an incoming call originates, including names and numbers associated with non-published and non-listed service. Customers subscribing to this service will also be provided automatically with the Anonymous Call Rejection feature.

Monthly Charge \$7.60

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.12 Call Block

Prevents display of the calling number to a Caller ID subscriber and of the calling name and number to a Caller ID With Name subscriber.

Monthly Charge \$3.60

6.1.13 Call Trace

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

Monthly Charge \$3.60

6.1.14 Anonymous Call Rejection

Allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of Call Block to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate this feature without charge by dialing a code.

Monthly Charge \$3.60

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.15 Return Call

Automatically returns the most recent incoming call, even if it is not answered. This is accomplished by the customer dialing a special code. If the called number is busy, the call will be attempted for a maximum of 30 minutes without tying up the end user's telephone. Should the line become idle during this process and the Return Call customer's line is available to complete the call, then a distinctive ringing signal will alert the Return Call customer that the call can be completed.

Monthly Charge \$3.60

6.1.16 Repeat Call

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.

Monthly Charge \$3.60

Issued BY:

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.17 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 \$4.98

Option B: 30 numbers \$8.30

6.1.18 Three-Way Calling

Allows the user to add a third party to an existing conversation. This service is charged on per month basis with unlimited attempts.

Monthly Charge \$4.98

Issued BY:

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.19 Enhanced Calling Services

- A) RCN-NY offers, for monthly subscription, the following enhanced calling services. Rates quoted for the services are on a per-line, per-path equipped basis. Appropriate subsequent service order charges apply to the establishment of this service.

<u>Service</u>	<u>Monthly Recurring</u>
Caller I.D.	\$6.80
Caller I.D. With Name	7.60
Return Call	3.60
Repeat Call	3.60
Select Forward	3.60
Priority Call	3.60
Call Block	3.60
Anonymous Call Rejection	3.60
Selective Call Acceptance	3.60

Issued BY:

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.19 Enhanced Calling Services (Cont'd)

- B) RCN-NY offers, on a usage-sensitive basis, the following enhanced calling services. Usage-sensitive pricing may not be available for all RCN-NY services listed below.

<u>Service</u>	<u>Rate Per Each Use</u>
Call Trace	\$1.20
Return Call	0.60
Repeat Call	0.60
Priority Call	0.60
Call Block	0.60

6.1.20 800 Flex Service

800 Flex Service is an inward-only reverse charge, direct-dial calling service that enables a subscriber to receive and pay for 800 number calls on the basic access line from anywhere within a LATA without charge to the caller.

	<u>Usage (Per Hour)</u>	<u>Service Charge .</u>
Monthly Recurring	\$8.00	\$8.00

Issued BY:

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

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EXCHANGE ACCESS OPTIONAL FEATURES

6.1 Business Service (cont'd.)

6.1.22 Enhanced Calling Services (Cont'd)

Remote Call Forward

Facility-Based Remote Call Forward is a telecommunications network service that utilizes a telephone number and electronic switching system central office facilities to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to the connecting telephone number. Installation charges or change order charges vary depending on whether the customer has signed up for month-to-month, one-year or two-year plans.

	Monthly Charge
Remote Call Forward	\$8.75
	Non-Recurring Charge
Installation Charge	\$53.25
Change Order Charge	\$34.00

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service

6.2.1 Call Forwarding

The Call Forwarding service allows the user to transfer incoming calls to another telephone number. This service is charged on per month basis with unlimited attempts.

Monthly Charge \$3.50

Call Forwarding - Variable

Call Forwarding - Variable allows the customer to forward all incoming calls to another line within or outside of the system.

Monthly Charge \$3.50

Call Forwarding - Busy Line

Call Forwarding - Busy Line allows an incoming call to the customer's line to be automatically forwarded to a preselected telephone number when the line is busy.

Monthly Charge \$3.50

Call Forwarding - Don't Answer

Call Forwarding - Don't Answer allows an incoming call to the customer's line to be automatically forwarded to a preselected telephone number when the line is unanswered after a predetermined number of rings. The customer must designate the variable ring (two to seven rings).

Monthly Charge \$3.50

Issued BY: Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd)

6.2.1 Call Forwarding (cont'd)

Call Forwarding - Busy Line / Don't Answer

Call Forwarding - Busy Line / Don't Answer provides the customer with forwarding capability for both busy and unanswered conditions.

Monthly Charge \$3.50

Ultra Call Forward

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

Monthly Recurring Rate \$7.00

6.2.2 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 Charge \$7.00

6.2.3 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

Issued BY: Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.4 Three-Way Calling

Allows the user to add a third party to an existing conversation. This service is charged on per month basis with unlimited attempts.

Monthly Charge	\$3.50
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6.2.5 Directory Listings

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

	<u>Monthly Recurring</u>
Ea. add'l listing:	\$2.50

6.2.6 Call Waiting ID Deluxe:

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

Monthly Charge	\$0.00
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Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.7. Call Waiting ID:

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

Monthly Charge	\$0.00
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6.2.8 Anonymous Call Rejection

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

Monthly Charge	\$3.50
----------------	--------

6.2.9 Call Trace

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

Monthly Charge	\$3.50
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Call Trace Processing 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	\$2.50
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Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
 650 College Road East
 Princeton, NJ 08540

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.10 Enhanced Calling Services

- A) RCN offers, for monthly subscription, the following enhanced calling services. Rates quoted for the services are on a per-line, per-path equipped basis. Appropriate subsequent service order charges apply to the establishment of this service.

Description

Call Block Prevents display of the calling number to a Caller ID subscriber and of the calling name and number to a Caller ID With Name subscriber.

Caller ID: Provides the telephone number from which the call originates, including non-listed and non-published service to the called party. Customers subscribing to Caller ID will also be provided with Anonymous Call Rejection.

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

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.

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.8 Enhanced Calling Services (cont'd)

A) (cont'd)

Description (cont'd)

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

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.

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.

Remote Call Forward This feature automatically forwards all incoming calls dialed to that Remote Call forwarding telephone number to the connecting number. The subscriber of Remote Call Forwarding is responsible for usage charges from the call forward number to the terminating number. The caller is responsible for usage charges from where the call is being originated.

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

EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.8 Enhanced Calling Services (cont'd)

A) (cont'd)

Description (cont'd)

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

Vanity Number Service 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 the customer's and may, therefore, change them if required.

Monthly recurring charges apply per Vanity number.

*79 Call Pickup

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

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

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (cont'd.)

6.2.8 Enhanced Calling Services

<u>Service</u>	<u>Monthly Recurring</u>
Caller I.D.	\$3.50
Caller I.D Deluxe	7.00
Call Trace	3.50
Return Call	5.40
Repeat Call	4.30
Select Forward	3.80
Priority Call	4.30
Call Block	5.60
Anonymous Call Rejection	3.50
Selective Call Acceptance	3.50
Call Waiting	0.00
Caller ID Blocking	0.00
Call Forward Variable	3.60
Distinctive Ringing 1	4.90
Distinctive Ringing 2	7.00

Issued BY:

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

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (Cont'd.)

6.2.8 Enhanced Calling Services (Cont'd)

B) RCN-NY offers, on a usage-sensitive basis, the following enhanced calling services. Usage-sensitive pricing may not be available for all RCN-NY services listed below.

<u>Service</u>	<u>Rate Per Each Use</u>
Call Trace	\$ 2.50
Return Call	1.00
Repeat Call	1.00
Priority Call	1.00
Call Block	1.00

Call Trace Preparation Fee Non-Recurring - \$5.00

Issued BY: Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

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EXCHANGE ACCESS OPTIONAL FEATURES

6.2 Residential Service (Cont'd.)

6.2.9 Custom Calling Packages

Pick 5 Feature Package

Choose 5 from the following:

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

Monthly Charge per line

\$12.00

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

HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.1 General

This service enables a User to originate calls over a Company-provided Exchange Access Service to all other stations on the public switched telephone network within the Customer's Home (or Local) Calling Area and Expanded (or IntraLATA) Calling Area, as those areas are identified in Section 4.2.

A Home Area Call is a call placed from a Company-provided Exchange Access Service to a station on the public switched telecommunications network bearing an NPA-NXX designation corresponding to a point within the Customer's Expanded Home Calling Area.

An Expanded Area Call is a call placed from a Company-provided Exchange Access Service to a station on the public switched telecommunications network bearing an NPA-NXX designation corresponding to a point within the Customer's Expanded Calling Area.

A Local Area Call is a call placed from a Company-provided Exchange Access Service to a station on the public switched telecommunications network bearing an NPA-NXX designation corresponding to a point within the Customer's Exchange Area.

An IntraLATA Area Call is a call placed from a Company-provided Exchange Access Service to a station on the public switched telecommunications network bearing an NPA-NXX designation corresponding to a point outside the Customer's Local Calling Area.

This section contains rates and rate plans for Business and Residential direct dialed Home (or Local) Area and Extended (or IntraLATA) Areas calls. Rates for operator-assisted calls are set forth in Section 9.

Rates and rate plans for Home (or Local) Area and Expanded (or IntraLATA) Area Calling vary according to the Customer's Home (or Local) Calling Area.

HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.2 Business Service

7.2.1 Calling From New York City Home Calling Area

A) Home Area Calling

A Home Area Call is a call which originates and terminates Home Area Calls are billed per call according to duration and the rate period in which the call occurs. The following rate periods apply:

<u>Non-Holiday</u>	<u>From</u>	<u>To But Not</u>	<u>Including Days</u>
<u>Rate Periods</u>			
Day	8:00 am	5:00 pm	Mon - Fri
Evening	5:00 pm	11:00 pm	Sun - Fri
Night	11:00 pm	8:00 am	All Days
	8:00 am	11:00 pm	Saturday
	8:00 am	5:00 pm	Sunday

Holidays: On Christmas Day (Dec. 25), New Years Day (Jan. 1), Memorial Day, Independence Day (July 4), Labor Day (first Monday in Sept.), and Thanksgiving Day (fourth Thursday in Nov.) the Evening Period rate applies unless a lower rate would normally apply.

The following Day Period rates apply for Home Area Calling:

First 3 Minutes	\$0.064
Each Add'l Minute	
Local	\$0.010
Regional	\$0.060

The following discounts apply per call to the Day Period rates specified above for calls mad in the Evening and Night Periods.

<u>Rate Period</u>	
Evening	0%
Night	0%

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650 College Road East
Princeton, NJ 08540

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.2 Business Service (cont'd.)

7.2.1 Calling From New York City Home Calling Area (cont'd.)

B) Expanded Area Calling

Several Expanded Area Calling options are available to Customers in the New York City Home Area. The Customer must specify a plan when the initial Service Order is placed for Exchange Access Service. A Customer may change from one plan to another with the first day of the Company's next billing cycle upon at least 14 days prior notice.

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

HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.2 Business Service (cont'd.)

7.2.1 Calling From New York City Home Calling Area (cont'd.)

B) Expanded Area Calling (cont'd.)

1) New York City Expanded Area Calling Plan I (NY-EACP I)

Under NY-EACP(1) each call is billed according to duration, the region in which it terminates, and the rate period in which it occurs. For NY-EACP I the Expanded Calling Area (the balance of LATA 132 outside New York City) is divided into the Nassau, East Suffolk, West Suffolk, Lower Westchester, Upper Westchester, and Rockland Regions¹.

The following rate periods apply:

<u>Non-Holiday Rate Periods</u>	<u>From Including</u>	<u>To But Not Days</u>	
Day	8:00 am	5:00 pm	Mon - Fri
Evening	5:00 pm	11:00 pm	Sun - Fri
Night	11:00 pm	8:00 am	All Days
	8:00 am	11:00 pm	Saturday
	8:00 am	5:00 pm	Sunday

Holidays: On Christmas Day (Dec. 25), New Years Day (Jan. 1), Memorial Day, Independence Day (July 4), Labor Day (first Monday in Sept.), and Thanksgiving Day (fourth Thursday in Nov.) the Evening Period rate applies unless a lower rate would normally apply.

¹ For purposes of this tariff, the exact boundaries of these Regions shall be defined and determined as set forth in Verizon New York, Inc. PSC Tariff No. 2 -- Telephone, in force and effect and as amended from time to time.

Issued BY: Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
650 College Road East
Princeton, NJ 08540

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.2 Business Service (cont'd.)

7.2.1 Calling From New York City Home Calling Area (cont'd.)

B) Expanded Area Calling (cont'd.)

1) NY-EACP I (cont'd.)

The following Day Period rates apply for NY-EACP I:

(a) Calls from New York City

	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
<u>To:</u>		
Nassau	\$0.109	\$0.0368
West Suffolk	\$0.109	\$0.0792
East Suffolk	\$0.109	\$0.0976
Lower Westchester	\$0.109	\$0.0368
Upper Westchester	\$0.109	\$0.0800
Rockland	\$0.109	\$0.0784

(b) Calls from Nassau

	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
<u>To:</u>		
New York City	\$0.1090	\$0.0368
West Suffolk	\$0.1090	\$0.0360
East Suffolk	\$0.1090	\$0.0512
Lower Westchester	\$0.1090	\$0.0456
Upper Westchester	\$0.1090	\$0.0976
Rockland	\$0.1090	\$0.0976

Issued BY:

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

HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.2 Business Service (cont'd.)

7.2.1 Calling From New York City Home Calling Area (cont'd.)

B) Expanded Area Calling (cont'd.)

1) NY-EACP I (cont'd.)

(c) Calls from West Suffolk

<u>To:</u>	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
New York City	\$0.1090	\$0.0792
Nassau	\$0.1090	\$0.0360
East Suffolk	\$0.1064	\$0.0336
Lower Westchester	\$0.1090	\$0.0944
Upper Westchester	\$0.1090	\$0.0976
Rockland	\$0.1090	\$0.0976

(d) Calls from East Suffolk

<u>To:</u>	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
New York City	\$0.1090	\$0.0976
Nassau	\$0.1090	\$0.0512
West Suffolk	\$0.1064	\$0.0336
Lower Westchester	\$0.1090	\$0.0976
Upper Westchester	\$0.1090	\$0.0976
Rockland	\$0.1090	\$0.0976

(e) Calls from Lower Westchester

<u>To:</u>	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
New York City	\$0.1090	\$0.0368
Nassau	\$0.1090	\$0.0456
West Suffolk	\$0.1090	\$0.0944
East Suffolk	\$0.1090	\$0.0976
Upper Westchester	\$0.1090	\$0.0376
Rockland	\$0.0880	\$0.0240

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

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.2 Business Service (cont'd.)

7.2.1 Calling From New York City Home Calling Area (cont'd.)

B) Expanded Area Calling (cont'd.)

1) NY-EACP I (cont'd.)

(f) Calls from Upper Westchester

<u>To:</u>	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
New York City	\$0.1090	\$0.0800
Nassau	\$0.1090	\$0.0976
West Suffolk	\$0.1090	\$0.0976
East Suffolk	\$0.1090	\$0.0976
Lower Westchester	\$0.1090	\$0.0376
Rockland	\$0.0928	\$0.0368

(g) Calls from Rockland

<u>To:</u>	<u>Initial Minute</u>	<u>Each Add'l Minute</u>
New York City	\$0.1090	\$0.0784
Nassau	\$0.1090	\$0.0976
West Suffolk	\$0.1090	\$0.0976
East Suffolk	\$0.1090	\$0.0976
Lower Westchester	\$0.0880	\$0.0264
Upper Westchester	\$0.0928	\$0.0272

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

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.3 Residential Service

7.3.1 Description

Local Calling Service provides the Customer with the ability to originate calls from a Company provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges defined in Section 4.2.

Several Residential Calling options are available to Customers in the New York City Home Area. The Customer must specify a plan which includes expanded area calling, when the initial Service Order is placed for Exchange Access Service.

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

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.3 Residential Service (cont'd.)

7.3.2 Calling Plans (cont'd.)

RCN Long Distance Plans

A la Carte

Unlimited Long Distance

Provides customers with unlimited long distance calling for a flat monthly rate.

RCN's Unlimited Long Distance Plan 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.

Monthly recurring charge \$24.00

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

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.3 Residential Service (cont'd.)

7.3.2 Calling Plans (cont'd.)

New York Unlimited Local Calling Plan

New York Unlimited Local Calling Plan is available to facility based residential customers who subscribe to RCN facility based services for a flat monthly recurring charge. This plan is for calls made within the customers local calling area only. Customers will receive three-way calling at no additional charge.

Monthly Recurring Charge	\$25.00
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650 College Road East
Princeton, NJ 08540

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.3 Residential Service (cont'd.)

7.3.2 Calling Plans (cont'd.)

Regional Calling

A la Carte

A la Carte regional calling is available to customers subscribing to one or more phone services or to a bundled package. Provides the customer with a per minute rate.

Per Minute	\$0.08
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Unlimited Regional

Unlimited Regional calling is available to customers subscribing to one or more phone services or to a bundled package. Provides the customer with unlimited regional calling for a flat monthly rate.

Monthly Rate	\$10.00
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650 College Road East
Princeton, NJ 08540

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HOME OR LOCAL AREA AND EXPANDED OR INTRALATA AREA CALLING

7.3 Residential Service (cont'd.)

7.3.2 Calling Plans (cont'd.)

Unlimited MegaPhone Bundle

Unlimited MegaPhone Bundle provide the customer with unlimited local, unlimited regional and unlimited long distance¹ calling for a flat monthly rate. Also included are the following features: Basic Voicemail, Caller ID Deluxe, Call Waiting, Call Waiting ID Deluxe, Three Way Calling.

Monthly Rate

\$45

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.

Issued BY:

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

MISCELLANEOUS SERVICES

8.1 Operator Services

8.1.1 Description

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services.

8.1.2 Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

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

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

Issued BY:

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

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MISCELLANEOUS SERVICES

8.1 Operator Services (Cont'd.)

8.1.3 Rates

Local exchange, IntraLATA, and interexchange calls may be placed on an Operator Assisted basis. Usage charges for Operator Assisted calls are the same as those set forth in Sections 7, preceding. For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in Sections 9.2 and 9.3, respectively, will apply in addition to any applicable Operator charges.

In addition to the usage charges identified above, the following operator-assisted charges will apply:

	<u>Business</u>	<u>Residential</u>
<u>Per Call Charges</u>		
Person-to-Person (Customer Dialed)	\$3.32	\$3.50
Station-to-Station (Customer Dialed)	\$1.00	\$1.50
Operator Dialed Charge (applies in addition to other operator charges)	\$0.60	\$0.50
Billed to Non-Proprietary Calling Card (additional surcharge)	\$0.50	\$1.50
Calls earned by RCN and Billed to another company		
Per Minute	NA	NA
Collect Call/3rd Party Billing		\$0.08
Person to Person	NA	NA
Station to Station	NA	NA
Mechanized	NA	NA

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650 College Road East
Princeton, NJ 08540

MISCELLANEOUS SERVICES

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.
 - (2) The operator verifies that the line is available for incoming calls.
 - (3) The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

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

MISCELLANEOUS SERVICES

8.2 Busy Line Verify and Line Interrupt Service

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.

8.2.3 <u>Rates</u>	Business	Residential
Per Request		
Busy Line Verify Service,	\$0.95	\$1.00
Busy Line Verify and Busy Line Interrupt Service,	\$1.43	\$1.50

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650 College Road East
Princeton, NJ 08540

MISCELLANEOUS SERVICES

8.3 Directory Assistance

8.3.1 Description

Customers and Users of the Company's calling services (excluding 800 services), may obtain directory assistance in determining telephone numbers within New York by calling the Directory Assistance operator.

8.3.2 Rates

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

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.

	Business	Residential
Per Number Requested		
Home Area Numbers	\$1.25	\$1.25
Other	\$1.25	\$1.25
National Directory Assistance	\$1.25	\$1.25
Dir Asst Call Completion	\$0.35	\$0.35

- b. A credit will be given for calls to Directory Assistance when:
 - the Customer experiences poor transmission or is cut-off during the call,
 - the Customer is given an incorrect telephone number, or
 - the Customer inadvertently misdials an incorrect Directory Assistance NPA.

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

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 650 College Road East
 Princeton, NJ 08540

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MISCELLANEOUS SERVICES

8.3 Directory Assistance (Cont'd.)

8.3.2 Rates (Cont'd.)

- c. A Directory Assistance call charges to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.
- d. No charge applies for:
 - 1) Requests for telephone numbers of non-published service.
 - 2) Those customers with disabilities who qualify for exemptions from the local Directory Assistance charges are exempted, as a reasonable accommodation associated with their disability, from the Directory Assistance charge. This exemption applies to calls billed to one residential telephone line per disabled customer and applies to Directory Assistance calls for personal use only.
 - 3) Calls for Directory Assistance from persons who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment.

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

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MISCELLANEOUS SERVICES

8.4 Service Charges

8.4.1 Description

Absent a promotional offering, service charges will be applied on a non-recurring basis for ordering, installing, moving, changing, rearranging, or furnishing of service.

8.4.2 <u>Rates</u>	<u>Non-Recurring</u>
Service Order	
per service order	\$5.00

8.5 Restoration of Service

8.5.1 Description

A restoration of service charge applies when service is reconnected after a disconnection for non-payment, but before cancellation of the service.

8.5.2 <u>Rates</u>	Non-Recurring
per service order	\$10.00

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650 College Road East
Princeton, NJ 08540

MISCELLANEOUS SERVICES

8.6 Blocking Service

8.6.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- (A) 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:

New York City

Blocking Descriptions

1. No Blocking
2. Block NPA 900 & NXX 550/540
3. Block NPA900 & NXX 550/540/976
4. Block NXX 976
5. Block NPA 900
6. Toll Restriction, Allow NPA 800
7. Block NXX 550/540/976
8. Block NPA 900, NXX 550/540/976.
NPA 800/888, 10XXX, 00

Queens

Blocking Descriptions

1. No Restrictions
2. Block NPA 900 & NXX 550/540
3. Block NPA 900 & NXX 550/540/976
4. Block NXX 976
5. Block NPA 900
6. Toll Restriction, Allow NPA 800/888/877
7. Toll Restriction, Block NPA 800/888/877

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

- (B) Blocking Service (multi-line) is a feature that permits resale customers to restrict access from their telephone line to the following discretionary services:

Downstate Dedicated Mass Announcement Network, Interactive Information Network, Group Bridging Services, CIRCUIT 9 Service and call to 700 and 900 services. Those services can be identified by specific central office 900 services. Those services can be identified by specific central office prefix (es) and service access codes, where available as follows:

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MISCELLANEOUS SERVICES

8.6 Blocking Service

8.6.1B (Con'd.)

Intra LATA Central Office Prefix (es)

233*, 245*, 280*, 301*, 475*, 540
550***, 551**, 588*, 770*, 812*,
915*, 970, 976#

Service Access Codes

700, 900

*245 - Binghamton LATA only, 301 and 915 - Albany LATA only, 233 - NPA 607 only, 475 - NPA 917 only, 587 - Buffalo LATA only, 280 - NPA 718 only, 770 - Syracuse LATA and NPA 718 only, 812 - NPA 914 only, 588 - NPA 347 only.

**Syracuse LATA only

***Except NPA 716

Options 3 and 4 do not block central office prefix outside of the New York Metropolitan LATA.

(C) Third Number Billing and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation database.

(D) Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+ 800(Toll Free), and operator assisted toll calls.

(E) Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.D. of this Section, and blocking of 411 calls.

(F) Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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Princeton, NJ 08540

MISCELLANEOUS SERVICES

8.6 Blocking Service (Cont'd)

8.6.2 Regulations

The Company will not be liable for any charge incurred when any long distance carrier or alternative operator provider accepts third number billed or collect calls. Blocking service is available where equipment and facilities permit.

Blocking Service can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.

8.6.3 Rates

	<u>Non-Recurring</u>
900 and 700 Blocking	
-Residential	\$0.00
Disconnect Charge	\$5.00
-Business (up to 200 lines)	\$9.34
900, 971,974,and 700 Blocking	
-Residential	\$0.00
Disconnect Charge	\$5.00
-Business (up to 200 lines)	\$9.34

Monthly Charges

Third Number Billed and Collect Call Restriction	
-Residential	\$9.34
-Business (up to 200 lines)	\$9.34
Toll Restriction	
-Residential	\$9.34
-Business (up to 200 lines)	\$9.34
Toll Restriction Plus	
-Residential	\$9.34
-Business (up to 200 lines)	\$9.34

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650 College Road East
Princeton, NJ 08540

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MISCELLANEOUS SERVICES

8.6 Blocking Service (Cont'd)

8.6.3 Rates (Cont'd)

Monthly Charges

Direct Inward Dialing Blocking (Third Party and Collect Call)	
-Initial Activation	\$9.34
-Subsequent Activation (per line)	\$9.34

Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

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MISCELLANEOUS SERVICES

8.7 Non-Published Directory Service

With RCN Non-published service, a customer's telephone number will be omitted from published NYNEX directories and RCN and NYNEX Directory Assistance Service. When a telephone listing is non-published, a name will not be found in the NYNEX published directory. Persons requesting a customer's telephone number, from NYNEX or RCN Directory Assistance, will hear the following recorded message "At the customer's request, the listing is not published." Non-published Service will not prevent the identification of a customer's telephone number through Caller ID or Call Return Services.

Rates

Monthly Charge

\$2.50

8.8 Non-Directory Listed Service

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

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

Rates

Monthly Charge

\$1.95

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650 College Road East
Princeton, NJ 08540

MISCELLANEOUS SERVICES

8.9 Temporary Suspension of Service

Description

Temporary Suspension of Service is an arrangement which permits a residential 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.

	Monthly <u>Recurring</u>	<u>Non-Recurring</u>
Line Restoral Charge	\$6.27	\$20.00
Temporary Suspension Charge	\$6.27	\$20.00

8.10 Number-to-Number Referral Service

This service is subject to the availability of facilities. It provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed line number. This service is most common with customers that move. The minimum period for residential customers beyond the basic referral period is one month and the maximum is 12 months for resale and facility customers. Customers will incur a one-time charge based on the requested number of months beyond the basic referral period of 60 days This service is provided to residential customers who wish to extend the basic intercept service. The customer will be provided with basic intercept service in accordance with Section 603.5 of Title 16 of the New York State Codes and Rules.

Rates

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

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Princeton, NJ 08540

MISCELLANEOUS SERVICES

8.11. Toll Free Service

8.11.1 Business

Description

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

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

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

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

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

MISCELLANEOUS SERVICES

8.11. Toll Free Service

8.11.1 Business (cont'd.)

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).

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

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

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

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

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MISCELLANEOUS SERVICES

8.11. Toll Free Service

8.11.1 Business (cont'd.)

800 Directory Assistance (cont'd.)

Rates

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

Toll Free Blocking

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

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

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

MISCELLANEOUS SERVICES

8.11. Toll Free Service

8.11.2 Residential

Description

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

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

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

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

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 Princeton, NJ 08540

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MISCELLANEOUS SERVICES

8.11. Toll Free Service

8.11.2 Residential (cont'd.)

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).

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

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

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

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

MISCELLANEOUS SERVICES

8.11. Toll Free Service

8.11.2 Residential (cont'd.)

800 Directory Assistance (cont'd.)

Rates

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

Toll Free Blocking

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

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

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Princeton, NJ 08540

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MISCELLANEOUS SERVICES

8.12 Information Provider Service - Residential

Information Provider Service enables a customer to dial a local area code and the number (555-XXXX) to receive an Information Provider pre-recorded announcement.

Per Minute \$0.42

8.15 Block Directory Assistance

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

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SPECIAL ARRANGEMENTS

9.1 Special Construction

9.1.1 Basis for Charges

Where the Company furnished 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 10.1.1 preceding may include one or more of the following items to the extent they are applicable:

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

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

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SPECIAL ARRANGEMENTS

9.1 Special Construction (Cont'd.)

9.1.2 Basis for Cost 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 request of the customer.

9.1.3.1 The termination liability period is the estimated service life of the facilities provided.

9.1.3.2 The amount of the maximum termination liability is equal to the estimated amounts for:

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Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
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Princeton, NJ 08540

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SPECIAL ARRANGEMENTS

9.1 Special Construction (Cont'd.)

9.1.3 Termination Liability (Cont'd.)

9.1.3.2 (Cont'd.)

- (1) Cost installed of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 - (a) equipment and materials provided or used,
 - (b) engineering, labor and supervision.
 - (c) transportation, and
 - (d) rights of way;
- (2) license preparation, processing, and related fees;
- (3) tariff preparation, processing, and related fees;
- (4) cost of removal and restoration, where appropriate; and
- (5) any other identifiable costs related to the specially constructed or rearranged facilities.

9.1.3.3 The applicable termination liability method for calculating the unpaid balance of a term obligation. The amount of such charge is obtained by multiplying the sum of the amounts determined as set forth in Section 10.1.3.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in section 10.1.3.2 preceding shall be adjusted to reflect the redetermined estimate net salvage, including any reuse of the facilities provided. The product is adjusted to reflect applicable taxes.

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Princeton, NJ 08540

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SPECIAL ARRANGEMENTS

9.2 Individual Case Basis (ICB) Arrangements

Rates for ICB Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed in Addendum C to this tariff within 30 days after ICB implementation. The following information will be included in the summary:

- (1) LATA and type of switch
- (2) Location of the Point of Connection
- (3) Service Description
- (4) Rates and charges
- (5) Number of voice grade equivalent channels
- (6) Length of the agreement

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Princeton, NJ 08540

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OTHER SERVICE ARRANGEMENTS

10.1 RCN Basics Package

RCN 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

10.2 RCN Essentials Package

RCN Essentials Package offers facility based residential customers with an inclusive package of the following features: Call Waiting, Caller ID Deluxe and Basic Voice Mail.

Monthly Recurring Charge \$12.00

10.3 RCN Family Package

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

Monthly Recurring Charge \$15.00

10.4 RCN Essentials Phone Plus Package

RCN Essentials Phone Plus Package offers facility based residential customers unlimited regional and long distance calling and a features package where the subscriber can select up to five (5) of the following calling services: Anonymous Call Rejection, Basic Voicemail, Call Block, Call Forward Busy Line/Don't Answer, Call Forward Variable, Call Return, Call Waiting, Call Waiting ID Deluxe, Caller ID Block, Caller ID Deluxe, Distinctive Ring 1, Distinctive Ring 2, Priority Call, Repeat Call, Selective Call Acceptance, Select Call Forward, Speed Dial 8, Speed Dial 30, 3 Way Calling and Ultra Call Forward.

Monthly Recurring Charge \$17.50

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650 College Road East
Princeton, NJ 08540

INBOUND METROPOLITAN MASS CALLING SERVICE

11.1 General

- 11.1.1 Inbound Metropolitan Mass Calling Service consists of service and associated facilities whereby telephone users may, by calling a particular central office designation and number, obtain a Subscriber provided announcement or information service. This service is offered in LATA 132 only.
- 11.1.2 A "Subscriber" to the Inbound Metropolitan Mass Calling Service is an Information Provider who leases dedicated facilities or trunking facilities and is responsible for provision of recorded announcements as described below.
- 11.1.3 Inbound Metropolitan Mass Calling Service channels are configured for inbound calling only. Subscribers must make other arrangements for any outgoing calls.
- 11.1.4 Access to the Inbound Metropolitan Mass Calling Service by a Subscriber is furnished at the rates and charges specified in Section 12.6 below.
- 11.1.5 The Company will offer Inbound Metropolitan Mass Calling Service as a trunk-side service and will provide trunk-side service (with an Automatic Number Identification (ANI) option where technically feasible) to Subscribers.
- 11.1.6 Programs with these telephone numbers may be provided by other carriers under different terms and conditions.
- 11.1.7 The Company does not offer billing and collection services to Subscribers. Pricing, billing, and collection of charges for information programs are the sole responsibility and risk of the Subscriber. In order for the Subscriber to render invoices, the Company will provide sufficient information to the Subscriber. Company provision of this information will be in accordance with applicable federal and state rules regarding exchange of end-user name, address and call record information.

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

INBOUND METROPOLITAN MASS CALLING SERVICE

11.2 Regulations

- 11.2.1 The service is provided where the volume of calls to the announcement number requires the use of a dedicated channel network.
- 11.2.2 Connection to and transport on the Mass Announcement Network by the Subscriber is furnished subject to the availability of facilities and the requirements of local exchange and toll service.
- 11.2.3 The Company will furnish, install and maintain all the facilities required for connection to the Mass Announcement Network. The Subscriber has the option of (a) connecting to the Mass Announcement Network at the Company's switching office, or (b) purchasing dedicated transport service from the Company, under the terms and conditions set forth in the Company's switched access tariff P.S.C. No. 4, which shall be in addition to the charges set forth in this Tariff.
- 11.2.4 Inbound Metropolitan Mass Calling Service will be offered as a service on exchange trunking facilities via trunk-side functionalities with an ANI option.
- 11.2.5 The Subscriber will provide compatible announcement equipment, space, electrical outlets and commercial power required on the premises of the Subscriber.
- 11.2.6 The service will not be furnished where the circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Company's plant, property or service.
- 11.2.7 The Company may withdraw service on any channel forthwith where the circumstances are such that the use of the service or facilities would tend to injuriously affect the efficiency of the Company's plant, property or service.

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

INBOUND METROPOLITAN MASS CALLING SERVICE

11.2 Regulations (cont'd)

- 11.2.8 The Company will withdraw the award of a channel from any information provider who does not commence operation of the channel within two months from the date of notification of award of the channel by the Company, provided that network facilities are available on that date. If for any reason the Company cannot provide connection to Mass Announcement Service network facilities within two months from the date of award of a channel, operation of the channel shall commence the day following the day network facilities are available. The Company shall not be liable for lack of available Mass Announcement Service network facilities.
- 11.2.9 Since the Subscriber has exclusive control over the content, quality and characteristics of speech or sounds used in the messages recorded, the Company assumes no liability for the content of, quality of, or defects in the recording of such messages.
- 11.2.10 The Company will provide to the general public, upon request, the name, address and telephone numbers of the information providers.
- 11.2.11 Because end-users may arrange for blocking of calls to the Mass Announcement Service prefix by the telephone company providing their local exchange service, the Company shall have no liability due to the inability of any telephone caller to access a Subscriber's information service.
- 11.2.12 The Company shall not be liable for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities or facilities of other carriers and equipment nor on equipment owned by the Subscriber.
- 11.2.13 The Company shall not be liable for any indirect, consequential, special or punitive damages attributable or related to the Inbound Metropolitan Mass Calling Service. In any event, the total aggregate liability of the Company to any Subscriber and/or end-user hereunder shall be limited to the amount paid by the Subscriber and/or end-user for the service giving rise to the claim.

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

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INBOUND METROPOLITAN MASS CALLING SERVICE

11.3 Obligations of the Subscriber

- 11.3.1 The Subscriber is responsible for the preparation, recording and duration of all announcement, and shall be solely responsible for the content of the announcements and the quality of speech or sounds of the recording and all necessary premises equipment. If the total charge per call has the potential to exceed \$3.50, the subscriber must provide at the beginning of each call an announcement stating the price charged by the subscriber and informing the telephone user that he or she has the option to disconnect within 20 seconds at no charge. There is no charge to the telephone user who disconnects within 20 seconds.

Each Inbound Metropolitan Mass Calling Service advertisement, publication or other communication shall designate the current price rate as well as any planned price rate change. In audio advertisements, the price must be disclosed immediately following every mention of the Inbound Metropolitan Mass Calling Service telephone number or word equivalent. A clearly discernible audio announcement of this information is required for all video displays in addition to the visual printed message. The audio announcements for advertisements broadcast during time spots considered to be within hours that contain programming directed to children under twelve (12) years of age must be presented in language that can be understood by children and must advise children to obtain parental consent before calling. In print advertisements, each letter or numeral of the cost disclosure must be no less than one-half the size of each letter or numeral of the Inbound Metropolitan Mass Calling Service telephone number or word equivalent to which the disclosure is adjacent.

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

RCN Telecom Services of New York, LP

Section No.11

Leaf No. 5

PSC No. 3 - Telephone

Revision No. 0

Initial Effective Date: October 1, 2016

Superseding Revision No. 0

INBOUND METROPOLITAN MASS CALLING SERVICE

11.3 Obligations of the Subscriber (cont'd)

- 11.3.2 The Subscriber indemnifies and saves the Company harmless against all claims and any fines, damages or other penalties associated therewith, arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, infringement of copyright, or any other claims, and against all claims and any fines, damages or other penalties associated therewith, arising out of any act or omission of the Subscriber or of the calling party in connection with facilities provided by the Company.
- 11.3.3 The Subscriber is responsible for providing the program and all necessary premises equipment in connection with its program.
- 11.3.4 It is the Subscriber's responsibility to obtain premises equipment that will interconnect with the Company at the agreed upon signal level and other requirements.
- 11.3.5 It is the Subscriber's responsibility, where ANI is requested, to obtain premises equipment that accepts ANI as provided by the Company.
- 11.3.6 The Subscriber is responsible for complying with all applicable laws and regulations concerning offering, advertising, and billing for information programs. The Company may disconnect any Service upon receiving an order from the New York Public Service Commission, the Federal Communications Commission, or other competent authority determining that a Subscriber's service is being offered in contravention of applicable laws or regulations.

Issued BY:

Joseph O. Kahl, Sr. Director of Regulatory & External Affairs
650 College Road East
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11.4 Number Assignment Procedures

- 11.4.1 Each Service will be assigned a telephone number in the "970-" or "976-" prefix in each Numbering Plan Area ("NPA") in the Downstate LATA (212, 347, 516, 631, 646, 718, 914 and 917). In addition, Mass Announcement Service will be provided for Subscriber telephone numbers assigned in the "540-" or "550-" prefix when ported to the Company from another carrier.
- 11.4.2 Telephone numbers for Mass Announcement Service will be assigned on a first-come, first-served basis, except as provided in 12.4.3 through 12.4.5 following.
- 11.4.3 Any Subscriber who was assigned or delegated a particular telephone number within the "970-" or "976-" prefix by another telephone company or by another Information Provider and was actually using that number before March 24, 2004, will be assigned the same telephone number for service under this tariff, provided that the Company receives a request for such assignment within five (5) business days after the effective date of this tariff section.
- 11.4.4 Any other requests for assignment of a particular telephone number received by the Company within five (5) business days after the effective date of this tariff section will be deemed to have been received simultaneously, and the requested numbers will be assigned by random selection from among all timely requests.
- 11.4.5 If there are more requests for numbers than channels available, the Company will establish a waiting list.

11.5 Trunk Side Access with ANI

- 11.5.1 Trunk side access with ANI will be offered where technically feasible. ANI provides the automatic transmission of a seven or ten digit number and information digits to the customer's premises for calls originating in the LATA, to identify the billing telephone number of the calling party.

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11.6 Rates and Charges

- 11.6.1 The usage charges below are shown in terms of full minutes and shall be billed in six (6) second increments, rounded upward to the nearest six (6) second increment, with a minimum initial increment of eighteen (18) seconds. Each invoice will include usage detail. The Minutes Commitment shall be determined separately for each channel used by a Subscriber based on the aggregate usage in each month.

Minutes Commitment	Rate Per Minute
250,000 or less	\$0.0325
250,001-500,000	\$0.03
500,001-1,000,000	\$0.0275
1,000,000 or greater	\$0.025

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