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May 6, 2010

VIA OVERNIGHT DELIVERY

Mr. James J. McNulty
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, Pennsylvania 17120

Re: CREXENDO BUSINESS SOLUTIONS, INC.
Docket Nos. A-2010-2170383; A-2010-2170385

RECEIVED

MAY 06 2010

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Dear Mr. McNulty:

Pursuant to Staff concerns, enclosed please find for filing one original and two (2) stapled copies and (1) unbound copy of Crexendo Business Solutions, Inc.'s replacement Tariff No. 1 in its entirety, along with replacement page 11 of the application.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self addressed, postage prepaid envelope.

If you have any questions or if I may provide you with additional information, please do not hesitate to call me.

Respectfully submitted,



Heather Kirby, Legal Assistant to
Lance J.M. Steinhart
Attorney for Crexendo Business Solutions, Inc.

Enclosures

Competitive Local Exchange Carrier

**CREXENDO BUSINESS SOLUTIONS, INC.
COMPETITIVE LOCAL EXCHANGE CARRIER
RESALE AND FACILITIES-BASED TARIFF
REGULATIONS AND SCHEDULE OF CHARGES**

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

IN THE COMMONWEALTH OF PENNSYLVANIA

This tariff contains the descriptions, regulations, and schedule of rates and charges applicable to the furnishing of resold and facilities-based residential and business service for Telecommunications Services furnished by Crexendo Business Solutions, Inc.(Company). The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania Inc. Telephone Pa. P.U.C. No. 180A, 182, 182A, 185B and 185C and Verizon North Inc. Telephone Pa. P.U.C. Nos. 1, 3, 5 and 6. Some rate groups are listed in Section 9 of this tariff. Local exchange calling areas and rate groups are listed in Section 10 of this tariff.

The Company's tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S., the Telecommunications Act of 1996), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

This tariff has been filed with the Pennsylvania Public Utility Commission. Copies are available for inspection at the Company's place of business: 10201 South 51st Street, Phoenix, Arizona 85044.

Issued:
Issued by:

Jeff Korn, Chief Legal Officer
Crexendo Business Solutions, Inc.
10201 South 51st Street
Phoenix, Arizona 85044

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LIST OF MODIFICATIONS

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CHECK SHEET

List of Changes made by this Supplement

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
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Title Page	Original								
1	Original	33	Original	65	Original	97	Original	129	Original
2	Original	34	Original	66	Original	98	Original	130	Original
3	Original	35	Original	67	Original	99	Original	131	Original
4	Original	36	Original	68	Original	100	Original	132	Original
5	Original	37	Original	69	Original	101	Original	133	Original
6	Original	38	Original	70	Original	102	Original		
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9	Original	41	Original	73	Original	105	Original		
10	Original	42	Original	74	Original	106	Original		
11	Original	43	Original	75	Original	107	Original		
12	Original	44	Original	76	Original	108	Original		
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14	Original	46	Original	78	Original	110	Original		
15	Original	47	Original	79	Original	111	Original		
16	Original	48	Original	80	Original	112	Original		
17	Original	49	Original	81	Original	113	Original		
18	Original	50	Original	82	Original	114	Original		
19	Original	51	Original	83	Original	115	Original		
20	Original	52	Original	84	Original	116	Original		
21	Original	53	Original	85	Original	117	Original		
22	Original	54	Original	86	Original	118	Original		
23	Original	55	Original	87	Original	119	Original		
24	Original	56	Original	88	Original	120	Original		
25	Original	57	Original	89	Original	121	Original		
26	Original	58	Original	90	Original	122	Original		
27	Original	59	Original	91	Original	123	Original		
28	Original	60	Original	92	Original	124	Original		
29	Original	61	Original	93	Original	125	Original		
30	Original	62	Original	94	Original	126	Original		
31	Original	63	Original	95	Original	127	Original		
32	Original	64	Original	96	Original	128	Original		

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TARIFF FORMAT

A. Page Numbering – Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

B. Page Revision Numbers – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Pennsylvania Public Utility Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Pennsylvania Public Utility Commission is not always the Tariff page in effect. Consult the Check Sheet for the page currently in effect.

C. Paragraph Numbering Sequence – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets – When a Tariff filing is made with the Pennsylvania Public Utility Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc., remain the same, just revised revision levels on some pages). The Tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Pennsylvania Public Utility Commission.

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EXPLANATION OF SYMBOLS

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

- (C) To signify change.
- (D) To signify decrease in rate.
- (I) To signify increase in rate.

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APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the local exchange telecommunications services provided by Crexendo Business Solutions, Inc. to customers within the Commonwealth of Pennsylvania. Crexendo Business Solutions, Inc. will mirror the local exchange calling areas and exchange area boundaries as stated in the tariffs of Verizon Pennsylvania Inc. Telephone Pa. P.U.C. No. 180A, 182, 182A, 185B and 185C and Verizon North Inc. Telephone Pa. P.U.C. No. 1, 3, 5 and 6. Local exchange calling areas are listed in Section 10 of this tariff.

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SECTION 1.0 – DEFINITIONS

For the purpose of this tariff, the following definitions will apply:

Access Line - An arrangement which connects the Customer's location to a carrier's switching center or point of presence.

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

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

Business - A class of service provided to individuals engaged in business, firms, partnerships, corporations, agencies, shops, works, tenants of office buildings, and individuals practicing a profession or operating a business who have no offices other than their residences and where the use of the service is primarily or substantially of a business, professional or occupational nature.

Call Band - The range of frequencies between two defined limits which are used for a specific purpose. One of the geopolitical boundaries established to define a WATS (wide-area telephone service) serving area.

Commission - Pennsylvania Public Utility Commission.

Company or Carrier - Crexendo Business Solutions, Inc., unless otherwise clearly indicated by the context.

Customer - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Customer premises equipment (CPE) - Telephone or other service provider equipment that is located on the customer's premises (physical location) rather than on the provider's premises or in between. Telephone handsets, cable TV set-top boxes, and Digital Subscriber Line routers are examples.

Deposit - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

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

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

DS0 - A single 64 Kbps channel, which is the building block of a T1 transmission line. Designed for digital voice (PCM), 24 DS0 channels make up one T1 line. A classification of digital circuits. The DS technically refers to the rate and format of the signal, while the T designation refers to the equipment providing the signals. In practice, "DS" and "T" are used synonymously; for example, DS1

End User - Any person, firm, corporation, partnership or other entity, which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid for by another Customer.

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SECTION 1.0 – DEFINITIONS (CONTINUED)

End Office - With respect to each NPA-NXX code prefix assigned to the Company, the location of the Company's "end office" for purposes of this tariff shall be the point of interconnection associated with that NPA-NXX code in the Local Exchange Routing Guide ("LERG"), issued by Telcordia.

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

IXC or Interexchange Carrier - A long distance telecommunications services provider.

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.

LEC - Local Exchange Company

Minimum Point of Presence ("MPOP") - The main telephone closet in the Customer's building.

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

Non-Recurring Charge ("NRC") - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

Off-Peak – The periods of time after the business day has ended during in which the Company offers discounted airtime charges. Off-peak hours are generally from 7:00 p.m. to 7:00 a.m.

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

PBX - Private Branch Exchange

Peak – The part of the business day in which customers pay full service rates. Peak hours are generally from 7:00 a.m. to 7:00 p.m.

Premises - A building or buildings on contiguous property.

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

Residence or Residential - A class of service furnished to a Customer at a place of dwelling where the actual or obvious use is for domestic purposes.

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SECTION 1.0 – DEFINITIONS (CONTINUED)

Service commencement Date - The first day following the date on which the Company notifies the Customer that the requested service 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 and 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 services executed by the Customer and the Company in the format devised by the Company. The signing of an 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.

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

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SECTION 2.0 - RULES AND 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 originating from points within the Commonwealth of Pennsylvania, and terminating within a local calling area as defined herein.

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.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.2 Terms and Conditions

- (A) Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this tariff, a month is considered to have thirty (30) days.
- (B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.
- (C) Except as otherwise stated in the tariff, at the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon proper notice. Any termination shall not relieve the 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.
- (D) Service may be suspended pursuant to 52 Pa. Code §64.61 - 64.75 upon written notice to the Customer if:
 - (1) the Customer is using the service in violation of this tariff; or
 - (2) the Customer is using the service in violation of the law.
- (E) Company complies with the requirements of 52 Pa. Code §64 regarding billing standards and practices for residential customers. In instances where sections of this tariff may conflict with 52 Pa. Code §64 regulations, the regulations in 52 Pa. Code §64 will prevail.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.3 Limitations on Liability

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) *The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense due to:*
- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
 - (2) Any unlawful or unauthorized use of the services;
 - (3) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of services; or by means of the combination of services;
 - (4) Breach in the privacy or security of communications transmitted;
 - (5) Any non-completion of calls due to network busy conditions;
 - (6) Any calls not actually attempted to be completed during any period that service is unavailable;
- (D) The Company does not guarantee nor make any warranty with respect to installations provided for use in an explosive atmosphere.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.3 Limitations on Liability (Cont'd.)

- (E) 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.
- (F) Failure by the Company to assert its rights pursuant to one provision of this tariff does not preclude the Company from asserting its rights under other provisions.
- (G) With respect to Emergency Number 911 Service;
- (1) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits, or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
- (2) Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the customer, its users, agencies, or municipalities, or the employees or agents of any one of them.
- (3) When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this tariff, the Customer acknowledges and agrees with the release of information as described above.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.4 Notification of Service-Affecting Activities

The Company shall take all reasonable steps, such as personal contact and use of the mass media, to give earlier notice of the cause and expected duration of the interruption to all customers who may be affected. When service is interrupted due to unforeseen circumstances, notice of the cause and expected duration shall be given as soon as possible thereafter.

Service may be interrupted only as long as necessary to protect the health or safety of the public, to protect property, or to remedy the situation which necessitated the interruption. Service shall be resumed as soon as possible thereafter.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.5 Provision of Equipment and Facilities

- (A) 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 the 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.
- (B) 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 by the Customer.
- (C) 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 equipment is provided.
- (D) 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:
 - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
 - (2) the reception of signals by Customer-provided equipment; or
 - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.6 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.

2.1.7 Special Construction

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

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

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.1 Undertaking of the Company, (Cont'd.)

2.1.8 Ownership of Facilities

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

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 the Pennsylvania Public Utility Commission's regulations, policies, orders, and decisions.

2.2.3 The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.

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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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this tariff;

2.3.2 Liability of the Customer

- (A) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (B) 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 to intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

2.4 Customer Equipment and Channels

2.4.1 Station Equipment

- (A) Terminal equipment of 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 MPOP.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.2 Interconnection of Facilities

- (A) Local Traffic Exchange provides the ability for another local exchange provider to terminate local traffic on the Company's network. In order to qualify for Local Traffic Exchange the call must: (a) be originated by an end user of a company that is authorized by the Pennsylvania Public Utility Commission to provide local exchange service; (b) originate and terminate within a local calling area of the Company.
- (B) Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
- (C) Facilities furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all user-provided wiring shall be installed and maintained in compliance with those regulations.

2.4.3 Inspections

- (A) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, notice of the cause and expected duration shall be given as soon as possible thereafter.

2.5 Customer Deposits and Advance Payments

2.5.1 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished, where special construction is involved. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one (1) month's charges for the service or facilities. The advance payment will be credited to the Customer's initial bill. Advance payments do not accrue interest.

Payments may be required in advance of furnishing any of the following services:

- 1) Seasonal service;
- 2) The construction of facilities and furnishing of special equipment;
- 3) Temporary service for short-term use.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

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

2.5.2 Deposits

- (A) To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges in accordance with 52 Pa. Code §64. The Company's credit and deposit policies will be equitable and non-discriminatory throughout its service area without regard to the economic character of the area or any part thereof. The Company will inform a Customer, in writing, of the reasons for a deposit request and the process by which a customer can receive service without the posting of a deposit. The deposit will not exceed an amount equal to two twelfths of the estimated charge for the service for existing residential customers in the Customer's exchange during the immediately preceding twelve month period.
- (B) Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company in accordance with 52 Pa. Code §64.
- (C) Deposits for business and residential customers will accrue interest at the rate of six percent (6%) per annum (calculated pursuant to section 202 of the act of January 30, 1974 (P.L. 13, No. 6), referred to as the Loan Interest and Protection Law) shall be payable on deposits without deductions for taxes thereon. Interest shall be paid annually to the customer or, at the option of either the LEC or the customer, shall be applied to the customer's bill.
- (D) The Company shall annually and automatically refund the deposits of Customers who have paid bills for twelve consecutive months without having service suspended or terminated and without having paid bills subsequent to the due date on more than two occasions so long as the customer is not currently delinquent.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.6 Payment Arrangements

2.6.1 Payment for Services

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

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the Pennsylvania Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Pennsylvania, or both, and are charged to a subscriber's telephone number or account in Pennsylvania.

2.6.2 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. The Company complies with the requirements of 52 Pa. Code §64 regarding billing standards and practices for residential customers. In instances where sections of this tariff may conflict with 52 Pa. Code §64 regulations, the regulations in 52 Pa. Code §64 will prevail.

- (A) Non-recurring charges are due and payable within twenty-one (21) days after the date the invoice is mailed to the Customer by the Company.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within twenty-one (21) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period. If bills are paid by mail, the date of the postmark will be considered the date of payment.
- (C) When service does not begin on the first day of the billing period, or end on the last day of the billing period, the charge for the fraction of the billing period in which service was furnished will be calculated on a pro rata basis. For this purpose, every billing period is considered to have thirty (30) days.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.6 Payment Arrangements (Cont'd.)

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

- (D) *Billing of the Customer by the Company will begin on the Service Commencement Date, which is the day on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.*
- (E) *If any portion of the payment is not received by the Company within 21 days of receipt of this bill, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month on unpaid balance for business customers and 1.25% per month on the unpaid balance for residential customers, shall be due to the Company. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. The late payment charge will be calculated on all amounts past due with the exception of previously accrued late payment charges. The late payment charge may not be assessed against an outstanding security deposit.*
- (F) *The Customer should notify the Company of any disputed items on an invoice within thirty (30) days of receipt of the invoice. Service may not be suspended while charges are being disputed. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file an informal complaint with the Bureau of Consumer Services at the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265, Phone: 1-800-692-7380, Fax: 717-787-6641, in accordance with the Commission's rules of procedure. The Bureau of Consumer Services shall have primary jurisdiction over all complaints arising under 52 Pa. Code §64. The address, phone and fax of the Company are as follows:*
- Crexendo Business Solutions, Inc.
10201 South 51st Street
Phoenix, Arizona 85044
Phone: (801) 227-0004
Fax: (801) 426-6712
(866) 621-6111*
- (G) *If service is disconnected by the Company, in accordance with 52 Pa Code §64.61-111 and §64.121-134, and later re-installed, re-installation of service will be subject to all applicable installation charges.*

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.6 Payment Arrangements (Cont'd.)

2.6.3 Suspension of Service for Cause

The Company may discontinue service, in accordance with 52 Pa Code §64.61-111 and §64.121-134, for the following reasons provided in this Section 2.6.3.

- (A) Prior to termination of service, the Company will mail or deliver written notice to the customer at least ten (10) days prior to the date of the proposed termination. Termination of service by the Company to a residential customer should follow a two step process, whereby the Company shall mail or deliver written notice to the customer at least seven (7) days prior to the date of proposed suspension regardless upon which suspension is sought. When at least 10 days have passed since suspension of service, the Company may terminate service for failure to pay a reconnection fee and to remedy the original grounds for suspension due to any of the following reasons: (1) failure to make satisfactory arrangements to pay arrearages; (2) failure to post a deposit; (3) failure to meet the requirements of a payment agreement; (4) failure to give adequate assurances that an unauthorized use of practice will cease.
- (B) 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.
- (C) In the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- (D) In the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- (E) In the event of tampering with the equipment or services furnished by the Company.

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SECTION 2.0 – RULES AND REGULATIONS (CONTINUED)

2.6 Payment Arrangements, (Continued)

2.6.4 Notice to Company for Cancellation of Service

A Customer who wishes to have service discontinued must provide at least five days oral or written notice to the Company for discontinuance of service. A final bill will be issued within 42 days of a customer initiated disconnection.

2.6.5 Cancellation of Application for Service

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.6 Payment Arrangements, (Continued)

2.6.6 Changes in Services 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.

2.6.7 Bad Check Charge

A service charge equal to \$20.00 will be assessed for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

2.7 Allowances for Interruptions in Service

2.7.1 General

- (A) A credit allowance will be given when service is interrupted, except as specified in Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.7 Allowances for Interruptions in Service, (Continued)

2.7.1 General (Continued)

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- (D) 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.

2.7.2 Limitations of Allowances

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

- (A) interruptions of service during a period in which the Customer continues to use the service on an impaired basis.

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SECTION 2.0 – RULES AND REGULATIONS (CONTINUED)

2.7 Allowances for Interruptions in Service, (Continued)

2.7.2 Limitations of Allowances (Cont'd)

- (B) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- (C) 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;
- (D) That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (E) That was not reported to the Company within thirty (30) days of the date that service was affected.

2.7.3 Use of Another Means of Communications

If Customer elects to use another means of communications after one of the above interruptions, or during a period when Customer is unable to place a call over the Company's facilities, the Customer must pay the charges for the alternative Service used.

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SECTION 2.0 – RULES AND REGULATIONS (CONTINUED)

2.7 Allowances for Interruption in Service, (Continued)

2.7.4 Application of Credits for Interruptions in Service

(A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

(B) For calculating credit allowances, every month is considered to have thirty (30) days.

(C) Interruptions Over 24 Hours and Less Than 72 Hours

Credit for service interrupted for over 24 hours and less than 72 hours must be 1/30 of monthly rate or more for each of the first three 24 hour periods.

(D) Interruptions Over 72 Hours

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one-month period.

(E) Interruptions Due to Conditions Beyond Control of Company

When service is interrupted for a period of at least 24 hours due to storms, fires, floods or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.8 Cancellation of Service/Termination Liability

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

2.8.1 Termination Liability

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

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, minus;
- (C) a reasonable allowance for costs avoided by the Company as a direct result of Customer's cancellation.

2.9 Termination of Service

2.9.1 Authorized Termination of Service

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

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

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SECTION 2.0 - RULES AND REGULATIONS (CONTINUED)

2.9 Termination of Service (Continued)

2.9.2 Unauthorized Termination of Service When Dispute Pending

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

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

2.9.3 Termination Notice

Immediately after service is suspended, a termination notice which conforms substantially to the suspension notice and which indicates how the customer may arrange to have service restored shall be mailed to the customer's billing address. The termination notice shall include a medical emergency restoration notice. The termination notice shall also indicate that service will be terminated on or after a specified date and shall clearly explain that the customer will have to request service as an applicant, subject to additional charges, if termination occurs.

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 to any subsidiary, parent company or affiliate of the Company, pursuant to any sale or transfer of substantially all the assets of the Company, or pursuant to any financing, merger or reorganization of the Company.

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SECTION 2.0 – RULES AND REGULATIONS (CONTINUED)

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 Except as otherwise stated in this tariff, all notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 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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SECTION 3.0 - SERVICE CHARGES AND SURCHARGES

3.1 Calling blocking and Toll Denial Services

Customers will have the option of having access to telephone message services, such as 900/976 and Toll calling, blocked. Calling blocking 900/976 and Toll Denial Services for new customers and for the usage will be offered free of charge. The customer will be informed of this provision at the time of their initial sign up.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS

4.1 General

4.1.1 Services Offered

The following Network Services are available to residence/business Customers and for resale by other carriers certificated by the Pennsylvania Public Utility Commission:

Standard Residence Line Service
Standard Business Line Service
PBX Trunk Service
Direct Inward Dial (DID) Service
Optional Calling Features

The following services are available to residence/business Customers and are not offered on a resale basis as of the effective date of this page;

Directory Assistance
Miscellaneous Services (including Vanity Numbers and Number Portability)

4.1.2 Application of Rates and Charges

All services offered in this tariff are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Non-Recurring and Monthly Recurring Charges. Charges for local calling services may be assessed on a measured rate basis and are additional to monthly recurring charges shown for Business or Residence lines, PBX Trunks, DID Trunks and Digital/DS1 service.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.1 General (Continued)

4.1.3 9-1-1/Emergency Services

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

MSAG Content: The data elements of the MSAG (Master Street Address Guide) including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

MSAG Formatting, Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the serving selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with 'service provider'.

Telephone Company system: Reference to a service provider's own facilities-based network or, if operating as a nonfacilities-based competitive local exchange carrier, the facilities contracted by the Telephone Company for provision of service.

The Service Access Code 9-1-1 allows the customer to reach the appropriate emergency services including police, fire and medical services. Enhanced 9-1-1 has the ability to selectively route an emergency call to the primary 9-1-1 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary 9-1-1 provider for display at the Public Answering Point (PSAP).

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.1 General (Continued)

4.1.3 9-1-1/Emergency Services (Continued)

Pursuant to the Public Safety Emergency Telephone Act (Act 78 of 1990), as amended), the Telephone Company collects a fee from its customers on behalf of the counties in its operating area to support the 9-1-1 system. Counties of the first through second class may impose a monthly contribution rate in an amount not to exceed \$1 per line on each local exchange access line. Counties of the third through fifth class may impose a monthly contribution rate in an amount not to exceed \$1.25 per line on each local exchange access line. Counties of the sixth through the eighth class may impose a monthly contribution rate not to exceed \$1.50 per line on each local exchange access line. The contribution rate may be used by counties for the expenses of implementing, expanding or upgrading a 911 system.

Parties dialing 9-1-1 waive the privacy afforded by non-listed and non-published service to the extent that the telephone number, names, and address associated with the originating station location are furnished to the Public Safety Answering Point.

4.1.4 Regulations

- (A) The Telephone Company, whether supplying service through its own facilities or the use of an underlying carrier, will comply with the Protocols as set forth in, and in the form of Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order Relating to the Provision of Master Street Address Guides; Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998 *MSAG Order*.
- (B) The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- (C) The Telephone Company’s liability provisions are fully stated in Section 2.1.4.
- (D) Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider’s control prevent service restoration.
- (E) The Telephone Company will not use the county’s/municipality’s MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.1 General (Continued)

4.1.4 Regulations (Continued)

- (F) The Host Telephone Company will install the county’s/municipality’s MSAG in ‘read/write’ format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company’s provision, maintenance, or upgrading of the 9-1-1 service.

- (G) The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company’s information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies’ operational support systems to validate customer information for input to the ALI database.

- (H) The Telephone Company will not sell, lease, rent, loan or provide, or transfer the county’s/municipality’s MSAG to any other person(s) or entity(ies) without the express written authorization of the county’s/municipality’s 9-1-1 coordinator, or his or her designee.

- (I) The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county’s/municipality’s MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic form for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county’s/municipality’s MSAG format.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.2 Call Timing for Usage Sensitive Services

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:

- 4.2.1 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.
- 4.2.2 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).
- 4.2.3 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.
- 4.2.4 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.
- 4.2.5 All times refer to local time.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.3 Local Usage Options – Description and Availability

Local Usage, as defined following, is provided to customers under options which differ in the way rates applicable to outgoing usage are charged. With any of the options the customer can receive at no additional rate an unlimited number of incoming calls. Rates for the Local Usage Options are shown below.

4.3.1 Budget Usage Package

- (A) With the Budget Usage Package, the customer is charged the applicable rate for each completed outgoing local call. The rate is based upon the Measured Use Rate shown in Sections 6.1.4, 6.1.5, 6.1.7 and 6.2.2.
- (B) This option is available to all Residence customers.
- (C) This option is available to Business customers residing in eligible Verizon North Inc. exchanges.
- (D) Residence and Business customers receive an allowance toward their outgoing local calling charges.

4.3.2 Local Area Standard Usage Package

- (A) With the Local Area Standard Usage Package, the customer pays a stipulated monthly rate for up to a specified amount of outgoing measured use – the Standard Allowance – within a specified measured local calling area. Additional charges accrue for outgoing measured use in excess of the Standard Allowance. Accumulations of usage are based upon the Measured Use Rate as shown in Sections 6.1.4, 6.1.5, 6.1.7 and 6.2.2.
- (B) This option is available to all Residence customers.
- (C) This option is available to Business customers residing in all Verizon Pennsylvania Inc. exchanges and eligible Verizon North Inc. exchanges.

4.3.3 Local Area Unlimited Usage Package

- (A) With the Local Area Unlimited Usage Package, the customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area.
- (B) This option is available to all Residence customers.
- (C) This option is available to Business customers residing in select Verizon Pennsylvania Inc. exchanges.

4.3.4 Extended Area Unlimited Usage Package

- (A) With the Extended Area Unlimited Usage Package, the customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area.
- (B) This option is available to individual line residence and business customers only in the specified exchanges.

4.3.5 Metropolitan Area Unlimited Package

- (A) With the Metropolitan Area Unlimited Package, the customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified metropolitan local calling area.
- (B) This option is available to individual line residence customers only in the specified exchanges.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.3 Local Usage Options – Description and Availability (cont'd)

4.3.6 Local Area Valu-Pak

- (A) With the Local Area Valu-Pack, the customer pays a stipulated monthly rate for up to a specified amount of outgoing measured use – the Valu-Pack Allowance -- within a specified measured local calling area. Additional charges accrue for outgoing measured use in excess of the Valu-Pack Allowance. Accumulations of usage are based upon the Measured Use Rate.
- (B) This option is available to individual line business customers only in the specified exchanges.

4.4 Measured Use Charges

- 1. Measured use is accumulated, based upon the rates for each completed call to points within the Measured Local Calling Area. Charges are applicable to local messages placed on a Dial Station-to-Station basis.
- 2. Accumulations are based upon the day of the week and the time of day that each message begins.
- 3. The time when connection is established, determined in accordance with the time – standard or daylight saving – determines the rate application period.
- 4. Measured local use rates accumulate on a monthly basis by rate application periods commencing on the billing date of the exchange designation.
- 5. Measured local use rates do not apply to messages placed to official numbers located on Telephone Company premises within the local calling area that the general public calls to transact Telephone company business.
- 6. Measured local use rates do not apply to calls for Directory Assistance or calls for Verification.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.5 Standard Residence Line

A Standard Residence Line 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. Standard Residence Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

4.6 Standard Business Line

The Standard Business Line provides a Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines. An optional per line Hunting feature is available for multi-line Customers which routes a call to an idle station line in a prearranged group when the called station line is busy.

4.7 PBX Trunk Service

Basic PBX 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. Each Basic PBX Trunk is provided with touch-tone signaling and may be configured into a hunt group at no additional charge with other Company-provided Basic PBX Trunks. The signal is an analog signal at the DS0 level.

4.8 Direct Inward Dialing (DID) Service

Direct Inward Dialing (DID) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer's location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.9 Optional Calling Features

The features listed in Section 4.9.1 are offered by the Company to Residential and Business Customers. Refer to Price List in Section 6.8 of this tariff for specific features offered with each type of local exchange service.

4.9.1 Features Descriptions

(A) **Flexible Call Forwarding:** Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance number. The end-user may specify a secondary location for routing of calls unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

(B) **Call Forwarding Variable:** Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.

(C) **Easy Voice (Voice Dialing):** Allows you to speak a name to dial a number instead of entering a number manually or choosing it from the phone book.

(D) **Call Forwarding Don't Answer:** Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.

(E) **Call Forwarding Busy Line:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.

(F) **Call Forwarding Busy Line & Don't Answer w/Customer Control:** Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)**4.9 Optional Calling Features, (continued)****4.9.1 Feature Descriptions, (continued)**

- (G) **Call Waiting:** Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.
- (H) **Caller ID:** Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.
- (I) **Caller ID Name & Number:** Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- (J) **Anonymous Call Rejection:** Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code.
- (K) **Call Block:** Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the features screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the features screening list.
- (L) **Call Return:** Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.9 Optional Calling Features, (continued)

4.9.1 Feature Descriptions, (continued)

- (M) **Call Tracing:** Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number and can then be identified.
- (N) **Distinctive Ringing:** This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing First Number and Distinctive Ringing Second Number). The designated primary number will receive a normal ringing pattern; other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.
- (O) **Repeat Dialing:** Permits the end-user to have calls automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:
- Calls to 800 Service numbers
 - Calls to 900 Service numbers
 - Calls preceded by an interexchange carrier access code
 - International Direct Distance Dialed calls
 - Calls to Directory Assistance
 - Calls to 911
- (P) **Speed Calling:** Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the speed calling list without assistance from the Company.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.9 Optional Calling Features, (continued)

4.9.1 Feature Descriptions, (continued)

- (Q) **Three Way Calling:** Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming calls.
- (R) **Ultra Forward® Service:** Ultra Forward Service combines Call Forwarding Variable with remote access capability. In addition to the current Call Forwarding Variable feature access method, Ultra Forward Service provides customers access from any touch-tone or tone-signaling-capable telephone. The customer will dial a Remote Access Directory Number (RADN) and then be guided by voice prompts to enter required information, including a Personal Identification Number (PIN). Calls forwarded by this feature may be subject to local or toll charges as appropriate. Ultra Forward Service is only offered on a monthly subscription basis. Ultra Forward is a Remote Change Service.
- (S) **Home Intercom:** Home Intercom allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the residence customer's access line. When a Home Intercom call is initiated, all extensions ring with a distinctive ringing pattern. Home Intercom functions on Touch-Tone or dial pulse equipped access lines and will be provided to individual line residence customers by monthly subscription only.
- (T) **Intercom Extra® Service:** Intercom Extra Service provides the following capabilities in addition to the Home Intercom feature: a) Intercom Code Dialing which permits the user to initiate intercom calls by dialing one of two available activation codes for a distinctive ringing pattern instead of dialing the telephone number of the user's access line; b) Selective Call Transfer which permits the user to transfer an outside call to an extension by dialing one of the two activation codes provided with Intercom Code Dialing for distinctive ringing; c) Call Hold which permits the user to place an outside call on hold by dialing an activation code, hang up the telephone to consult privately with other household members or to continue the call from another extension; d) Three-Way Calling capability (same as the Three-Way Calling feature description in (R) preceding). Intercom Extra Service will be provided to individual line residence customers by monthly subscription only.

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SECTION 4.0 – NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.9 Optional Calling Features, (continued)

4.9.1 Feature Descriptions, (continued)

(U) **Return Call (*69):** This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate Return Call (*69), the customer dials a code, then hears an announcement of the telephone number of the last party that called. If the customer wishes to return the call right away, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned.

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

If a caller uses per call or line blocking, a called party who activates Return Call (*69) will not receive the voiceback of the calling party's telephone number and will not be able to return the call through the use of Return Call (*69) Service.

A Return Call (*69) activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in cases where the calling number is not available from the network (e.g., calls from areas not equipped to provide this service) or the originating caller is using per call or line blocking.

All telephone numbers, including Non-Published and Non-Listed telephone numbers, will be announced to a Return Call (*69) user unless blocked on the originating end.

Customers can either pay per use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use.

(V) **Priority Call:** This service provides one distinctive audible signal to the called customer when a call originates from one of up to six prespecified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of up to six telephone numbers in the switching machines. This list can only be created from and for telephone numbers located in appropriately equipped offices. When a call arrives from one of the prespecified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line with multiline hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.9 Optional Calling Features, (continued)

4.9.1 Feature Descriptions, (continued)

(W) Select Forward: This service allows the customer to select a maximum of six telephone numbers for forwarding. The customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

For calls from a line within multiline hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list.

(X) Blocking: A calling party may block the passage of his/her telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to Optional Central Office Services which utilize Signaling System 7 (SS7) technology. Blocking will also prevent call completion through the use of Return Call (*69) Service. Customers have two blocking options as follows:

- 1) **Per-Call Blocking:** To activate per-call blocking, a customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per-call blocking, and it is provided on an unlimited basis. Per-call blocking is available to all customers in the Company's serving territory, or
- 2) **Per-Line Blocking** - Per-Line Blocking must be added to a customer's line by contacting the Telephone Company's business office and having a service order issued. All calls are automatically blocked when a customer subscribes to Per-Line Blocking unless the blocking feature is deactivated. If a customer subscribes to Per-Line Blocking, he/she can deactivate blocking by dialing a special code prior to placing a call. Blocking will be deactivated for that outgoing call only. As facilities permit, a Per-Line Blocking customer will be provided with a separate code to deactivate blocking, which is different from the per-call blocking code. Where this separate code is not available, the code for per-call blocking and the code to deactivate Per-Line Blocking will be the same. Per-Line Blocking is available to all customers in the Company's serving territory. Per-Line Blocking is provided without charge, except as discussed below.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)**4.9 Optional Calling Features, (continued)****4.9.1 Feature Descriptions, (continued)****(X) Blocking, (continued)****2) Per-Line Blocking, (continued)**

Per-Line Blocking will be available to all customers, free of charge, in the Company's serving area and can only be added or removed from a customer's line by placing a service order with the Company. Initial requests for Per-Line Blocking will be provided at no charge. Subsequent requests for Per-Line Blocking for the same customer and telephone number at the same address may be charged the applicable non-recurring charge(s). This non-recurring charge will be waived for customers of the Company who are victims of domestic violence, the staffs of domestic violence programs and agencies, and emergency services personnel, while performing their jobs.

Customers who use either per-call blocking or line blocking may be unable to complete calls to Caller ID subscribers who have activated the Anonymous Call Rejection feature (ACR) of Caller ID services. If a customer using blocking calls a Caller ID subscriber who has activated Anonymous Call Rejection, he/she will hear an announcement that the Caller ID subscriber is not accepting blocked calls. There are several ways to complete a call to a Caller ID subscriber who has activated Anonymous Call Rejection: (1) place the call through an operator; (2) place the call on the Company's network using a Company's telephone calling card; or (3) place the call without blocking. Options (1) and (2) involve charges in addition to the cost of the call. However, the live operator surcharge will be waived for the Company's customers who are victims of domestic violence, the staffs of domestic violence program agencies and emergency service personnel, while in the performance of their jobs. If the operator surcharge cannot be waived when the call is being placed, the Company will, upon notification, credit the live operator surcharge to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Company will waive any additional charges associated with such alternative methods. Blocked calls routed to the Anonymous Call Rejection (ACR) announcement will not be rated as completed calls.

Caller ID blocking will not prevent the delivery of telephone numbers to 911 emergency service providers. Caller ID blocking currently will not work for callers who place calls to 8xx, 900, and/or other information and message services carrying a specific charge billed to a caller by a local telephone company.

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SECTION 4.0 - NETWORK SERVICES DESCRIPTIONS (CONTINUED)

4.10 Directory Assistance

Provides for identification of telephone directory numbers, via an operator or automated platform. Customers are provided with a maximum of 2 listings per each call to Directory Assistance. Residential customers are entitled to two free directory assistance calls per month.

4.11 Miscellaneous Services

4.11.1 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

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SECTION 5.0 – PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

5.1 General

The Pennsylvania Telecommunications Relay Service (PA TRS) is a relay telecommunication service for the deaf, hard of hearing, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company’s switching equipment is arranged to translate the “711” calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission’s Order entered on February 4, 2000 at Docket No. M-00900239.

5.2 Surcharge

In addition to the charges provided in this tariff, a surcharge will apply to all residence and business access lines served by this Company. (Access lines are those lines extending from the telephone company’s central office to the end-user’s premises.) This surcharge applies regardless of whether or not the access line uses the PA TRS.

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

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

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

The following surcharge rates apply to all customer bills issued on or after July 1, 2008;

	<u>Monthly Rate</u>
Per residence access line per month	\$0.08
Per business access line per month	\$0.08

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SECTION 5.0 – PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (CONTINUED)

5.2 Surcharge (continued)

The TRS surcharge will be applied to Centrex lines using the following Centrex Equivalent Lines Table on a per Centrex customer basis;

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

5.3 Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Toll calls will be charged at the applicable toll rate found in the selected long distance provider’s rate schedule or current tariff. If the customer has not chosen a long distance carrier the default carrier’s rates will apply for the toll calls.

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST

6.1 Standard Residence Local Exchange Service

Standard Residence Local Exchange 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. Standard Residence Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Only subscribers to flat rate service lines receive unlimited local calling without incurring additional usage charges.

Recurring charges for Standard Residence Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

Usage Sensitive Services (USS) Metered Usage Option -
With the USS Metered Usage Option, the customer is charged the applicable rates for each completed outgoing local call.

Usage Sensitive Services (USS) Measured Usage Option -
With the USS Measured Usage Option, the customer is charged according to the applicable USS Measured Connection Rate Schedule.

Monthly Recurring Charges

The following charges apply to Standard Residence Local Exchange Service lines per month. Rates and charges include Touch-tone Service. No measured or message charges apply to calls placed or received from Flat Rate service lines. Customers who subscribe to flat rate service receive unlimited calling within their local calling area. The rates and charges below apply to service provided on a month-to-month basis.

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.1 Standard Residence Local Exchange Service (Continued); Monthly Recurring Charges

6.1.1 Verizon Pennsylvania Inc. Exchanges

Pennsylvania Exchanges	Service Type				
	Local Area Standard Usage	Local Area Unlimited Usage	Budget Usage	Extended Area Unlimited Usage	Metropolitan Area Unlimited
Rate Group A-3	\$10.75	\$11.95	\$8.13	\$14.13	\$36.50
Rate Group A-4	\$11.15	\$12.35	\$8.53	\$14.53	\$36.50
Rate Group D-3	\$10.75	\$13.35	\$8.13	\$15.58	\$36.50
Rate Group D-4	\$11.15	\$13.75	\$8.53	\$15.98	\$36.50
Rate Group F-3	\$10.75	\$15.00	\$8.13	\$17.33	\$36.50
Rate Group F-4	\$11.15	\$15.40	\$8.53	\$17.73	\$36.50

Philadelphia Exchanges	Service Type			
	Budget Usage	Local Area Standard Usage	Local Area Unlimited Usage	Metropolitan Area Unlimited
Rate Group 1	\$7.45	\$10.07	\$16.32	\$28.45
Rate Group 2	\$7.75	\$10.37	\$16.62	\$28.75
Rate Group 3	\$8.13	\$10.75	\$15.00	\$34.13

Pittsburgh Exchanges	Service Type			
	Budget Usage	Local Area Standard Usage	Local Area Unlimited Usage	Metropolitan Area Unlimited
Rate Group 1	\$7.45	\$10.07	\$16.32	\$28.45
Rate Group 2	\$7.75	\$10.37	\$16.62	\$28.75
Rate Group 3	\$8.13	\$10.75	\$15.00	\$34.13

6.1.2 Verizon North Inc. Exchanges

Rate Groups	Service Type	
	Budget Usage	Local Area Unlimited Usage
Rate Group A-3	\$8.13	\$14.18
Rate Group D-3	\$8.13	\$15.41
Rate Group F-3	\$8.13	\$16.46
Rate Group A-4	\$8.53	\$14.58
Rate Group D-4	\$8.53	\$15.81
Rate Group F-4	\$8.53	\$16.86

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SECTION 6.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.1 Standard Residence Local Exchange Service (Continued)

6.1.3 Usage Allowances

Measured Rate Service

Local Area Standard Usage \$ 4.00 per month

Budget Usage \$ 0.25 per month

6.1.4 Usage Sensitive Measured Rate Service

Verizon Pennsylvania Inc.

All Day/Night All Day/Night

1st Minute Add'l Minute

\$0.05 \$0.05

Charges apply to calls made within the local calling area.

6.1.5 Usage Sensitive Measured Rate Service

Verizon North Inc. Only

Customers subscribing to Measured Rate Service will pay a recurring charge as described in 6.1.2 and a per minute rate for all local calls placed from the Customer's line.

Per Minute Usage Charges – PEAK

Call Band	First Minute	Add'l Minute
1 (1-10 miles)	0.030	0.020
2 (10.01-16 miles)	0.040	0.025
3 (16.01-22 miles)	0.050	0.035

Per Minute Usage Charges – OFF-PEAK

Call Band	First Minute	Add'l Minute
1 (1-10 miles)	0.015	0.0100
2 (10.01-16 miles)	0.020	0.0125
3 (16.01-22 miles)	0.025	0.0175

Peak and Off-Peak rates apply as follows:

Time Applicable

<u>Rates</u>	<u>From</u>	<u>To, But Not Including</u>	<u>Days Applicable</u>
Peak	8:00 a.m.	5:00 p.m.	Monday through Friday
Off-Peak	5:00 p.m.	11:00 p.m.	Monday through Friday
	11:00 p.m.	8:00 a.m.	Saturday, Sunday and Holidays*

* The Off-Peak rates apply all day (8:00 a.m. to 5:00 p.m.) on the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November) and Christmas Day (December 25).

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SECTION 6.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.1 Standard Residence Local Exchange Service (Continued)

6.1.6 Usage Sensitive Metered Service

Usage Sensitive Metered Service (USS) allows one-party residential customers to make calls charged on a per message basis. Time of day determines the applicable rate per message. USS Metered Service is available only in those exchanges where facilities permit.

6.1.7 Applications and Regulations

- (A) With the effective date of this tariff offering, eligible customers will have the option of subscribing to Usage Sensitive Metered Services (USS).
- (B) For a period of one-year after the effective date the USS is available, normal service charges will not apply for conversion from Local Area Unlimited Usage Package or Usage Sensitive Measured Service to Usage Sensitive Metered Service. During the same one-year period, service charges will not apply for conversion from Usage Sensitive Metered Service to Local Area Unlimited or Usage Sensitive Measured Service.
- (C) Any combination of Usage Sensitive Metered Service and Local Area Unlimited Usage Package Service will not be allowed on any customer’s service.
- (D) Usage Sensitive Metered Service customers are billed monthly in advance for a Dial Tone Line. Additionally, these customers will be billed in arrears the applicable rates per message which are dependent on the time of day the call is made.
- (E) Call detail is not available to Usage Sensitive Metered Service customers.

6.1.8 Rates and Charges

(A) Monthly Rates

- (1) The Usage Sensitive Service monthly rate is billed as the Dial Tone Line monthly rate. Dial Tone refers to the monthly recurring charge for the service type selected by the customer.

(B) Messages are billed on a per message basis, with the time of day determining the per message rate. The rate periods are specified below:

<u>Day/Evening Rate</u>	applies to directly dialed local messages placed Monday through Friday 8:00 a.m. to 10:00 p.m.
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<u>Night and Weekend Rate</u>	applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday
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(C) Charges per Message

<u>Day/Evening</u>	<u>Night/Weekend</u>
\$.07	\$.035

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.1 Standard Residence Local Exchange Service (Continued)

6.1.9 Non-Recurring Charges

Non-recurring charges apply to each line installed for the Customer. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Residential lines are:

First Line	\$60.00
Each Additional Line	\$60.00

6.2 Standard Business Local Exchange Service

Standard Business Local Exchange 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. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable, are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.2 Standard Business Local Exchange Service, (Continued)

6.2.1 Monthly Recurring Charges

The following charges apply to Standard Business Local Exchange Service lines per month. Rates and charges include Crexendo Service for each line. The rates and charges below apply to service provided on a month-to-month basis.

Verizon Pennsylvania Inc.

Pennsylvania Exchanges Rate Groups	Service Type			
	Local Area Standard	Local Area Valu-Pak	Local Area Unlimited	Extended Area Unlimited
Rate Group A-3 - Individual	\$25.55	\$27.85	\$31.80	\$35.20
Rate Group A-3 - Multiline	\$24.55	\$26.85	\$30.80	\$34.20
Rate Group A-4 - Individual	\$28.15	\$30.45	\$34.40	\$37.80
Rate Group A-4 - Multiline	\$27.15	\$29.45	\$33.40	\$36.80
Rate Group D-3 - Individual	\$25.55	\$32.45	\$36.35	\$39.80
Rate Group D-3 - Multiline	\$24.55	\$31.45	\$35.35	\$38.80
Rate Group D-4 - Individual	\$28.15	\$35.05	\$38.95	\$42.40
Rate Group D-4 - Multiline	\$27.15	\$34.05	\$37.95	\$41.40
Rate Group F-3 - Individual	\$25.55	\$32.45	\$39.70	\$43.30
Rate Group F-3 - Multiline	\$24.55	\$31.45	\$38.70	\$42.30
Rate Group F-4 - Individual	\$28.15	\$35.05	\$42.30	\$45.90
Rate Group F-4 - Multiline	\$27.15	\$34.05	\$41.30	\$44.90

Philadelphia Exchanges Rate Groups	Service Type		
	Local Area Standard	Local Area Valu-Pak	Local Area Unlimited
Rate Group 1 - Individual	\$20.30	\$31.80	N/A
Rate Group 1 - Multiline	\$19.35	\$30.85	N/A
Rate Group 2 - Individual	\$22.90	\$34.40	N/A
Rate Group 2 - Multiline	\$21.90	\$33.40	N/A
Rate Group 3 - Individual	\$25.55	\$37.05	\$43.50
Rate Group 3 - Multiline	\$24.55	\$36.05	\$42.50

Pittsburgh Exchanges Rate Groups	Service Type		
	Local Area Standard	Local Area Valu-Pak	Local Area Unlimited
Rate Group 1 - Individual	\$20.30	\$31.80	N/A
Rate Group 1 - Multiline	\$19.35	\$30.85	N/A
Rate Group 2 - Individual	\$22.90	\$34.40	N/A
Rate Group 2 - Multiline	\$21.90	\$33.40	N/A
Rate Group 3 - Individual	\$25.55	\$37.05	\$43.50
Rate Group 3 - Multiline	\$24.55	\$36.05	\$42.50

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.2 Standard Business Local Exchange Service, (Continued)

6.2.1 Monthly Recurring Charges (Continued)

Verizon North Inc.

Rate Groups	Service Type	
	Budget Usage	Local Area Unlimited
Rate Group A3	\$17.65	\$28.90
Rate Group D3	\$17.65	\$33.20
Rate Group F3	\$17.65	\$37.45
Rate Group A4	\$20.25	\$31.50
Rate Group D4	\$20.25	\$35.80
Rate Group F4	\$20.25	\$40.05

6.2.2 Usage Sensitive Charges and Allowances

(A) Usage Charges (Verizon Pennsylvania Inc.)

All Day/Night 1 st Minute	All Day/Night Add'l Minute
\$0.05	\$0.05

(B) Usage Allowance (Verizon Pennsylvania Inc.)

Measured Service

Local Area Valu-Pak Usage	\$24.00 per month
Local Area Standard Usage	\$8.00 per month

(C) Usage Allowance (Verizon North Inc.)

Measured Service

Local Area Unlimited Usage	\$10.00 per month
Budget Usage	\$8.00 per month

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SECTION 6.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.2 Standard Business Local Exchange Service, (Continued)

6.2.2 Usage Sensitive Charges and Allowances (Continued)

(D) Usage Rate Service (Verizon North Inc. Only)

To determine distances between the calling party and the called party on Usage Sensitive Charges calls, the following methodology will be used:

(1) When the calling or called party is served by the same central office exchange, no distance measurement is made.

(2) When the calling and called party are served by different exchanges, the distance will be measured from the exchange area to local calling area, See Section 10.2.2.

Per Minute Usage Charges – PEAK

Call Band	First Minute	Add'l Minute
1 (1-10 miles)	0.030	0.020
2 (10.01-16 miles)	0.040	0.025
3 (16.01-22 miles)	0.050	0.035

Per Minute Usage Charges – OFF-PEAK

Call Band	First Minute	Add'l Minute
1 (1-10 miles)	0.015	0.0100
2 (10.01-16 miles)	0.020	0.0125
3 (16.01-22 miles)	0.025	0.0175

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.2 Standard Business Local Exchange Service, (Continued)

6.2.3 Peak Hours

Peak and Off-Peak rates apply as follows:

	<u>Time Applicable</u>		
<u>Rates</u>	<u>From</u>	<u>To, But Not Including</u>	<u>Days Applicable</u>
Peak	8:00 a.m.	5:00 p.m.	Monday through Friday
Off-Peak	5:00 p.m.	11:00 p.m.	Monday through Friday
	11:00 p.m.	8:00 a.m.	Saturday, Sunday and Holidays*

* The Off-Peak rates apply all day (8:00 a.m. to 5:00 p.m.) on the following holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November) and Christmas Day (December 25).

6.2.4 Rates and Charges

(A) Monthly Rates

(1) The Usage Sensitive Service monthly rate is billed as the Dial Tone Line monthly rate. Dial Tone refers to the monthly recurring charge for the service type selected by the customer.

(B) Messages are billed on a per message basis, with the time of day determining the per message rate. The rate periods are specified below:

Day/Evening Rate applies to directly dialed local messages placed Monday through Friday, 8:00 a.m. to 10:00 p.m.

Night and Weekend Rate applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday

(C) Charges per Message

<u>Day/Evening</u>	<u>Night/Weekend</u>
\$0.0815	\$0.0815

6.2.5 Non-Recurring Charges

Non-recurring charges apply to each line installed for the Customer. All such charges will appear on the next bill following installation of the service.

Non-recurring charges for installation of Business lines are:

First Line	\$75.00
Each Additional Line	\$75.00

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.3 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, or for changes in service.

	<u>Residence</u>	<u>Business</u>
Line Connection Charge		
First Line	\$60.00	\$75.00
Each Additional Line	\$60.00	\$75.00
Line Change Charge		
First Line	\$20.00	\$20.00
Each Additional Line	\$20.00	\$20.00

6.4 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.

<u>Duration of time, per technician</u>	<u>Residential</u>	<u>Business</u>
Initial 15 minute increment	\$26.00	\$26.00
Each Additional 15 minute increment	\$15.00	\$15.00

6.5 Restoration of Service

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

	<u>Residence</u>	<u>Business</u>
Per occasion	\$25.00	\$40.00

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SECTION 6.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.6 Business PBX Trunk Service

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

PBX Trunks are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit.

PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 6.7).

Monthly Charge for PBX trunk is \$56.50

6.7 Direct Inward Dialing (DID) Service

Direct Inward Dialing (DID) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

The following charges apply to Customers subscribing to DID service provided by the Company. These charges are in addition to recurring charges for PBX Trunks as shown in Section 6.6 of this tariff. The Customer will be charged for the number of DID numbers utilized out of the available 20 numbers.

	Installation Charge	Monthly Recurring
Establish Trunk Group and Provide 1 st Block of 20 DID Numbers	\$15.00	\$5.60
Each Additional Block of 20 DID Numbers	\$0.00	\$5.60
DID Trunk Termination:	\$25.00	\$25.00
End User Port Charges, per trunk	\$0.00	\$0.70

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SECTION 6.0 – LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.8 Optional Calling Features

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service.

6.8.1 Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business and Residence line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer.

Optional Calling Features	Residence	Business
Three-Way Calling	\$0.75	\$0.75
Call Return	\$0.75	\$0.75
Repeat Dialing	\$0.75	\$0.75
Call Tracing	\$1.00	\$1.00

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

6.8.2 Features Offered on a Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

Optional Calling Feature	Residence	Business
Anonymous Call Rejection	\$2.25	\$3.38
Call Forwarding – Variable	\$2.30	\$2.69
Call Forwarding – Busy Line	\$2.00	\$2.00
Call Forwarding – Don't Answer	\$2.00	\$2.00
Call Forwarding – Busy Line & Don't Answer	\$2.00	\$2.00
Repeat Dialing	\$2.00	\$6.00
Distinctive Ringing	\$4.50	\$6.50
Caller ID – Standard	\$6.55	\$8.50
Caller ID – with Name	\$7.50	\$9.50
Call Block	\$4.04	\$6.06
Flexible Call Forwarding	\$5.00	\$9.00
Home Intercom	\$2.25	N/A

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SECTION 6.0 - LOCAL EXCHANGE SERVICES PRICE LIST (CONTINUED)

6.8 Optional Calling Features, (Continued)

6.8.2 Features Offered on a Monthly Basis (Cont'd.)

Optional Calling Feature	Residence	Business
Intercom Extra	\$6.50	N/A
Call Waiting	\$4.59	\$7.65
Three-Way Calling	\$2.30	\$2.66
Speed Calling – 8 numbers	\$2.30	\$2.69
Speed Calling – 30 numbers	\$3.43	\$3.84
Priority Call	\$4.00	\$6.06
*69	\$4.00	\$6.00
Select Forward	\$4.04	\$6.06
Ultra Forward	\$5.00	\$7.00
Easy Voice (Voice Dialing)	\$3.75	N/A

Hunting Feature

Hunting Service is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

The increment for each individual line/trunk arranged for Hunting Service is in addition to the regular access line/trunk rate. The nonrecurring charge applies to establish, change to or from, or to rearrange companion line service. The following monthly increments are for each access line/trunk arranged.

	Nonrecurring Charge	Monthly Rate
Business		
- Access line/trunk, each	\$10.00	\$8.35
Residence		
- Access line/trunk, each	\$8.50	\$8.35
*69 (Return Call) - Per Use	\$1.50	

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SECTION 7.0 - DIRECTORY ASSISTANCE SERVICES

7.1 Directory Assistance Services

7.1.1 Directory Assistance

A Directory Assistance charge applies per local directory assistance call. The Customer is allowed two (2) requests for Directory Assistance per call. Residential customers will be provided two (2) free Directory Assistance calls per month.

Each Local Directory Assistance Call	\$0.57
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SECTION 8.0 – LIFELINE & LINK-UP AMERICA SERVICE**8.1 Lifeline Service****8.1.1 Description**

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations. NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service

8.1.2 Regulations

- (A) Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
- (B) Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
1. One-Party Residence Unlimited Service and Local Measured Service, if available.
 2. Directory Listing (standard only).
 3. Non-Published or Non-Listed Telephone Number Service.
 4. Access to Directory Assistance Service.
 5. Touch Tone Calling Service.
 6. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 7. Access to Operator Services.
 8. Voluntary Toll Restriction Option.
 9. Link Up America (if eligible).
 10. Access to 8XX Services.
 11. Access to Call Trace.
 12. Access to Alerting and Reporting Systems (9-1-1 dialing).
 13. Access to the Pennsylvania Telecommunications Relay Service.
 14. Caller ID Per-call and Per-line Blocking
 15. Other telecommunications services at tariffed rates
- (C) An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs or federal public housing; or be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by the Company.

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SECTION 8.0 – LIFELINE & LINK-UP AMERICA SERVICE (CONTINUED)

8.1 Lifeline Service (Continued)

8.1.2 Regulations (Continued)

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)

Additional Eligible Programs (Federal)

- * Federal Public Housing
- * National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client’s status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client’s program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

- (D) Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 8.1.2 (C) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by the Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 8.1.2 (C) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.
- (E) A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
- (F) Only services listed in 8.1.2 (B) above will be provided to Lifeline customers.
- (G) Lifeline Service customers are required to apply for the Link Up America benefit when applicable.

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SECTION 8.0 – LIFELINE & LINK-UP AMERICA SERVICE (CONTINUED)

8.1 Lifeline Service (Continued)

8.1.2 Regulations (Continued)

- (H) Customer requested temporary suspension of Lifeline Service is not permitted.
- (I) Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- (J) The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.
- (K) Lifeline customers are subject to all Residence service regulations in this and other tariffs of the Company.
- (L) Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- (M) Resale of Lifeline Services are subject to wholesale rate obligations under Section 251(c) (4) of the Telecommunications Act of 1996.
- (N) All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- (O) Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- (P) Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

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SECTION 8.0 – LIFELINE & LINK-UP AMERICA SERVICE (CONTINUED)

8.1 Lifeline Service (Continued)

8.1.3 Dial Tone Line Monthly Rate

- (A) Applicable Residence Dial Tone monthly rate minus \$1.75 (1).
- (B) Lifeline Service customers will be billed the applicable Subscriber Line Charge monthly rate and will be given credit for the same amount of the Subscriber Line Charge as prescribed by the Federal Communications Commission Docket Nos. 00-256, 96-45, 98-77, 98-166 and 00-193.
- (C) Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

- (1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

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SECTION 8.0 – LIFELINE & LINK-UP AMERICA SERVICE (CONTINUED)**8.2 Link Up America Service****8.2.1 Description**

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers, NOTE: Customers who qualify for Link Up America Service may also qualify for Lifeline Service.

8.2.2 Regulations

Link Up America is available to residence customers who meet the following eligibility criteria:

- (A) The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older. The applicant must self-certify this requirement.
- (B) An applicant for Link Up America Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs or federal public housing; or be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by The Telephone Company.

Pennsylvania Department of Public Welfare Link Up America Service Programs:

- * Temporary Assistance for Needy Families (TANF)
- * General Assistance (GA)
- * Supplemental Security Income (SSI)
- * Medicaid
- * Food Stamps
- * Low Income Home Energy Assistance Program (LIHEAP)

Additional Eligible Programs (Federal)

- * Federal Public Housing
- * National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Telephone Company.

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SECTION 8.0 – LIFELINE & LINK-UP AMERICA SERVICE (CONTINUED)

8.2 Link Up America Service (Continued)

8.2.2 Regulations (Continued)

- (C) The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at a customer's principal residence.
- (D) Link Up America applicants are not exempt from Telephone Company Deposit requirements,
- (E) Service will not be established at discounted rates prior to receipt of certification. Service will be established at full service connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link UP America discount.
- (F) The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing.

8.2.3 Rates

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer in monthly installments as specified in the Telephone Company's tariffs.

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SECTION 9.0 – SERVICE AREAS

9.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas, as listed in Section 10, currently served by the following Incumbent LECs: 1) Verizon Pennsylvania Inc.; and 2) Verizon North Inc.

9.2 Rate Groups

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

Verizon Pennsylvania Inc. and Verizon North Inc.

Rate Groups

- A-3
- A-4
- D-3
- D-4
- F-3
- F-4

All Pittsburgh and Philadelphia exchanges are classified by single number Rate Group (i.e. 1,2,3) and all remaining exchanges are classified by hyphenated letter and number Rate Groups (i.e. A-3, D-4, etc.).

9.3 Philadelphia and Pittsburgh Exchange Area Rate Groups

<u>Rate Groups</u>	<u>Exchange</u>
1	Allentown, Baldwin, Dewey, Downtown, Locust, Market, North Side, Oakland, Pennypacker, Poplar, Regent, Squirrel Hill.
2	City-West, Overbrook, Eastwick, Saratoga, University City, Oak Lane, Chestnut Hill, Manayunk, Germantown, Davenport (Logan), Fox Chase, Torresdale, Bustleton, Frankford, Mayfair, West View, Bellevue, Sharpsburg, Millvale, Braddock, Wilkinsburg, Homestead, Carrick, Mount Lebanon, Crafton, McKees Rocks, East Liberty and all remaining Philadelphia and Pittsburgh City Exchange Areas or Zones.
3	All Philadelphia and Pittsburgh Suburban Exchange Areas (Phil. Suburban Zone 10 – Zone 45; Pitt. Sub Zone 10 – Zone 23)

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SECTION 10.0 – EXCHANGE AREAS

**10.1 Exchange Areas
Verizon Pennsylvania Inc. and Verizon North Inc.
(URG=Usage Rate Group – Dial Tone Line Cell)**

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Airville	D-4	Alexandria	A-4	Aliquippa	D-4
Allentown	F-3	Altoona	D-4	Ambridge	D-3
Annville	D-4	Ashland	A-4	Auburn	D-4
Austin	A-4	Avella	D-4	Avonmore	A-4
Avis	A-4	Avondale	F-4	Baden	D-4
Barnesboro	A-4	Beach Lake	A-4	Bath	F-4
Beaverdale	D-4	Beaver Falls	F-4	Beaver Springs	A-4
Bedminster	D-4	Bellefonte	D-4	Belle Vernon	D-4
Bellwood	D-4	Berlin	A-4	Bernville	F-4
Berwick	D-4	Bessemer	D-4	Bethlehem	F-3
Big Run	A-4	Black Lick	D-4	Blairsville	D-4
Bloomsburg	D-4	Boalsburg	D-4	Bolivar	A-4
Boswell	F-4	Bradford	A-4	Brogue	F-4
Brookside	D-4	Brownsville	D-4	Buckingham	D-4
Buffalo	D-4	Burgettstown	A-4	Bushkill	D-4
California	A-4	Cambridge Spring	D-4	Canonsburg	D-4
Carbondale	F-4	Carrolltown	A-4	Carversville	D-4
Catasauqua	F-3	Catawissa	D-4	Center Point	F-4
Central City	F-4	Centre Hall	D-4	Charleroi	D-4
Chapman Lake	F-4	Cherry Tree	A-4	Chester Springs	F-4
Clairton	D-3	Clarion	A-4	Claysville	D-4
Clearfield	D-4	Clintonville	A-4	Clymer	A-4
Coatesville	F-4	Collegeville	F-3	Confluence	A-4
Connellsville	D-4	Cooperstown	A-4	Corry	A-4
Coudersport	A-4	Cresco	F-4	Cresson	F-4
Curwensville	A-4	Danville	D-4	Dauphin	F-4
Davidsville	D-4	Dawson	A-4	Delta	A-4
Derry	D-4	Dillsburg	F-4	Dingman's Ferry	A-4
Donora	D-4	Doven	F-4	Downington	F-3
Doylestown	D-3	Dublin	F-4	DuBois	A-4
Eagle	F-4	East Berlin	F-4	Easton	F-3
East Palestine	A-4	Ebensburg	F-4	Edinboro	F-4
Eldred	D-4	Elizabeth	D-4	Elkland	A-4
Ellwood City	F-4	Elysburg	D-4	Endeavor	A-4
Emmaus	F-4	Erie	F-3	Exton	F-3
Fairchance	D-4	Fairview	F-4	Farmington	D-4
Fawn Grove	A-4	Fayette City	A-4	Finleyville	D-4
Fleetwood	F-4	Frackville	D-4	Franklin	A-4
Freeland	D-4	Frenchville	D-4	Friedensburg	D-4
Frystown	D-4	Galeton	A-4	Galilee	A-4
Girard	F-4	Girardville	A-4	Glen Campbell	A-4
Glen Rock	F-4	Glenmoore	F-4	Glenwillard	D-4

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.1 Exchange Areas (Cont'd)
(URG=Usage Rate Group – Dial Tone Line Cell)

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Greenville	A-4	Grove City	A-4	Halifax	F-4
Hamburg	F-4	Hamlin	F-4	Harrison Valley	A-4
Harleysville	F-3	Harrisburg	F-3	Hastings	A-4
Hawley	D-4	Hazleton	D-3	Hellertown	F-4
Herminie	D-4	Hershey	F-3	Holidaysburg	D-4
Homer City	D-4	Honesdale	D-4	Honey Brook	D-4
Hookstown	F-4	Houtzdale	D-4	Hooversville	F-4
Hummelstown	F-4	Huntingdon	A-4	Imperial	D-4
Indiana	D-4	Jeannette	D-3	Jefferson	F-4
Jermyn	F-4	Jersey Shore	D-4	Jim Thorpe	D-4
Johnstown	D-3	Jonestown	D-4	Kane	A-4
Kemblesville	F-4	Kempton	F-4	Kennett Square	F-3
Knoxville	A-4	Kingston	F-3	Kulpmont	A-3
Kutztown	F-4	Lake Ariel	F-4	Lake Como	A-4
Lancaster	F-3	Landenberg	F-4	Landisville	F-3
Lansdale	F-3	Latrobe	D-4	Lebanon	F-3
Leeper	A-4	Lehighton	A-4	Lenape	F-4
Lewistown	D-4	Lincolnville	A-4	Ligonier	A-4
Line Lexington	F-3	Lock Haven	A-4	Loganville	F-4
Lords Valley	F-4	Lowellville	F-4	Loyalsock	D-4
Ludlow	A-4	Mahaffey	A-4	Mahanoy City	A-4
Manchester	F-4	Mantzville	A-4	Marchand	A-4
Marienville	A-4	Marion Center	A-4	Masontown	D-4
Matamoras	D-4	McAdoo	D-4	McClellandton	D-4
McDonald	D-4	McKeansburg	D-4	McKeen	F-4
McMurray	D-3	McVeytown	A-4	Mechanicsburg	F-3
Mendenhall	F-4	Mercer	D-4	Meyersdale	D-4
Middleburg	A-4	Middletown	F-4	Midland	D-4
Milford	D-4	Millersville	F-4	Milheim	F-4
Millville	A-4	Milton	D-4	Minersville	D-4
Monessen	D-3	Monongahela	D-4	Moosic	F-4
Morrisville	F-3	Mortonville	F-4	Moscow	D-4
Mount Pl. Mills	A-4	Mountaintop	D-4	Mt. Carmel	A-4
Mt. Gretna	D-4	Mt. Jewett	D-4	Mt. Pleasant	F-4
Mt. Pocono	F-4	Mt. Union	A-4	Myerstown	D-4
Nanticoke	D-4	NantyGlo	F-4	Nazareth	F-4
Nesquehoning	A-4	New Castle	D-4	New Florence	D-4
New Bedford	D-4	Newfoundland	D-4	New Hope	F-4
New Kensington	D-3	New Philadelphia	D-4	New Salem	D-4
New Smithville	F-4	New Tripoli	F-4	New Wilmington	D-4
Newtown	F-3	Northampton	F-4	Northumberland	D-4
North East	F-4	North Wales	F-3	Numidia	A-4
Oakdale	D-4	Oil City	D-4	Olyphant	F-3

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

**10.1 Exchange Areas (Cont'd)
(URG=Usage Rate Group – Dial Tone Line Cell)**

EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP	EXCHANGE	RATE GROUP
Orwigsburg	D-4	Osceola Mills	D-4	Oxford	D-4
Palmyra	F-4	Paris	A-4	Parkesburg	D-4
Parkwood	A-4	Patton	D-4	Pennsburg	F-4
Perkasie	F-4	Perryopolis	D-4	Philipsburg	D-4
Phoenixville	F-3	Pine Grove	A-4	Pittston	F-3
Pleasantville	D-4	Plumsteadville	F-4	Plymouth	D-4
Point Marion	D-4	Portage	D-4	Princeton	D-4
Port Allegany	A-4	Pottstown	F-3	Pottsville	D-3
Pughtown	F-4	Punxsutawney	A-4	Quakertown	F-4
Reading	F-3	Red Lion	F-4	Renovo	A-4
Republic	D-4	Rcw	A-4	Reynoldsville	A-4
Riegelsville	F-4	Rochester	F-4	Rockwood	A-4
Robesonia	F-4	Roulette	A-4	Royersford	F-3
Russell	A-4	Sabinsville	A-4	Saint Clair	D-4
Salisbury	A-4	Salisbury	A-4	Saxton	A-4
Sayre	A-4	Schuylkill Haven	D-4	Schwenksville	F-4
Schaefferstown	D-4	Scottdale	D-4	Scranton	F-3
Selinsgrove	D-4	Seward	D-4	Shamokin	D-4
Sharon	D-3	Sharpsville	D-4	Shellsville	F-4
Shenandoah	A-4	Shohola	A-4	Slatington	F-4
Smethport	A-4	Smithfield	D-4	Smiths Ferry	D-4
Smock	D-4	Snow Shoe	A-4	Somerset	D-4
Souderton	F-3	South Fork	D-4	Spartansburg	A-4
Springdale	D-3	Spring Mills	F-4	Springtown	F-4
Spring Grove	F-4	State College	D-3	Stewartstown	F-4
Strasburg	F-4	Stroudsburg	F-4	Stoystown	A-4
Sugar Grove	D-4	Sunbury	D-4	Sykesville	A-4
Tamaqua	D-4	Tarentum	D-4	Taylor	F-3
Taylorstown	D-4	Tidioute	D-4	Tionesta	A-4
Titusville	D-4	Trout Run	D-4	Tyrone	D-4
Ulysses	A-4	Union City	F-4	Uniontown	D-4
Unionville	F-4	Upper Black Eddy	D-4	Vandergrift	A-4
Wallenpaupack	D-4	Wampum	D-4	Warren	A-4
Washington	D-4	Washingtonville	D-4	Waterford	F-4
Wattsburg	F-4	Weatherly	D-4	Wellersburg	D-4
Wesley	A-4	Westfield	A-4	West Alexander	D-4
West Chester	F-3	West Grove	F-4	West Middlesex	D-4
West Newton	A-4	Westtown	F-3	White Haven	D-4
Wilkes-Barre	F-3	Williamsport	D-4	Winburne	D-4
Windber	D-4	Womelsdorf	F-4	Wrightsville	F-4
Woolrich	A-4	Wycombe	F-4	Wyoming	F-3
Yardley	F-3	York	F-3	Youngsville	A-4
Youngwood	D-4	Zelienople	D-4		

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.1 Exchange Areas (Cont'd); Philadelphia and Pittsburgh Exchanges

<u>Exchange</u>	<u>Rate</u> <u>Group Exchange</u>	<u>Exchange</u>	<u>Rate</u> <u>Group Exchange</u>	<u>Exchange</u>	<u>Rate</u> <u>Group</u>
Allentown	1	Baldwin	1	Bellevue	2
Braddock	2	Bustleton	2	Carrick	2
Chestnut Hill	2	City-West	2	Crafton	2
Davenport (Logan)	2	Dewey	1	Downtown	1
East Liberty	2	Eastwick	2	Fox Chase	2
Frankford	2	Germantown	2	Homestead	2
Locust	1	Manayunk	2	Market	1
Mayfair	1	McKees Rocks	2	Millvale	2
Mount Lebanon	2	North Side	1	Oak Lane	2
Oakland	1	Overbrook	2	Pennypacker	1
Poplar	1	Regent	1	Saratoga	2
Sharpsburg	2	Squirrel Hill	2	Torresdale	2
University City	2	West View	2	Wilkinsburg	2

All Philadelphia and Pittsburgh Suburban Exchange Areas – Rate Group 3;
(Phil. Suburban Zone 10 – Zone 45; Pitt. Sub Zone 10 – Zone 23)

Central Office Districts:

<u>Philadelphia Zone</u>	<u>Central Office District(s)</u>	<u>Pittsburgh Zone</u>	<u>Central Office District(s)</u>
1	Baldwin Poplar Regent Locust Market Pennypacker Dewey	1	Allentown Downtown North Side Oakland Squirrel Hill West View Bellevue
2	City-West Overbrook Eastwick, Saratoga University City	3	Sharpsburg Millvale
		4	Braddock Wilkinsburg
3	Oak Lane Chestnut Hill Manayunk Germantown Davenport (Logan)	5	Homestead
		6	Carrick Mount Lebanon
4	Fox Chase Torresdale, Bustleton Frankford, Mayfair	7	Crafton McKees Rocks
		8	East Liberty

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas

10.2.1. Verizon Pennsylvania Inc. local calling area

Exchange Areas

Local Calling Areas

Alexandria	Alexandria, Huntingdon, McConnellstown
Aliquippa	
Local Area	Aliquippa, Ambridge, Baden, Glenwillard, Hookstown, Pitb. Subn. Zone 16, Rochester
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Allentown	Allentown, Bath, Bethlehem, Catasauqua, Coopersburg, Easton, Emmaus, Hellertown, Ironton, Kutztown, Nazareth, New Smithville, New Tripoli, Northampton, Riegelsville, Slatington, Springtown, Topton
Altoona	Altoona, Bellwood, Cresson, Hollidaysburg, Tyrone
Ambridge	
Local Area	Aliquippa, Ambridge, Baden, Glenwillard, Pitb. Subn. Zone 16
Extended Area	All stations included in Local Area preceding plus – Pitb. Subn. Zone 15, Rochester
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Annville	Annville, Hershey, Jonestown, Lebanon, Mt. Gretna, Palmyra
Ashland	Ashland, Frackville, Girardville, Kulpmont, Mt. Carmel, Shenandoah
Austin	Austin, Coudersport

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Avella	Avella, Burgettstown, Washington
Avis	Avis, Jersey Shore, Lock Haven, Woolrich
Avondale	Avondale, Coatesville, Kemblesville, Kennett Square, Landenberg, Lenape, Mendenhall, Mortonville, Oxford, Unionville, West Chester, West Grove, Westtown, Hockessin, DE., Wilmington, DE.
Baden	
Local Area	Aliquippa, Ambridge, Baden, Rochester
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Barnesboro	Barnesboro, Carrolltown, Cherry Tree, Glen Campbell, Hastings, Patton
Bath	Allentown, Bath, Bethlehem, Catasauqua, Easton, Nazareth, Northampton, Slatington
Beaver Falls	Beaver Falls, Darlington, Ellwood City, Enon Valley, Hookstown, Midland, Rochester, Wampum, Zelenople
Bedminster	Bedminster, Carversville, Doylestown, Dublin, Ferndale, Perkasio, Plumsteadville, Quakertown
Bellefonte	Bellefonte, Boalsburg, Centre Hall, Howard, Snow Shoe, Spring Mills, State College, Zion

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Belle Vernon	
Local Area	Belle Vernon, California, Charleroi, Donora, Fayette City, Monessen, Monongahela, Perryopolis, West Newton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Bellwood	Altoona, Bellwood, Tyrone
Berwick	Berwick, Bloomsburg, Shickshinny, Wapwallopen
Bessemer	Bessemer, New Castle
Bethlehem	Allentown, Bath, Bethlehem, Catasauqua, Coopersburg, Easton, Hellertown, Ironton, Nazareth, Northampton, Riegelsville, Slatington, Springtown
Big Run	Big Run, Punxsutawney
Black Lick	Black Lick, Blairsville, Homer City, Indiana
Blairsville	Black Lick, Blairsville, Bolivar, Derry, Homer City, Indiana, Latrobe
Bloomsburg	Berwick, Bloomsburg, Catawissa, Danville, Millville, Numidia, Orangeville, Washingtonville
Boalsburg	Bellefonte, Boalsburg, Centre Hall, Spring Mills, State College
Bolivar	Blairsville, Bolivar, New Florence

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Bradford	Bradford, Duke Center, Eldred, Mount Jewett, Rew, Smethport, Limestone, NY
Brownsville	Brownsville, California, Charleroi, New Salem, Republic, Smock, Uniontown
Buckingham	
Local Area	Buckingham, Carversville, Doylestown, New Hope, Phila. Subn. Zone 45, Wycombe
Extended Area	All stations included in Local Area preceding plus – Dublin, Line Lexington, Newtown, Phila. Subn. Zone 39, Phila. Subn. Zone 40, Plumsteadville
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Burgettstown	Avella, Burgettstown, McDonald, Midway, Murdocksville, Paris
Bushkill	Bushkill, Lords Valley, Stroudsburg, Stroudsburg, NJ
California	Belle Vernon, Brownsville, California, Charleroi, Fayette City
Canonsburg	
Local Area	Canonsburg, Hickory, McDonald, McMurray, Pitb. Subn. Zone 13, Washington
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Carbondale	Carbondale, Chapman Lake, Clifford, Forest City, Jermyn, Olyphant, Scranton, Waymart
Carrolltown	Barnesboro, Carrolltown, Ebensburg, Hastings, Patton
Carversville	
Local Area	Bedminster, Buckingham, Carversville, Doylestown, Dublin, New Hope, Plumsteadville, Wycombe
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Catasauqua	Allentown, Bath, Bethlehem, Catasauqua, Easton, Hellertown, Ironton, Nazareth, Northampton, Riegelsville, Slatington, Springtown
Catawissa	Bloomsburg, Catawissa, Danville, Elysburg, Numidia
Center Point	
Local Area	Center Point, Collegeville, Harleysville, Lansdale, Phila. Subn. Zone 30, North Wales, Schwenksville
Extended Area	All stations included in Local Area preceding plus – Green Lane, Phila. Subn. Zone 29, Phila Subn. Zone 31, Phila. Subn. Zone 33, Phoenixville, Royersford, Souderton
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Centre Hall	Bellefonte, Boalsburg, Centre Hall, Millheim, Spring Mills, State College
Charleroi	Belle Vernon, Brownsville, California, Charleroi, Donora, Fayette City, Monessen, Monongahela
Cherry Tree	Barnesboro, Cherry Tree, Clymer, Glen Campbell
Chester Springs	
Local Area	Chester Springs, Eagle, Exton, Phila. Subn. Zone 28, Phoenixville, Pughtown, Royersford
Extended Area	All stations included in Local Area preceding plus – Collegeville, Downingtown, Glenmoore, Phila. Subn. Zone 29, Phila. Subn. Zone 26, Pottstown, West Chester
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Clairton	
Local Area	Clairton, Elizabeth, Pitb. Subn. Zone 10, Pitb. Subn. Zone 11
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Clarion	Clarion, Knox, Leeper, Shippenville, Sligo, Strattanville
Claysville	Claysville, Washington, West Alexander

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Clearfield	Clearfield, Curwensville, Frenchville, Osceola Mills, Philipsburg, Winburne
Clymer	Clymer, Indiana
Coatesville	
Local Area	Avondale, Coatesville, Downingtown, Eagle, Exton, Glenmoore, Honey Brook, Kennett Square, Lenape, Mortonville, Parkesburg, Unionville, West Chester, West Grove, Westtown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Collegeville	
Local Area	Center Point, Collegeville, Green Lane, Harleysville, Lansdale, North Wales, Phila. Subn. Zone 29, Phila. Subn. Zone 30, Phila. Subn. Zone 31, Phoenixville, Pottstown, Royersford, Schwenksville, Souderton
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Connellsville	Connellsville, Dawson, Mount Pleasant, Scottdale, Uniontown
Coudersport	Austin, Coudersport, Roulette, Ulysses
Cresco	Cresco, Lords Valley, Mount Pocono, Newfoundland, Stroudsburg
Cresson	Altoona, Cresson, Ebensburg, Hollidaysburg, Portage
Curwensville	Clearfield, Curwensville, Mahaffey
Danville	Bloomsburg, Catawissa, Danville, Elysburg, Northumberland, Sunbury, Washingtonville
Dauphin	Dauphin, Halifax, Harrisburg Zone 1
Dawson	Connellsville, Dawson, Perryopolis, Scottdale
Derry	Blairsville, Derry, Greensburg, Latrobe
Donora	
Local Area	Belle Vernon, Charleroi, Donora, Elizabeth, Monessen, Monongahela
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Downingtown	
Local Area	Chester Springs, Coatesville, Downingtown, Eagle, Exton, Glenmoore, Honey Brook, Lenape, Mortonville, Phila. Subn. Zone 28, Pughtown, West Chester, Westtown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Doylestown	
Local Area	Buckingham, Carversville, Doylestown, Dublin, Line Lexington, Phila. Subn. Zone 45, Plumsteadville, Wycombe
Extended Area	All stations included in Local Area preceding plus – Bedminster, Lansdale, New Hope, Newtown, North Wales, Perkasie, Phila. Subn. Zone 33, Phila. Subn. Zone 38, Phila. Subn. Zone 29, Phila. Subn. Zone 40, Souderton
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Dublin	
Local Area	Bedminster, Buckingham, Carversville, Doylestown, Dublin, Lansdale, Line Lexington, Perkasie, Plumsteadville, Quakertown, Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

DuBois	Brockway, DuBois, Luthersburg, Penfield, Reynoldsville, Sykesville
Eagle	
Local Area	Chester Springs, Coatesville, Downingtown, Eagle, Exton, Glenmoore, Phila. Subn. Zone 28, Phoenixville, Pughtown, Royersford, West Chester
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Easton	Allentown, Bethlehem, Bloomsbury, NJ, Catasauqua, Easton, Hellertown, Nazareth, Phillipsburg, NJ, Riegelsville, Springtown, Upper Black Eddy
East Palestine	East Palestine, Pa., East Palestine, O., New Waterford, O., Rogers, O.
Ebensburg	Carrolltown, Colver, Cresson, Ebensburg, Nanty-Glo, Johnstown
Eldred	Bradford, Duke Center, Eldred, Port Allegheny, Rew, Smethport
Elizabeth	
Local Area	Clairton, Donora, Elizabeth, Monongahela, Pitb. Subn. Zone 10, Pitb. Subn. Zone 11
Extended Area	All stations included in Local Area preceding plus –Finleyville, Pitb. Subn. Zone 12, West Newton
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Ellwood City	Beaver Falls, Ellwood City, New Castle, Portersville, Wampum, Zelenople
Elysburg	Catawissa, Danville, Elysburg, Kulpmont, Mt. Carmel, Numidia, Shamokin, Sunbury
Endeavor	Endeavor, Tidioute, Tionesta
Exton	
Local Area	Chester Springs, Coatesville, Downingtown, Eagle, Exton, Glenmoore, Lenape, Mortonville, Phila. Subn. Zone 28, Pughtown, West Chester, Westtown
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Fairchance	Fairchance, Masontown, McClellandtown, Point Marion, Smithfield, Uniontown
Farmington	Farmington, Uniontown
Fayette City	Belle Vernon, California, Charleroi, Fayette City, Monessen, Perryopolis

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Finleyville	
Local Area	Finleyville, McMurray, Monongahela, Pitb. Subn. Zone 11, Pitb. Subn. Zone 12
Extended Area	All stations included in Local Area preceding plus – Clairton, Elizabeth, Pitb. Subn. Zone 10
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Fleetwood	Fleetwood, Kutztown, Leesport, Oley, Reading, Tipton
Frackville	Ashland, Frackville, Girardville, Mahanoy City, Minersville, Pottsville, Saint Clair, Shenandoah
Freeland	Freeland, Hazleton, McAdoo, Weatherly, White Haven
Frenchville	Clearfield, Frenchville, Philipsburg, Snow Shoe, Winburne
Galeton	Galeton
Girardville	Ashland, Frackville, Girardville, Mahanoy City, Shenandoah
Glen Campbell	Barnesboro, Cherry Tree, Glen Campbell
Glenmoore	Chester Springs, Coatesville, Downingtown, Eagle, Exton, Green Hills, Glenmoore, Honey Brook, Morgantown, Parkesburg, Pughtown, West Chester

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Glenwillard	
Local Area	Aliquippa, Ambridge, Glenwillard, Pitb. Subn. Zone 15, Pitb. Subn. Zone 16
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Green Lane	Center Point, Collegeville, Green Lane, Harleysville, Lansdale, Pennsburg, Perkasio, Quakertown, Schwenksville, Souderton, Sassamansville
Greensburg	
Local Area	Delmont, Greensburg, Herminie, Jeannette, Kecksburg, Latrobe, New Alexandria, Youngwood
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Greenville	Greenville, Sharpsville, Sheakleyville, Transfer
Grove City	Blacktown, Grove City, Harrisville, Mercer, Wesley
Halifax	Dauphin, Elizabethville, Halifax, Harrisburg Zone 1, Millersburg
Hamburg	Hamburg, Kempton, Leesport, Reading

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Hamlin	Hamlin, Lake Ariel, Moscow, Newfoundland, Olyphant, Scranton, Wallenpaupack
Harleysville	
Local Area	Center Point, Collegeville, Green Lane, Harleysville, Lansdale, Line Lexington, North Wales, Perkasie, Phila. Subn. Zone 30, Schwenksville, Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Harrisburg	
Zone 1	Dauphin, Halifax, Harrisburg Zone 1, Harrisburg Zone 2, Hershey, Hummelstown, Lewisberry, Marysville, Mechanicsburg, Middletown, Shellsville
Zone 2	Harrisburg Zone 1, Harrisburg Zone 2, Hershey, Hummelstown, Middletown
Hastings	Barnesboro, Carrolltown, Hastings, Patton
Hawley	Hawley, Honesdale, Lords Valley, Newfoundland, Wallenpaupack
Hazleton	Conyngham-Drums, Freeland, Hazleton, McAdoo, Nuremburg, Weatherly, White Haven
Hellertown	Allentown, Bethlehem, Catasauqua, Easton, Hellertown, Riegelsville, Springtown

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Herminie	
Local Area	Greensburg, Herminie, Jeannette, Pitb. Subn. Zone 23
Extended Area	All stations included in Local Area preceding plus – Pitb. Subn. Zone 10, Youngwood, West Newton
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Hollidaysburg	Altoona, Cresson, Hollidaysburg
Homer City	Black Lick, Blairsville, Homer City, Indiana
Honesdale	Beach Lake, Galilee, Hawley, Honesdale, Lake Ariel, Lords Valley, Pleasant Mount, South Canaan, Wallenpaupack, Waymart
Honey Brook	Coatesville, Downingtown, Glenmoore, Green Hills, Honey Brook, Morgantown, Parkesburg
Hookstown	Aliquippa, Beaver Falls, Chester, W. Va., East Liverpool, O. , Hookstown, Midland, Rochester, Smiths Ferry
Houtzdale	Clearfield, Houtzdale, Osceola Mills, Philipsburg
Hummelstown	Harrisburg Zone 1, Harrisburg Zone 2, Hershey, Hummelstown, Middletown, Palmyra, Shellsville
Huntingdon	Alexandria, Huntingdon, Marklesburg, McConnellstown, Mount Union

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Imperial	
Local Area	Imperial, McDonald, Murdocksville, Oakdale, Pitb. Subn. Zone 14, Pitb. Subn. Zone 15
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Indiana	Black Lick, Blairsville, Clymer, Elderton, Homer City, Indiana, Marion Center, Parkwood
Jeannette	
Local Area	Greensburg, Harrison City, Herminie, Jeannette, Pitb. Subn. Zone 23
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Jermyn	Carbondale, Chapman Lake, Jermyn, Olyphant, Scranton
Jersey Shore	Avis, Jersey Shore, Lock Haven, Oval, Williamsport, Woolrich
Jim Thorpe	Jim Thorpe, Lehighon, Nesquehoning, Weatherly, White Haven
Kane	Kane, Ludlow, Mount Jewett
Kemblesville	Avondale, Kemblesville, Kennett Square, Landenberg, Mendenhall, Oxford, Unionville, West Grove, Hockessin, DE, Newark, DE

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Kennett Square	
Local Area	Avondale, Coatesville, Kemblesville, Kennett Square, Landenberg, Lenape, Mendenhall, Mortonville, Unionville, West Chester, West Grove, Westtown, Hockessin, DE, Wilmington, DE
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Kingston	Center Moreland, Dallas, Harveys Lake, Kingston, Mountaintop, Nanticoke, Pittston, Plymouth, Trucksville, Wilkes-Barre, Wyoming
Kulpmont	Ashland, Elysburg, Kulpmont, Mount Carmel, Shamokin
Kutztown	Allentown, Fleetwood, Kempton, Kutztown, Reading, Topton
Lake Ariel	Hamlin, Honesdale, Lake Ariel, Newfoundland, Olyphant, Scranton, South Canaan, Wallenpaupack, Waymart
Lake Como	Lake Como
Lancaster	Intercourse, Lancaster, Landisville, Leola, Lititz, Manheim, Millersville, Mount Joy, Mountville, New Holland, Quarryville, Rawlinsville, Strasburg
Landenberg	Avondale, Kemblesville, Kennett Square, Landenberg, Lenape, Mendenhall, Oxford, Unionville, West Chester, West Grove, Westtown, Hockessin, DE, Newark, DE, Wilmington, DE
Landisville	Lancaster, Landisville, Lititz, Manheim, Millersville, Mount Joy, Mountville, Strasburg

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Lansdale	
Local Area	Center Point, Harleysville, Lansdale, Line Lexington, North Wales, Souderton
Extended Area	All stations included in Local Area preceding plus – Collegeville, Doylestown, Dublin, Green Lane, Perkasie, Phila. Subn. Zone 30, Phila. Subn. Zone 33, Phila. Subn. Zone 38, Phila. Subn. Zone 39, Phila. Subn. Zone 45, Schwenksville
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Latrobe	Blairsville, Derry, Greensburg, Kecksburg, Latrobe, Ligonier, New Alexandria
Lebanon	Annville, Frystown, Hershey, Jonestown, Lebanon, Myerstown, Palmyra, Schaefferstown, Mount Gretna
Leeper	Clarion, Leeper, Marienville
Lehighton	Jim Thorpe, Lehighton, Nesquehoning, Palmerton
Lenape	
Local Area	Avondale, Coatesville, Downingtown, Exton, Kennett Square, Landenberg, Lenape, Mendenhall, Mortonville, Phila. Subn. Zone 10, Phila. Subn. Zone 28, Unionville, West Chester, West Grove, Westtown
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Lewistown	Belleville, Lewistown, McVeytown, Mifflintown, Port Royal, Reedsville
Ligonier	Latrobe, Ligonier, Stahlstown
Line Lexington	
Local Area	Doylestown, Dublin, Harleysville, Lansdale, Line Lexington, North Wales, Perkasio, Phila. Subn. Zone 45, Souderton
Extended Area	All stations included in Local Area preceding plus – Buckingham, Phila. Subn. Zone 33, Phila. Subn. Zone 38, Phila. Subn. Zone 39, Plumsteadville
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Lock Haven	Avis, Beech Creek, Jersey Shore, Lock Haven, Mill Hall, Woolrich
Lords Valley	Bushkill, Cresco, Hawley, Honesdale, Lords Valley, Mount Pocono, Newfoundland, Stroudsburg, Wallenpaupack
Lowellville	Bessemer, Hubbard, O., Lowellville, Lowellville, O., New Castle, North Lima, O., Youngstown, O.
Ludlow	Kane, Ludlow
Mahaffey	Mahaffey, Curwensville
Mahanoy City	Frackville, Girardville, Lakewood, Mahanoy City, Shenandoah, Tamaqua
Marchand	Marchand, Punxsutawney

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Marienville	Leeper, Marienville
Marion Center	Indiana, Marion Center
Masontown	Fairchance, Masontown, McClellandtown, Point Marion, Smithfield, Uniontown
McAdoo	Freeland, Hazleton, McAdoo, Tamaqua, Weatherly
McClellandtown	Fairchance, Masontown, McClellandtown, Smithfield, Uniontown
McDonald	
Local Area	Burgettstown, Canonsburg, Imperial, McDonald, Midway, Oakdale, Pitb. Subn. Zone 13
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
McMurray	
Local Area	Canonsburg, Finleyville, McMurray, Pitb. Subn. Zone 12, Pitb. Subn. Zone 13
Extended Area	All stations included in Local Area preceding plus the Washington Exchange.
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
McVeytown	Lewistown, McVeytown
Mechanicsburg	Dillsburg, Harrisburg Zone 1, Lewisberry, Mechanicsburg

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Mendenhall	
Local Area	Avondale, Kemblesville, Kennett Square, Landenberg, Lenape, Mendenhall, Phila. Subn. Zone 10, Unionville, West Chester, West Grove, Westtown, Hockessin, DE, Wilmington, DE
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Mercer	Blacktown, Fredonia, Grove City, Mercer, Sharon, Sharpsville, Wesley
Middletown	Elizabethtown, Harrisburg Zone 1, Harrisburg Zone 2, Hershey, Hummelstown, Middletown
Midland	Beaver Falls, Hookstown, Midland, Rochester, Smiths Ferry
Millersville	Lancaster, Landisville, Millersville, Mountville, Strasburg
Millheim	Bellefonte, Boalsburg, Centre Hall, Millheim, Spring Mills, State College
Millville	Bloomsburg, Millville, Washingtonville
Milton	Lewisburg, Mifflinburg, Milton, Northumberland, Sunbury, Washingtonville, Watsonstown
Minersville	Frackville, Minersville, New Philadelphia, Orwigsburg, Pottsville, Saint Clair, Schuylkill Haven, Tremont
Monessen	Belle Vernon, Charleroi, Donora, Fayette City, Monessen, Monongahela

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Monongahela	
Local Area	Belle Vernon, Charleroi, Donora, Elizabeth, Finleyville, Monessen, Monongahela
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Moosic	Moosic, Pittston, Scranton, Taylor, Wyoming
Morrisville	
Local Area	Ewing, NJ, Morrisville, Newtown, Phila. Subn. Zone 42, Phila. Subn. Zone 43, Phila. Subn. Zone 44, Trenton, NJ, Yardley
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Mortonville	
Local Area	Avondale, Coatesville, Downingtown, Exton, Kennett Square, Lenape, Mortonville, Parkesburg, Unionville, West Chester, West Grove, Westtown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Moscow	Hamlin, Moscow, Newfoundland, Scranton, Wallenpaupack
Mountaintop	Kingston, Mountaintop, Nanticoke, Nuangola, Plymouth, Wilkes-Barre

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Mount Carmel	Ashland, Elysburg, Kulpmont, Mount Carmel, Shamokin
Mount Gretna	Annville, Lebanon, Mount Gretna, Palmyra
Mount Jewett	Bradford, Mount Jewett, Kane
Mount Pleasant	
Local Area	Connellsville, Greensburg, Kecksburg, Mount Pleasant, Scottdale, Youngwood
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Mount Pocono	Cresco, Lords Valley, Mount Pocono, Newfoundland, Stroudsburg
Mount Union	Huntingdon, McConnellstown, Mount Union
Nanticoke	Kingston, Mountaintop, Nanticoke, Nuangola, Plymouth, Wilkes-Barre
Nazareth	Allentown, Bath, Bethlehem, Catasauqua, Easton, Nazareth
Nesquehoning	Jim Thorpe, Lansford, Lehighton, Nesquehoning
New Castle	Bessemer, Ellwood City, New Bedford, New Castle, New Wilmington, Plain Grove, Princeton, Volant, Wampum
New Florence	Bolivar, Johnstown, New Florence, Seward
Newfoundland	Cresco, Hamlin, Hawley, Lake Ariel, Lords Valley, Moscow, Mount Pocono, Newfoundland, Wallenpaupack

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

New Hope	
Local Area	Buckingham, Carversville, Doylestown, Lambertville, NJ, New Hope, Newtown, Plumsteadville, Wycombe, Yardley
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
New Kensington	
Local Area	New Kensington, Pitb. Subn. Zone 20, Springdale, Tarentum
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones in the Pittsburgh Suburban Exchange.
New Philadelphia	Minersville, New Philadelphia, Orwigsburg, Pottsville, Saint Clair, Schuylkill Haven, Tamaqua
New Salem	Brownsville, New Salem, Republic, Uniontown
Newtown	
Local Area	Newtown, Phila. Subn. Zone 40, Phila. Subn. Zone 43, Wycombe, Yardley
Extended Area	All stations included in Local Area preceding plus – Buckingham, Doylestown, Morrisville, New Hope, Phila. Subn. Zone 37, Phila. Subn. Zone 38, Phila. Subn. Zone 39, Phila. Subn. Zone 42, Phila. Subn. Zone 44, Phila. Subn. Zone 45
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Northampton	Allentown, Bath, Bethlehem, Catasauqua, Ironton, Northampton, Slatington
Northumberland	Danville, Milton, Northumberland, Sunbury
North Wales	
Local Area	Center Point, Harleysville, Lansdale, Line Lexington, North Wales, Phila. Subn. Zone 30, Phila. Subn. Zone 33, Souderton
Extended Area	All stations included in Local Area preceding plus – Collegeville, Doylestown, Phila. Subn. Zone 31, Phila. Subn. Zone 32, Phila. Subn. Zone 34, Phila. Subn. Zone 38, Phila. Subn. Zone 39, Phila. Subn. Zone 45
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Numidia	Bloomsburg, Catawissa, Elysburg, Numidia
Oakdale	
Local Area	Imperial, McDonald, Oakdale, Pitb. Subn. Zone 13, Pitb. Subn. Zone 14
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Olyphant	Carbondale, Chapman Lake, Hamlin, Jermyn, Lake Ariel, Olyphant, Scranton, Taylor
Orwigsburg	Auburn, Minersville, New Philadelphia, Orwigsburg, Pottsville, Saint Clair, Schuylkill Haven

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Osceola Mills	Clearfield, Houtzdale, Osceola Mills, Philipsburg
Oxford	Avondale, Kemblesville, Kirkwood, Landenberg, Oxford, West Grove
Palmyra	Annaville, Harrisburg Zone 1, Hershey, Hummelstown, Lebanon, Mount Gretna, Palmyra
Paris	Burgettstown, Paris, Weirton, W. Va.
Parkesburg	Atglen, Coatesville, Gap, Glenmoore, Honey Brook, Mortonville, Parkesburg, West Grove
Parkwood	Indiana, Parkwood
Patton	Altoona, Barnesboro, Carrolltown, Hastings, Patton
Pennsburg	Bally, Green Lane, Pennsburg, Perkasio, Quakertown, Sassamansville, Souderton
Perkasie	
Local Area	Bedminster, Doylestown, Dublin, Green Lane, Harleysville, Lansdale, Line Lexington, Pennsburg, Perkasio, Plumsteadville, Quakertown, Schwenksville, Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Perryopolis	
Local Area	Belle Vernon, Dawson, Fayette City, Perryopolis, Uniontown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Philipsburg	Clearfield, Frenchville, Houtzdale, Osceola Mills, Philipsburg, Winburne
Phoenixville	
Local Area	Chester Springs, Colledgeville, Eagle, Phila. Subn. Zone 28, Phila. Subn. Zone 29, Phoenixville, Pughtown, Royersford
Extended Area	All stations included in Local Area preceding plus – Center Point, Phila. Subn. Zone 26, Phila. Subn. Zone 30, Pottstown
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Pittston	Harding, Kingston, Moosic, Pittston, Scranton, Taylor, Wilkes-Barre, Wyoming
Plumsteadville	
Local Area	Bedminster, Buckingham, Carversville, Doylestown, Dublin, Ferndale, Line Lexington, New Hope, Perkasi, Plumsteadville, Quakertown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
Plymouth	Kingston, Mountaintop, Nanticoke, Plymouth, Wilkes-Barre
Point Marion	Cheat Lake, Fairchance, Masontown, Point Marion, Morgantown, W. Va., Smithfield, Uniontown
Portage	Cresson, Ebensburg, Johnston, Portage, Southfork
Port Allegany	Eldred, Port Allegany, Roulette, Smethport
Pottstown	Boyertown, Collegeville, Douglassville, Phoenixville, Pottstown, Pughtown, Royersford, Sassamansville, Schwenksville
Pottsville	Auburn, Frackville, Friedensburg, Minersville, New Philadelphia, Orwigsburg, Pottsville, Saint Clair, Schuylkill Haven, Tamaqua
Pughtown	
Local Area	Chester Springs, Downingtown, Eagle, Exton, Glenmoore, Green Hills, Morgantown, Phoenixville, Pottstown, Pughtown, Royersford
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Punxsutawney	Big Run, Marchand, Punxsutawney
Quakertown	Bedminster, Dublin, Ferndale, Green Lane, Pennsburg, Perkasio, Plumsteadville, Quakertown, Souderton, Springtown
Reading	Adamstown, Bernville, Birdsboro, Fleetwood, Green Hills, Hamburg, Kutztown, Leesport, Morgantown, Oley, Reading, Robesonia, Topton, Womelsdorf, Yellow House
Renovo	Renovo

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Republic	Brownsville, New Salem, Republic, Uniontown
Rew	Bradford, Duke Center, Eldred, Limestone, NY, Rew, Smethport
Reynoldsville	DuBois, Reynoldsville, Sykesville
Riegelsville	Allentown, Bethlehem, Catasauqua, Easton, Ferndale, Hellertown, Milford, NJ, Phillipsburg, NJ, Riegelsville, Springtown, Upper Black Eddy
Rochester	
Local Area	Aliquippa, Ambridge, Baden, Beaver Falls, Hookstown, Midland, Rochester
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Roulette	Coudersport, Port Allegany, Roulette
Royersford	
Local Area	Center Point, Chester Springs, Collegeville, Eagle, Phila. Subn. Zone 29, Phila. Subn. Zone 30, Phoenixville, Pottstown, Pughtown, Royersford, Schwenksville
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Russell	Russell, Sugar Grove, Warren, Youngsville

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Saint Clair	Frackville, Minersville, New Philadelphia, Orwigsburg, Pottsville, Saint Clair, Schuylkill Haven
Saxton	Hopewell, Saxton
Schuylkill Haven	Auburn, Friedensburg, Minersville, New Philadelphia, Orwigsburg, Pottsville, Saint Clair, Schuylkill Haven
Schwenksville	
Local Area	Center Point, Collegeville, Green Lane, Harleysville, Lansdale, Perkasie, Phila. Subn. Zone 30, Pottstown, Royersford, Sassamansville, Schwenksville, Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Scottdale	
Local Area	Connellsville, Dawson, Mount Pleasant, Scottdale
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Scranton	Clarks Summit, Dalton, Factoryville, Hamlin, Jermyn, Lake Ariel, Lake Winola, Moosic, Moscow, Olyphant, Pittston, Scranton, Taylor, Wyoming
Shamokin	Elysburg, Kulpmont, Mount Carmel, Shamokin, Sunbury, Trevorton
Sharon	Mercer, Sharon, O., Sharon, PA, Sharpsville, Transfer, West Middlesex

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Sharpsville	Greenville, Mercer, Sharon, O., Sharon, PA, Sharpsville, Transfer, West Middlesex
Shenandoah	Ashland, Frackville, Girardsville, Mahanoy City, Ringtown , Shenandoah
Slatington	Allentown, Bath, Bethlehem, Catasauqua, Ironton, New Tripoli, Northampton, Slatington
Smethport	Bradford, Eldred, Port Allegany, Rew, Smethport
Smithfield	Fairchance, Masontown, McClellandtown, Point Marion, Smithfield, Uniontown
Smiths Ferry	Chester, W. Va., East Liverpool, O., Hookstown, Midland, Rochester, Smiths Ferry
Smock	Brownsville, Smock, Uniontown
Snow Shoe	Bellefonte, Frenchville, Snow Shoe
Souderton	
Local Area	Center Point, Collegeville, Doylestown, Dublin, Green Lane, Harleysville, Lansdale, Line Lexington, North Wales, Pennsburg, Perkasio, Quakertown, Schwenksville, Souderton
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Springdale	
Local Area	New Kensington, Pitb. Subn. Zone 19, Pitb. Subn. Zone 20, Springdale, Tarentum
Metropolitan Area	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Spring Mills	Bellefonte, Boalsburg, Centre Hall, Millheim, Spring Mills, State College
Springtown	Allentown, Bethlehem, Catasauqua, Easton, Ferndale, Hellertown, Milford, NJ, Quakertown, Riegelsville, Springtown, Upper Black Eddy
State College	Bellefonte, Boalsburg, Centre Hall, Port Matilda, Spring Mills, State College
Strasburg	Gap, Intercourse, Lancaster, Landisville, Millersville, Quarryville, Rawlinsville, Strasburg
Stroudsburg	Bushkill, Cresco, Lords Valley, Mount Pocono, Saylorsburg, Stroudsburg, Stroudsburg, NJ
Sugar Grove	Russell, Sugar Grove, Warren, Youngsville
Sunbury	Danville, Elysburg, Milton, Northumberland, Selinsgrove, Shamokin, Sunbury
Sykesville	DuBois, Luthersburg, Reynoldsville, Sykesville
Tamaqua	Lakewood, Lansford, Mahanoy City, McAdoo, New Philadelphia, Pottsville, Tamaqua

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Tarentum	
Local Area	New Kensington, Pitb. Subn. Zone 20, Springdale, Tarentum
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Taylor	Moosic, Olyphant, Pittston, Scranton, Taylor, Wyoming
Tidioute	Endeavor, Tidioute, Tionesta, Warren
Tyrone	Altoona, Bellwood, Tyrone, Warriors Mark
Tionesta	Endeavor, Tidioute, Tionesta
Ulysses	Coudersport, Ulysses
Uniontown	Brownsville, Connellsville, Fairchance, Farmington, Masontown, McClellandtown, New Salem, Point Marion, Republic, Smithfield, Smock, Uniontown
Unionville	
Local Area	Avondale, Coatesville, Kemblesville, Kennett Square, Landenberg, Lenape, Mendenhall, Mortonville, Unionville, West Chester, West Grove, Westtown
Metropolitan Area Plus	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Upper Black Eddy	Easton, Ferndale, Frenchtown, NJ, Milford, NJ, Riegelsville, Springtown, Uhlerstown, Upper Black Eddy
Wallenpaupack	Hamlin, Hawley, Honesdale, Lake Ariel, Lords Valley, Moscow, Newfoundland, Wallenpaupack
Wampum	Beaver Falls, Ellwood City, New Castle, Wampum
Warren	Russell, Sheffield, Sugar Grove, Tidioute, Warren, Youngsville
Washington	
Local Area	Avella, Buffalo, Canonsburg, Claysville, Hickory, McMurray, Taylorstown, Washington, West Alexander
Metropolitan Area Plus	All stations included in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Washingtonville	Bloomsburg, Danville, Millville, Milton, Turbotville, Washingtonville
Weatherly	Freeland, Hazleton, Jim Thorpe, McAdoo, Weatherly, White Haven
West Alexander	Claysville, Washington, West Alexander

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

West Chester	
Local Area	Downingtown, Exton, Lenape, Mendenhall, Mortonville, Phila. Subn. Zone 28, West Chester, Westtown
Extended Area	All stations included in Local Area preceding plus – Avondale, Chester Springs, Coatesville, Eagle, Kennett Square, Landenberg, Phila. Subn. Zone 10, Phila. Subn. Zone 11, Phila. Subn. Zone 12, Phila. Subn. Zone 22, Unionville, West Grove
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
West Grove	Avondale, Coatesville, Kemblesville, Kennett Square, Landenberg, Lenape, Mendenhall, Mortonville, Oxford, Parkesburg, Unionville, West Chester, West Grove, Westtown, Hockessin, DE
West Middlesex	Sharon, Sharon, O., Sharpsville, West Middlesex
West Newton	
Local Area	Belle Vernon, West Newton, Yukon
Extended Area	All stations included in Local Area preceding plus – Donora, Elizabeth, Herminie, Monessen, Mount Pleasant, Perryopolis, Pitb. Subn. Zone 10, Scottdale
Metropolitan Area	All stations included in Extended Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Westtown	
Local Area	Lenape, Phila. Subn. Zone 10, Mendenhall, West Chester, Westtown
Extended Area	All stations included in Local Area preceding plus – Avondale, Coatesville, Downingtown, Exton, Kennett Square, Landenberg, Mortonville, Phila. Subn. Zone 11, Phila. Subn. Zone 12, Phila. Subn. Zone 22, Phila. Subn. Zone 28, Unionville, West Grove
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
White Haven	Freeland, Hazleton, Jim Thorpe, Weatherly, White Haven
Wilkes-Barre	Center Moreland, Dallas, Harveys Lake, Kingston, Mountaintop, Nanticoke, Nuangola, Pittston, Plymouth, Trucksville, Wilkes-Barre, Wyoming
Williamsport	Jersey Shore, Loyalsock, Oval, Trout Run, Williamsport
Winburne	Clearfield, Frenchville, Philipsburg, Winburne
Woolrich	Avis, Jersey Shore, Lock Haven, Woolrich

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.1. Verizon Pennsylvania Inc. local calling area (cont'd)

Exchange Areas

Local Calling Areas

Wycombe	
Local Area	Buckingham, Doylestown, New Hope, Newtown, Phila. Subn. Zone 40, Phila. Subn. Zone 45, Wycombe
Extended Area	All stations included in Local Area preceding plus – Carversville, Morrisville, Phila. Subn. Zone 37, Phila. Subn. Zone 38, Phila. Subn. Zone 39, Phila. Subn. Zone 43, Phila. Subn. Zone 44, Yardley
Metropolitan Area	All stations included in Extended Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Wyoming	Kingston, Moosic, Pittston, Scranton, Taylor, Wilkes-Barre, Wyoming
Yardley	
Local Area	Ewing, NJ, Morrisville, New Hope, Newtown, Phila. Subn. Zone 42, Phila. Subn. Zone 43, Phila. Subn. Zone 44, Trenton, NJ, Wycombe, Yardley
Metropolitan Area	All stations included in Local Area preceding plus the Philadelphia Exchange and all other Zones of the Philadelphia Suburban Exchange.
Youngsville	Russell, Sugar Grove, Warren, Youngsville
Youngwood	
Local Area	Greensburg, Mount Pleasant, Youngwood
Metropolitan Area Plus	All stations in Local Area preceding plus the Pittsburgh Exchange and all other Zones of the Pittsburgh Suburban Exchange.
Zelienople	Beaver Falls, Criders Corners, Ellwood City, Evans City, Zelienople

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas

*Usage Sensitive Service Unavailable

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
Airville	Brogue (Call Band 1) , Delta (Call Band 1), Red Lion (Call Band 2)
Auburn*	Friedensburg, Orwigsburg, Pine Grove, Pottsville, Schuylkill Haven
Avonmore	Apollo (Call Band 1), Saltsburg (Call Band 1), Vandergrift (Call Band 1)
Beach Lake*	Galilee, Honesdale, Narrowsburg, NY
Beaver Springs*	Middleburg, Mount Pleasant Mills, Selinsgrove
Beaverdale	Johnstown (Call Band 2), South Fork(Call Band 1)
Berlin	Meyersdale (Call Band 1), Rockwood (Call Band 1), Somerset (Call Band 1), Stoystown (Call Band 2)
Bernville*	Frystown, Hamburg, Robesonia, Womelsdorf, Reading
Boswell	Hooversville (Call Band 1), Johnstown (Call Band 2), Somerset (Call Band 2), Stoystown (Call Band 1)
Brogue	Airville (Call Band 1), Red Lion (Call Band 1), York (Call Band 2)
Brookside*	Jersey Shore, Trout Run, Williamsport
Buffalo*	Avella, Canonsburg, Taylorstown, Washington
Cambridge Springs	Edinboro (Call Band 1), Meadville (Call Band 2), Saegertown (Call Band 1)
Central City	Berlin (Call Band 2), Johnstown (Call Band 3), Somerset (Call Band 3), Windber (Call Band 1)
Chapman Lake*	Carbondale, Clark Summit, Jermyn, Olyphant, Scranton
Clintonville	Franklin (Call Band 2), Wesley (Call Band 1)

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas (cont'd)

*Usage Sensitive Service Unavailable

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
Confluence	Rockwood (Call Band 2), Salisbury (Call Band 2)
Cooperstown	Franklin (Call Band 1), Oil City (Call Band 1)
Corry	Spartansburg (Call Band 1), Union City (Call Band 2), Wattsburg (Call Band 2)
Davidsville	Johnstown (Call Band 1)
Delta	Airville (Call Band 1), Fawn Grove (Call Band 1), Cardiff, Md. (Call Band 1)
Dillsburg	Dover (Call Band 2), Harrisburg Zone 1 (Call Band 2), Mechanicsburg (Call Band 1)
Dingman's Ferry*	Milford/Log Tavern, Montague, NJ
East Berlin	Dover (Call Band 1), Hanover (Call Band 1), New Oxford (Call Band 1), York (Call Band 2)
Edinboro	Cambridge Springs (Call Band 1), Erie (Call Band 3), McKean (Call Band 1)
Elkland*	Knoxville, Lawrenceville, Westfield
Emmaus*	Allentown, Bethlehem, Ironton
Erie	Edinboro (Call Band 3), Fairview (Call Band 2), Girard (Call Band 2), McKean (Call Band 1), North East (Call Band 2), Waterford (Call Band 2), Wattsburg (Call Band 3)
Fairview	Erie (Call Band 2), Girard (Call Band 1), McKean (Call Band 1)
Fawn Grove	Delta (Call Band 1), Stewartstown (Call Band 1), Jarrettsville, Md. (Service to NXX 692 and 941 only) (Call Band 1), Cardiff, Md. (Call Band 1)
Franklin	Cooperstown (Call Band 1), Oil City (Call Band 1)

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas (cont'd)

*Usage Sensitive Service Unavailable

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
Friedensburg*	Auburn, Orwigsburg, Pine Grove, Pottsville, Schuylkill Haven
Frystown*	Bernville, Jonestown, Myerstown, Lebanon
Galilee*	Beach Lake, Callicoon, Honesdale, Narrowsburg, NY
Girard	Erie (Call Band 2), Fairview (Call Band 1)
Glen Rock	Jefferson (Call Band 1), Loganville (Call Band 1), Stewartstown (Call Band 1), York (Call Band 2)
Grand Valley	Pleasantville (Call Band 1), Titusville (Call Band 1), Youngsville (Call Band 2)
Harrison Valley*	Ulysses , Westfield
Hershey*	Annville, Elizabethtown, Harrisburg Zone 1 and 2, Hummelstown, Lebanon, Middletown, Palmyra, Shellsville, Steelton
Hooversville	Boswell (Call Band 1), Johnstown (Call Band 2), Stoystown (Call Band 1), Somerset
Jefferson	Glen Rock (Call Band 1), Hanover (Call Band 1), Spring Grove (Call Band 1), York (Call Band 2)
Johnstown	Beaverdale (Call Band 2), Davidsville (Call Band 1), Nanty Glo (Call Band 2), Seward (Call Band 1), South Fork (Call Band 1), Windber (Call Band 1)
Jonestown*	Frystown, Shellsville, Annville, Lebanon
Kempton*	Allentown, Hamburg, Kutztown, New Smithville, New Tripoli
Knoxville*	Elkland
Lincolnvillle	Union City (Call Band 1), Spartansburg (Call Band 1), Townville (Call Band 1)

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas (cont'd)

*Usage Sensitive Service Unavailable

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
Loganville	Glen Rock (Call Band 1), Red Lion (Call Band 1), York (Call Band 1)
Loyalsock*	Muncy, Trout Run, Williamsport
Manchester	Dover (Call Band 1), York (Call Band 1)
Mantzville*	Lehighton, McKeansburg, Tamaqua
Matamoras*	Cuddebackville, NY, Milford/Log Tavern, Montague, NJ, Port Jervis, NY
McKean	Edinboro (Call Band 1), Erie (Call Band 1), Fairview (Call Band 1)
McKeansburg*	Mantzville, Orwigsburg, Pottsville, Schuylkill Haven
Meyersdale	Berlin (Call Band 1), Rockwood (Call Band 1), Salisbury (Call Band 1), Somerset (Call Band 2)
Middleburg*	Beaver Springs, Mifflinburg, Mount Pleasant Mills, Selinsgrove
Milford/Log Tavern*	Cuddebackville, NY, Dingman's Ferry, Matamoras, Montague, NJ, Port Jervis, NY
Mount Pleasant Mills*	Beaver Springs, Middleburg, Selinsgrove
Myerstown*	Frystown, Schaefferstown, Womelsdorf, Lebanon
Nanty Glo	Ebensburg (Call Band 1), Johnstown (Call Band 2)
New Bedford	New Castle (Call Band 2), New Wilmington (Call Band 1)
New Smithville*	Allentown, Ironton, Kempton, New Tripoli
New Tripoli*	Allentown, Kempton, New Smithville, Slatington

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas (cont'd)

*Usage Sensitive Service Unavailable

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
New Wilmington	New Bedford (Call Band 1), New Castle (Call Band 1), Sharon (Call Band 2), Volant (Call Band 1)
North East	Erie (Call Band 2), South Ripley (Call Band 1), NY, Wattsburg (Call Band 2)
Oil City	Cooperstown (Call Band 1), Franklin (Call Band 1), Pleasantville (Call Band 2), Titusville (Call Band 2)
Pine Grove*	Auburn, Friedensburg, Tremont
Pleasantville	Grand Valley (Call Band 1), Oil City (Call Band 2), Titusville (Call Band 1)
Princeton	New Castle (Call Band 1), Portersville (Call Band 1), Ellwood City (Call Band 1)
Red Lion	Brogue (Call Band 1), Loganville (Call Band 1), York (Call Band 1)
Robesonia*	Berville, Womelsdorf, Reading
Rockwood	Berlin (Call Band 1), Confluence (Call Band 2), Meyersdale (Call Band 1), Somerset (Call Band 1)
Sabinsville*	Westfield
Salisbury	Confluence (Call Band 2), Meyersdale (Call Band 1), Grantsville, Md. (Call Band 1)
Saltsburg	Avonmore (Call Band 1)
Sayre	Waverly, NY (Call Band 1)
Schaefferstown*	Myerstown, Womelsdorf, Lebanon
Selinsgrove*	Beaver Springs, Middleburg, Mount Pleasant Mills, Sunbury
Selinsgrove – Shamokin Dam*	Beaver Springs, Middleburg, Mount Pleasant Mills, Sunbury

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas (cont'd)

*Usage Sensitive Service Unavailable

Exchange Areas	Local Calling Areas
Seward	Johnstown (Call Band 1), New Florence (Call Band 1)
Shellsville*	Jonestown, Harrisburg Zone 1, Hummelstown, Hershey
Shohola*	Barryville, NY, Milford/Log Tavern
Somerset	Berlin (Call Band 1), Boswell (Call Band 2), Rockwood (Call Band 1), Stoystown (Call Band 1)
South Fork	Beaverdale (Call Band 1), Johnstown (Call Band 1)
Spartansburg	Corry (Call Band 1), Lincolnville (Call Band 1), Titusville (Call Band 2), Townville (Call Band 2)
Spring Grove	Hanover (Call Band 1), Jefferson (Call Band 1), York (Call Band 1)
Stewartstown	Fawn Grove (Call Band 1), Glen Rock (Call Band 1), Red Lion (Call Band 2), York (Call Band 3), Jarrettsville, Md. (Service to NXX 941 only) (Call Band 2)
Stoystown	Berlin (Call Band 2), Boswell (Call Band 1), Hooversville (Call Band 1), Somerset (Call Band 1)
Taylorstown*	Buffalo, Claysville, Washington
Titusville	Grand Valley (Call Band 1), Oil City (Call Band 2), Pleasantville (Call Band 1), Spartansburg (Call Band 2)
Trout Run*	Brookside, Loyalsock, Williamsport
Union City	Corry (Call Band 2), Erie (Call Band 3), Lincolnville (Call Band 1), Waterford (Call Band 1), Wattsburg (Call Band 1)
Vandergrift	Apollo (Call Band 1), Avonmore (Call Band 1), Leechburg (Call Band 1)
Waterford	Erie (Call Band 2), Union City (Call Band 1), Wattsburg (Call Band 2)

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.2 Verizon North Inc. local calling areas (cont'd)

*Usage Sensitive Service Unavailable

Exchange Areas	Local Calling Areas
Wattsburg	Corry (Call Band 2), Erie (Call Band 3), North East (Call Band 2), Union City (Call Band 1), Waterford (Call Band 2)
Wellersburg	Mt. Savage , Md. (Call Band 1), Cumberland , Md. (Call Band 1), Frostburg, Md. (Call Band 1), Meyersdale (Call Band 2), Hyndman (Call Band 1)
Wesley	Clintonville (Call Band 1), Harrisville (Call Band 1), Grove City (Call Band 1), Mercer (Call Band 2)
Westfield*	Elkland, Harrison Valley, Knoxville, Sabinsville
Windber	Central City (Call Band 1), Johnstown (Call Band 1)
Wesley	Clintonville (Call Band 1), Harrisville (Call Band 1), Grove City (Call Band 1), Mercer (Call Band 2)
Westfield*	Elkland, Harrison Valley, Knoxville, Sabinsville
Windber	Central City (Call Band 1), Johnstown (Call Band 1)
Wellersburg	Mt. Savage , Md. (Call Band 1), Cumberland , Md. (Call Band 1), Frostburg, Md. (Call Band 1), Meyersdale (Call Band 2), Hyndman (Call Band 1)
Wesley	Clintonville (Call Band 1), Harrisville (Call Band 1), Grove City (Call Band 1), Mercer (Call Band 2)
Westfield*	Elkland, Harrison Valley, Knoxville, Sabinsville
Windber	Central City (Call Band 1), Johnstown (Call Band 1)
Womelsdorf*	Bernville, Myerstown, Robesonia, Schaefferstown, Reading
Wrightsville	Red Lion (Call Band 1), York (Call Band 2), Columbia (Call Band 1)
York	Dover (Call Band 1), Loganville (Call Band 1), Manchester (Call Band 1), Red Lion (Call Band 1), Spring Grove (Call Band 1), Wrightsville (Call Band 1)

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.3 Verizon Pennsylvania Inc., Pittsburgh Suburban Local Exchange Area;

<u>Exchange Areas</u>	<u>Local Calling Areas</u>
Bethel Park (Pitt. Sub. 12)	Bethel Park, Bridgeville, Carrick, Finleyville, McMurray, Pleasant Hills
Bridgeville (Pitt. Sub. 13)	Bethel Park, Bridgeville, Canonsburg, Carnegie, Carrick, McDonald, McMurray, Oakdale
Carnegie (Pitt. Sub. 14)	Bridgeville, Carnegie, Carrick, Coraopolis, Crafton, Imperial, Oakdale
Coraopolis (Pitt. Sub. 15)	Coraopolis, Carnegie, Sewickley, Bellevue, West View, Crafton, McKees Rocks, Ambridge, Glenwillard, Imperial
Fox Chapel (Includes Dorseyville) (Pitt. Sub. 19)	East Liberty, Fox Chapel, Glenshaw, Millvale, Oakmont, Springdale
Glenshaw (Pitt. Sub. 18)	Fox Chapel, Glenshaw, Millvale, Perrysville
Irwin (Pitt. Sub. 23)	Irwin, McKees Rocks, Monroeville, Greensburg, Harrison City (Windstream), Hermine, Jeannette
McKeesport (Pitt. Sub. 10)	McKeesport, Pleasant Hills, Bethel Park, Monroeville, Irwin, Clairton, Elizabeth, Homestead
Monroeville (Includes Turtle Creek) (Pitt. Sub. 22)	Braddock, Export, Harrison City, Irwin, McKeesport, Monroeville, Penn Hills
Oakmont (Pitt. Sub. 20)	East Liberty, Fox Chapel, Millvale, New Kensington, Oakmont, Penn Hills, Springdale, Tarentum
Penn Hills (Pitt. Sub. 21)	Braddock, Export, Monroeville, Oakmont Penn Hills
Perrysville (Pitt. Sub. 17)	Bellevue, Glenshaw, Perrysville, Wexford
Pleasant Hills (Pitt. Sub. 11)	Bethel Park, Carrick, Clairton, Elizabeth, Homestead, McKeesport, Pleasant Hills
Sewickley (Pitt. Sub. 16)	Sewickley, Coraopolis, Ambridge, Aliquippa, Glenwillard

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.4 Verizon Pennsylvania Inc., Pittsburgh Local Exchange Area

Exchange Areas

Local Calling Areas

Bellevue (Includes West View)	Bellevue, Braddock, Carrick, Coraopolis, Crafton, East Liberty, Homestead, Millvale, Perrysville, Pittsburgh
Braddock (Includes Wilkinsburg)	Bellevue, Braddock, Carrick, Crafton, East Liberty, Homestead, Millvale, Monroeville, Penn Hills, Pittsburgh
Carrick (Includes Mt. Lebanon)	Bellevue, Bethel Park, Braddock, Bridgeville, Carnegie, Carrick, Crafton, East Liberty, Homestead, Millvale, Pittsburgh, Pleasant Hills
Crafton (Includes McKees Rocks)	Bellevue, Braddock, Carnegie, Carrick, Coraopolis, Crafton, East Liberty, Homestead, Millvale, Pittsburgh
East Liberty	Bellevue, Braddock, Carrick, Crafton, East Liberty, Fox Chapel, Homestead, Millvale, Oakmont, Pittsburgh
Homestead	Bellevue, Braddock, Carrick, Crafton, East Liberty, Homestead, McKeesport, Millvale, Pittsburgh, Pleasant Hills
Millvale (Includes Sharpsburg)	Bellevue, Braddock, Carrick, Crafton, East Liberty, Fox Chapel, Glenshaw, Homestead, Millvale, Oakmont, Pittsburgh
Pittsburgh	Bellevue, Braddock, Carrick, Crafton, East Liberty, Homestead, Millvale, Pittsburgh

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.5 Verizon Pennsylvania Inc., Philadelphia Local Exchange Area

Exchange Areas

Local Calling Areas

Philadelphia Zone 1	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4
Philadelphia Zone 2	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4, Phila. Sub. Zone 14, Phila. Sub. Zone 17, Phila. Sub. Zone 21, Phila. Sub. Zone 23, Phila. Sub. Zone. 24
Philadelphia Zone 3	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4, Phila. Sub. Zone 23, Phila. Sub. Zone 31, Phila. Sub. Zone 32, Phila. Sub. Zone 34
Philadelphia Zone 4	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4, Phila. Sub. Zone 34, Phila. Sub. Zone 37, Phila. Sub. Zone 40, Phila. Sub. Zone 41

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.6 Verizon Pennsylvania Inc., Philadelphia Suburban Exchange Area

Exchange Areas

Local Calling Areas

Chester Heights (Phil. Suburban Zone 10)	Chester, Chester Heights, Holly Oak, DE (Verizon – DE), Lenape, Media, Mendenhall, West Chester, Westtown, Wilmington, DE (Verizon – DE)
Chester (Phil. Suburban Zone 11)	Chester, Chester Heights, Darby-Ridley Park-Sharon Hill, Holly Oak, DE (Verizon – DE), Media, Swarthmore
Media (Phil. Suburban Zone 12)	Broomall-Newton Square, Chester, Chester Heights, Media, Swarthmore
Swarthmore (Phil. Suburban Zone 13)	Broomall-Newton Square, Chester, Darby-Ridley Park-Sharon Hill, Havertown-Manoa, Media, Swarthmore, Upper Darby
Darby-Ridley Park-Sharon Hill (Phil. Suburban Zone 14)	Chester, Darby-Ridley Park-Sharon Hill, Phila. Zone 2, Swarthmore, Upper Darby
Upper Darby (Phil. Suburban Zone 17)	Darby-Ridley Park-Sharon Hill, Havertown-Manoa, Phila. Zone 2, Swarthmore, Upper Darby
Havertown-Manoa (Phil. Suburban Zone 21)	Ardmore, Broomall-Newton Square, Havertown-Manoa, Phila. Zone 2, Swarthmore, Upper Darby
Broomall-Newton Square (Phil. Suburban Zone 22)	Ardmore, Broomall-Newton Square, Bryn Mawr, Havertown-Manoa, Media, Paoli-Malvern-Berwyn, Swarthmore, Wayne
Cynwyd-Narberth (Phil. Suburban Zone 23)	Ardmore, Bryn Mawr, Cynwyd-Narberth, Phila. Zone 2, Phila. Zone 3
Ardmore (Phil. Suburban Zone 24)	Ardmore, Broomall-Newton Square, Bryn Mawr, Conshohocken, Cynwyd-Narberth, Havertown-Manoa, Phila. Zone 2, Wayne

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.6 Verizon Pennsylvania Inc., Philadelphia Suburban Exchange Area (cont'd)

Exchange Areas

Local Calling Areas

Bryn Mawr (Phil. Suburban Zone 25)	Ardmore, Broomall-Newton Square, Bryn Mawr, Conshohocken, Cynwyd-Narberth, Wayne
Wayne (Phil. Suburban Zone 26)	Ardmore, Broomall-Newton Square, Bryn Mawr, Conshohocken, Norristown, Paoli-Malvern-Berwyn, Valley Forge, Wayne
Paoli-Malvern-Berwyn (Phil. Suburban Zone 28)	Broomall-Newton Square, Chester Springs, Downingtown, Eagle, Exton, Lenape, Paoli-Malvern-Berwyn, Phoenixville, Valley Forge, Wayne, West Chester, Westtown
Valley Forge (Phil. Suburban Zone 29)	Collegeville, Norristown, Paoli-Malvern-Berwyn, Phoenixville, Royersford, Valley Forge, Wayne
Norristown (Phil. Suburban Zone 30)	Ambler, Center Point, Collegeville, Conshohocken, Harleysville, Lansdale, Norristown, North Wales, Phoenixville, Royersford, Schwenksville, Valley Forge, Wayne
Conshohocken (Phil. Suburban Zone 31)	Ambler, Ardmore, Bryn Mawr, Center Point, Collegeville, Conshohocken, Flourtown, Norristown, Phila. Zone 3, Wayne
Flourtown (Phil. Suburban Zone 32)	Ambler, Cheltenham-Elkins Park-Jenkintown, Conshohocken, Flourtown, Phila. Zone 3
Ambler (Phil. Suburban Zone 33)	Ambler, Cheltenham-Elkins Park-Jenkintown, Conshohocken, Flourtown, Hatboro, Norristown, North Wales, Warrington, Willow Grove
Cheltenham-Elkins Park-Jenkintown (Phil. Suburban Zone 34)	Ambler, Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Flourtown, Hatboro, North Wales, Phila. Zone 3, Phila. Zone 4, Willow Grove

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SECTION 10.0 – EXCHANGE AREAS (CONTINUED)

10.2 Exchange Areas and Local Calling Areas (cont'd)

10.2.6 Verizon Pennsylvania Inc., Philadelphia Suburban Exchange Area (cont'd)

Exchange Areas

Local Calling Areas

Bethayres-Huntingdon (Phil. Suburban Zone 37)	Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Feasterville-Churchville, Hatboro, Phila. Zone 4, Warrington, Willow Grove
Willow Grove (Phil. Suburban Zone 38)	Ambler, Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Feasterville-Churchville, Hatboro, Warrington, Willow Grove
Hatboro (Phil. Suburban Zone 39)	Ambler, Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Feasterville-Churchville, Hatboro, Warrington, Willow Grove
Feasterville-Churchville (Phil. Suburban Zone 40)	Bethayres-Huntingdon, Eddington-Cornwells Heights, Feasterville-Churchville, Hatboro, Langhorne, Newtown, Phila. Zone 4, Warrington, Willow Grove, Wycombe
Eddington-Cornwells Heights (Phil. Suburban Zone 41)	Bristol, Eddington-Cornwells Heights, Feasterville-Churchville, Langhorne, Phila. Zone 4
Bristol (Phil. Suburban Zone 42)	Bristol, Eddington-Cornwells Heights, Langhorne, Levittown, Morrisville, Yardley
Langhorne (Phil. Suburban Zone 43)	Bristol, Eddington-Cornwells Heights, Feasterville-Churchville, Langhorne, Levittown, Morrisville, Newtown, Yardley
Levittown (Phil. Suburban Zone 44)	Bristol, Langhorne, Levittown, Morrisville, Newtown, Yardley
Warrington (Phil. Suburban Zone 45)	Ambler, Bethayres-Huntingdon, Buckingham, Doylestown, Feasterville-Churchville, Hatboro, Line Lexington, Warrington, Willow Grove, Wycombe

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SECTION 11.0 - MISCELLANEOUS SERVICES

11.1 Toll Presubscription

Toll Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) which the customer wishes to be the carriers of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. Toll presubscription does not prevent a customer, who has presubscribed to a toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

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

An IXC must use Feature Group D (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Telephone Company. IXCs must submit an Access Service Request (ASR) to the Telephone Company.

Selection of toll presubscription provider by an end user is subject to the terms and conditions following.

At the option of the IXCs, the nonrecurring charge for a change in toll presubscription, as provided herein, may be billed to the IXCs, instead of the end user. This may involve charges resulting from end-user initial free choice Preferred Interexchange Carrier (PIC), as specified in 11.1.1(A) following.

11.1.1 Presubscription Charge Application

(A) *End user choices for toll presubscription:*

Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXCs' service. End users are not required to choose the same IXC for intraLATA and interLATA toll presubscription. Other nonpresubscribed IXCs are accessed by dialing 10XXX, 101XXXX, or other required codes.

Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all IXCs.

(B) If a new customer cannot decide upon presubscription IXCs, the Telephone Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a 'No-PIC' and must dial an access code to make toll calls.

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SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)

11.1 Toll Presubscription (cont'd)

11.1.1 Presubscription Charge Application (cont'd)

- (C) If an IXC elects to discontinue Feature Group, the IXC is obligated to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Telephone Company that this activity has taken place.

Following the IXC's discontinuance of service, the Telephone Company will bill the canceling IXC the change charge for each end user that is currently designated to the IXC at the time of discontinuance.

- (D) An unauthorized PIC change is a change in the presubscribed IXC that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided at the end of this section. In addition, the IXC will be assessed the applicable charge for returning the end user to the preferred IXC.

11.1.2 End User Charge Discrepancy

- (A) When a discrepancy is determined regarding an end user's designation of a presubscription IXC, the following applies depending upon the situation described:
- (1) A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.
 - (2) When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.
 - (3) If an end user denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user.

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SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)

11.1 Toll Presubscription (cont'd)

11.1.2 End User Charge Discrepancy (cont'd)

(B) Verification of Orders for Telemarketing

Neither the IXC or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

11.1.3 PIC Switchback Option-Business/Residence

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

When the Telephone Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Telephone Company, IXCs may subscribe to or cancel PIC Switchback Service on 30 days notice to the Telephone Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves an IXC of the F.C.C. requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Telephone Company.

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Pennsylvania Public Utility Commission's Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

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SECTION 11.0 - MISCELLANEOUS SERVICES (CONTINUED)

11.1 Toll Presubscription (Continued)

11.1.4 Presubscription Charges

(A) Application of Charges

After a Customer's initial selection for a presubscribed toll carrier and as detailed in Section 11.1.1(A), for any change thereafter, a Presubscription Change Charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

(B) Nonrecurring Charges

Per business or residence line, trunk, or port

Initial Line, or Trunk or Port	\$5.00
Additional Line, Trunk or Port	\$5.00

(C) Unauthorized Change \$21.50

(D) PIC Switchback Charge \$5.00

11.2 Emergency Services (Enhanced 911)

Allows the Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary 911 provider for display at the Public Service Answering Point (PSAP).

The Company is in compliance with all requirements of the Public Safety Emergency Telephone Act (Act 78-1990)

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SECTION 12.0 – TELEPHONE MESSAGE SERVICES

12.1 Telephone Message Services:

12.1.1 Notice: Any telephone message service that provides a commercial, informational, public service or other message for a specific charge billed to the caller by a local phone company, prior to the presentation of the message, shall warn the caller that the cost of the call will be charged and that the charge will be itemized on the caller's telephone bill. In the event the message requested contains explicit sexual material, the warning preceding the message shall also inform the caller the message contains explicit sexual material.

12.1.2 Intrastate Services: Before any call can be completed to a telephone message service containing explicit sexual material, the caller shall have first obtained an access code number or other personal identification number consisting of not less than nine digits from the telephone message service through written application to the telephone message service. This access code number or personal identification number must be presented to the telephone message service after the warning message and in order to complete the call.

12.1.3 Dissemination to Minors: Access codes or personal identification numbers obtained to complete calls containing explicit sexual material as defined in 18 Pa.C.S. §5903 (relating to obscene and other sexual materials) shall not be issued to a minor. Telephone message services shall exercise all reasonable methods to ascertain that the applicant is not a minor.

12.1.4 Costs of Service:

- (A) All costs relating to this section shall be borne solely by the telephone message service.
- (B) All telephone message services shall provide, in writing, to all telephone companies and competitive interexchange telephone companies providing service in this Commonwealth, their complete telephone number or numbers, including area codes and type or title of service provided. This information shall be provided at the time of newly established service, change in service and annually.

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SECTION 12.0 -- TELEPHONE MESSAGE SERVICES (CONTINUED)

12.1 Telephone Message Services (Cont'd.)

12.1.5 Blocking Access: Every telephone company shall, except to the extent that written authorization is required by a customer for availability of access to all or certain types of telephone message services, provide to customers the option of having access to such telephone message services blocked. The telephone company may not charge the customer any fee or other cost for blocking access to availability of telephone message services unless such telephone company has already provided such blocking to the customer without fee.

12.1.6 Enforcement:

- (A) The Commission shall promulgate rules or regulations to ensure the compliance of telephone companies providing messages covered by this section.
- (B) The failure of a telephone company to comply with this section shall be a violation of this section and the telephone company shall be subject to enforcement proceedings pursuant to 66 Pa. C.S. §502 (relating to enforcement proceedings by Commission).
- (C) Failure of a telephone message service to comply with this section shall be a violation of the act of December 17, 1968 (P.L. 1224, No. 387), known as the Unfair Trade Practices and Consumer Protection Law, and 18 Pa.C.S. Ch. 39 (relating to theft and related offenses).

12.2 Dissemination of Telephone Numbers and Other Identifying Information:

12.2.1 General Rule: Notwithstanding any other provision of law, but subject to the provisions of 66 Pa. C.S. §2906, any telephone call identification service offered in this Commonwealth by a public utility or by any other person, partnership, association or corporation that makes use of the facilities of a public utility shall be lawful if it allows a caller to withhold display of the caller's telephone number and other identifying information on both a per-call and per-line basis from the telephone instrument of the individual receiving the telephone call.

12.2.2 Charge Prohibited: There shall be no charge to the caller who requests that the caller's telephone number and other identifying information be withheld on a per-call basis. This service shall provide to the calling party only the ability to selectively unblock at no charge on a per-call basis a blocked line using a means which differs from the means to activate per-call blocking. Per-line blocking will be free for the first instance. Tariffed rates will apply in the case where a customer subscribes to per-line blocking, cancels per-line blocking, and requests reinstatement of per-line blocking. Per-line blocking is transferable to a new location for the same customer. Tariff rates will not apply to victims of domestic violence receiving services from a domestic violence program or protected by a court order; or to social welfare agencies such as a women's shelters, health and counseling centers, public service hotlines and their staffs.

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Competitive Local Exchange Carrier

SECTION 12.0 – TELEPHONE MESSAGE SERVICES (CONTINUED)

12.2 Dissemination of Telephone Numbers and Other Identifying Information (Cont'd.)

12.2.3 Notice: A public utility offering a call identification service shall notify its subscribers that their calls may be identified to a called party at least 60 days before the service is offered and shall clearly advise its subscribers of their ability to withhold their telephone number and other identifying information on both a per-call and a per-line basis. The form of the required notices must be approved by the commission.

12.2.4 Exceptions: Notwithstanding any other provision of law, but subject to the provisions of 66 Pa. C.S. §2906, provision of any of the following caller identification services shall be lawful even if the caller cannot withhold display of the caller's telephone number and other identifying information from the instrument of the individual receiving the telephone call:

- (A) An identification services which is used within the same limited system, including a Centrex or private branch exchange (PBX) system, as the recipient telephone.
- (B) An identification service which is used on a public agency's emergency telephone line or on the line which receives the primary emergency telephone number 911.
- (C) An identification service provided in connection with any "800" or "900" access code telephone service until the public utility develops the technical capability to comply with subsection (a), as determined by the commission. Until such capacity is developed, telephone subscribers shall be notified annually by the public utility that use of an "800" or "900" number may result in the disclosure of the subscriber's telephone number or other identifying information to the called party.
- (D) An identification service for which the identification information is a necessary component of the communication being conveyed and for which, without such information, the called party would not reasonably be able to act upon or otherwise use the other portions of the communication. This exception is intended to cover services, such as health alert, home monitoring and other similar telemetry services.

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SECTION 13.0 - PROMOTIONAL OFFERINGS / CONTRACTS & ICB**13.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Promotional service offerings shall be no longer than 6 months in any rolling 12-month period. Customers will be notified of promotions via bill inserts and advertising campaigns. Requests for promotional offerings will be presented to the Commission via one (1) day notice for its review and will be submitted as a supplement to the tariff for Commission approval. Promotional service offerings may not have a duration of longer than 6 months in any rolling 12-month period which commences as of the effective date of the filed promotion.

13.2 Contract Rates / Individual Case Basis (ICB) Arrangements

In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an individual case basis (ICB). ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this tariff shall be incorporated into, and be part of, said contract, and shall be binding on Carrier and Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis. The Company will file all ICB's with the Commission.

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