

PSC NO: 14 TELEPHONE
Frontier Communications of Sylvan Lake, Inc.
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FRONTIER COMMUNICATIONS OF SYLVAN LAKE, INC.

GENERAL CUSTOMER SERVICES TARIFF IN THE STATE OF NEW YORK

INCLUDING REGULATED RATES AND REGULATIONS,

Frontier Communications of Sylvan Lake, Inc. PSC No. 14 supersedes Frontier Communications of Sylvan Lake, Inc. PSC No. 11 in its entirety.

Pricing and Tariff Manager, 21 West Ave, Spencerport, NY 14559

Contacting the Public Service Commission

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States or,
1-800-662-1220 for Hearing/Speech Impaired: TDD or,
518-472-8502 for fax

2. Online:

<http://www.dps.ny.gov/complaints.html> or,

3. By Mail:

NYS Department of Public Service
Office of Consumer Services
3 Empire State Plaza
Albany, NY 12223-1350

TABLE OF CONTENTS

Contacting the Public Service Commission2
Table of Contents3
Symbols.....4
Section 1 – Basic Local Service 1-1
Section 2 – Service Charges..... 2-1
Section 3 – Directory Listings 3-1
Section 4 – Mileage Charges 4-1
Section 5 – Emergency Reporting Services 5-1
Section 6 – Miscellaneous Services 6-1
Section 7 – Local Exchange Service Taxes and Surcharges 7-1
Section 8 – Public Access Line Service 8-1
Section 9 – General Regulations 9-1

EXPLANATION OF SYMBOLS AND ABBREVIATIONS

- (C) To signify changed regulation
- (D) To signify a discontinued rate or regulation
- (I) To signify increased rate
- (L) To signify matter relocated without change
- (N) To signify a new rate or regulation
- (R) To signify reduced rate
- (T) To signify a change in text but no change in rate or regulation
- (M) To signify a move in the location of text
- (Z) To signify a correction

SECTION 1 – BASIC LOCAL SERVICE

A. INDIVIDUAL AND PARTY LINE SERVICE

Individual line service is the grade of exchange service providing a central office line for one subscriber only. Individual line service is furnished as specified in this section.

(D)

Multi-line service is furnished as specified in this section and is subject to the regulations provided under Construction Charges.

1. Types of Local Service

a. Flat Rate Exchange Service

Flat Rate Service is provided at a monthly rate with an unlimited number of calls within a specific local calling area. The local calling area for each exchange is specified in this section. Flat Rate Service is offered on both individual and party line service unless stated otherwise.

b. Message Rate Exchange Service

1. Message Rate Exchange Service is provided at a monthly rate either with a specific dollar allowance for local calls or with no allowance. Charges for each local call can be found in this tariff. Message Rate Exchange Service is offered only on individual lines. The following is the only type of Message Rate Service Available.

Un-timed Message Rate

Charges are on a per call basis to local calling area numbers and are un-timed.

SECTION 1 – BASIC LOCAL SERVICE

A. INDIVIDUAL AND PARTY LINE SERVICE (cont'd)

1. Types of Local Service (cont'd)

c. Flat Rate and Message Rate Service on same premises

Flat Rate Service and Message Rate Service will not be furnished on the same premises except as follows:

- a. Flat rate service for the exclusive use of the subscriber may be furnished to a subscriber to semi-public service or to a hotel, apartment house, club or hospital that subscribes to message rate service for the use of its guests, tenants, patrons or patients.
- b. Flat Rate and Message Rate Service may be furnished on the same premises only where the services are furnished from different exchanges

2. Timing of Local Calls

- a. Chargeable time periods begin when the connection is established, that is, when the called number is answered.
- b. Chargeable time periods end when either the calling station or the called station hangs-up, thereby releasing the network connection.
- c. Chargeable time periods do not include time lost because of faults or defects in the service.
- d. Initial and overtime chargeable time periods apply on calls to points outside the primary local calling area and within the extended local calling area.
- e. Initial and overtime chargeable time periods do not apply to local calls from flat rate customers.
- f. When the exchange service is connected to a customer-provided communications system through a terminating arrangement or connecting arrangement under the provision of this tariff, chargeable time begins when a call from the telecommunications network terminates in or passes through the first multi-line terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin

SECTION 1 – BASIC LOCAL SERVICE

B. LOCAL EXCHANGE SCHEDULE

1. Local Exchange Service Rates (cont'd)

a. Flat Rate Exchange Service

Residence Service:

<u>Exchange Name</u>	<u>Residential Line</u>	<u>Business Line</u>	
Hopewell Junction	\$19.14	\$ 21.14	(l)
LaGrange Trunk Rate	19.14	21.14 20.48	(l) (l)

b. Message Rate Exchange Service Rates

<u>Exchange Name</u>	<u>Residential Line</u>
Hopewell Junction	\$18.11
LaGrange	18.11
Call Allowance 75 Calls	
<u>Message Unit Rate</u>	
\$.049	

SECTION 1 – BASIC LOCAL SERVICE

B. LOCAL EXCHANGE SCHEDULE (cont'd)

2. Exchanges in the Local Calling Area

<u>Exchange</u>	<u>Exchange NXX</u>
Hyde Park	229, 698
Marlboro	236
New Paltz	255, 256, 257, 633
Escopus	384
Millbrook	677
Highland	691
North Clove	724
Milton	795
Cornwall	534, 458
Pleasant Valley	635
Clinton Corners	266
Wappinger Falls	296, 297, 298
Dover Plains	877
Clintondale	883
Staatsburg	889
Beacon (Fishkill)	231, 440, 831, 838, 892, 894, 896, 897
Wingdale	832
Pawling	855, 350, 593

SECTION 1 – BASIC LOCAL SERVICE

B. LOCAL EXCHANGE SCHEDULE (cont'd)

2. Exchanges in the Local Calling Area (cont'd)

<u>Exchange</u>	<u>Exchange NXX</u>
Newburgh	213, 220, 234, 401, 438, 527, 541, 542, 543, 561, 562, 563, 564, 565, 566, 568, 569, 590, 591, 597, 601, 629, 725, 728, 742, 755, 805, 817, 879, 863, 913, 926
Poughkeepsie	204, 206, 224, 235, 240, 242, 309, 380, 387, 416, 431, 432, 433, 435, 437, 449, 451, 452, 453, 454, 455, 456, 462, 463, 464, 465, 471, 473, 474, 475, 483, 484, 485, 486, 487, 488, 489, 491, 503, 505, 518, 564, 559, 575, 587, 599, 625, 656, 790, 797, 849, 867, 902, 904, 905,

3. Base Rate Area Boundaries:

Hopewell Junction (221, 223, 226, 227)	The entire Hopewell Junction Exchange Area
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SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES

1. Definitions

a. Service Order Charge

1. A Service Order Charge applies per customer order, for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording and processing a customer's request for service.
2. A single service order will not apply to any order due to:
 - a company initiated change;
 - a Company error or its agents' error;
 - change in billing address; or
 - Partial or complete removal of service

b. Premises Visit Charge

A Premises Visit Charge applies per customer order, when the Company must dispatch an employee to complete a customer requested installation or service change. The charge applies to all work or services ordered to be provided at one time on the same premises, for the same customer. When more than one visit is required to complete the work as originally ordered, only one Premises Visit Charge applies. A Premises Visit Charge applies to each premise visited for the purpose of installation, removal, reconnection or changing of regulated facilities and to connect a line between different buildings on different premises, whether or not mileage charges are applicable to such lines.

c. Maintenance Service Charge

1. A Maintenance Service Charge will apply per visit when the Company is requested by the customer or authorized agent to locate trouble and the problem is determined not to be in facilities maintained by the Company. This charge applies regardless of whether the customer's facilities are in accordance with this tariff.

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

1. Definitions (cont'd)

d. Network Access Charge

A Network access charge applies whenever central office service is connected to a customer's premises. This charge is associated with the connection of Company facilities to the customer's premises and applies to each central office line so connected. Such an access will provide a demarcation point at which initial service may be rendered upon connection of a telephone instrument.

e. Central Office Network Connection Charge

A Central Office Network Connection Charge shall apply at the time of initiation of new service or at the re-initiation of discontinued service to the same customers. This charge covers work in central office facilities related to the connection of associated facilities required to render service.

f. Premises Connection Work Surcharge

A Premises Connection Work Surcharge applies to premises work required to install, connect, move, change or substitute a regulated service. This charge applies for each location at the premises for which work is completed.

g. Additional Line Charge

An Additional Line Charge applies for each additional access line that is connected at the same time as another line.

h. Deloading Charge

A Deloading Charge will apply to situations in which a customer requests the removal of load coils and/or bridge taps from outside plant facilities.

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications

a. Installment Billing

Residence customers may elect to pay their service connection and other non-recurring charges associated with service orders in monthly installments for up to a 3 month period. When installment billing is requested, it will be applied to all non-recurring charges associated with a given service order, subject to the following: (T)

- a. Installment billing may be used only by residence customers.
- b. Charges will be billed in three monthly installments unless the customer chooses a shorter payment period. (T)
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges.
- d. More than one installment plan may be in effect for the same customer at the same time.
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered.
- f. Installment billing payments will continue even though an account is temporarily suspended.
- g. No interest or carrying charges will be applied to the outstanding balance during the installment period.
- h. A customer may elect to pay the unbilled charges before the expiration of the installment plan.

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

I. Subsequent Order Charge

1. A Subsequent Order charge applies for work performed by the Company in connection with receiving, recording and processing of customer requests when only change in Company records are involved.
2. A Subsequent Order Charge does not apply to an order placed at the same time in which a Service Order Charge applies. One charge applies for all records changed, if ordered at one time for the same customer at the same premises.
3. Subsequent Order Charges apply to the following:
 - Addition of directory listings;
 - Change in listed name, except changes resulting from death, change of marital status or court order;
 - Change of address, except deletions or partial omissions;
 - Change to or from Dual Name Listing;
 - Change of billing party;
 - Request to provision WATS Message Detail to business customers;
 - Requests to establish Dial-A-Visit and Special Billing Detail

(N)

(N)

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

d. Changes in Type, Grade or Class of Service

1. Definition

Type of service denotes the classification of services into message rate, flat rate, and Public Access Line service.

Grade of service denotes the classification of services into individual line, party line and PBX service.

Class of service denotes the classification of services into residence and business (including Public Access Line Service)

2. Charges

Charges in class of service or to a different grade of service will incur appropriate connection charges as defined in this tariff.

3. Exceptions to the Charges

a. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.

b. No charge applies for a change to a service for which a lower monthly rate applies, made within 60 days from a change to a higher rate group in the customer's exchange, if a lower grade of service is offered in the exchange involved.

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

2. Applications (cont'd)

d. Changes in Type, Grade or Class of Service (cont'd)

3. Exceptions to the Charges (cont'd)

c. No charge applies for a change to a service of a college fraternity or sorority house, convent or monastery from business to residence service

d. No charge applies for one change in type or grade of residence service, or both, provided that the change is ordered within 60 days of the initial connection of the customer's exchange services.

e. No charge applies for a change to a newly offered service within 60 days of the date of its introduction in the exchange.

e. Restoral Charges

1. General

A restoral charge applies each time a service is reconnected after suspension or termination for non-payment but before cancellation of the Service.

3. Schedule of Charges

All Service Areas	<u>Business</u>		<u>Residence</u>	
a. Service Order Charges	\$11.59	(C)	11.59	(C)
b. Premises Visit Charge	7.73	(C)	7.73	(C)
c. Central Office Network Connection Charge	3.86	(C)	3.86	(C)
d. Network Access Charge	11.59		11.59	
e. Maintenance Service Charge (First .5 hour)	10.30		10.30	
Each additional .25 hour	3.60		3.60	

SECTION 2 – SERVICE CHARGES

A. SERVICE CHARGES (cont'd)

3. Schedule of Charges (cont'd)

All Service Areas	<u>Business</u>	<u>Residence</u>
f. Premises Connection Work Surcharge	\$11.59	\$11.59
g. Additional Line Charge	11.59	11.59
h. Deloading Charge	1,200.00	1,200.00
i. Moves	11.59	11.59
	(D)	(D)

4. Restoration of Service

	<u>Business</u>	<u>Residence</u>
a. Service Charge to Restore Service	4.10 (C)	4.10 (C)

B. OTHER SERVICE CHARGES

1. Returned Check Charge

- a. The subscriber shall be responsible for the payment of a charge per incidence when a check which has been presented to the Telephone Company by the subscriber in payment for any charges is returned by a bank because of the subscriber's failure to maintain sufficient funds on deposit.

- All Service Areas \$20.00

- b. The above charges shall be in addition to any or all charges assessed by the bank.

SECTION 2 – SERVICE CHARGES

B. OTHER SERVICE CHARGES (cont'd)

2. Late Payment Charge

- a. If the company does not receive the entire amount billed prior to the next billing date a late payment fee will apply. Residential customers will incur a late payment charge of 1.5% of the unpaid balance or \$5.00 whichever is greater will be assessed on the unpaid balance. Business Customers will incur a late payment charge of 1.5%.
- b. Customer bills for telephone service are due when they are rendered. A customer is in default unless payment is made on or before the due date specified on the bill.
- c. If payment is not made within 25 days of the date of the bill, a late payment charge will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- d. Collection procedures and requirements for deposit are not affected by application of late payment charges
- e. Late payment charges do not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- f. The late payment charge does not apply to final accounts.
- g. The late payment charge does not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article X1-A of the State of Finance Law (Chapter 153 of the Laws of 1984).

SECTION 2 – SERVICE CHARGES

B. OTHER SERVICE CHARGES (cont'd)

3. Touch Calling Service

1. General

a. Touch Calling Service provides for the origination of telephone calls through the use of telephones equipped with push buttons, each of which generates distinctive tones for the origination of calls. Telephones may be customer or company provided. Touch calling central office lines have the capability of receiving standard DTMF signaling.

2. Rates*

Monthly Rate

Residence

Per central office line equipped for
Touch Calling

\$1.75

Business - Non-System

Per central office line equipped for
Touch Calling

2.10

*Mandatory in Paul Smith Exchange.

SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES

1. Line Extension Charges

An extension of Telephone Company facilities in locations where Telephone Company facilities currently do not exist will generally be made as follows:

a. Requests by service applicants

In situations where the Company believes that its costs to install facilities to provide services may not be recovered through subscription to such services, the Company may assess construction charges to the service applicant.

1. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
2. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.
3. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

b. Real Estate Developments, Subdivisions and Apartment Complexes

Placement of facilities to serve areas of subdivided land which may have only limited subscription to Company services results in an unreasonable risk to the Company that these costs may not be recovered through subscription to such services.

1. "Subdivision" means the division of a lot, tract, or parcel of land into two or more lots, plats, sites, or other divisions of land for the purpose, whether immediate or future, of sale of or of building development.
2. The Company may assess construction charges to the land developer, individual or party, requesting service or placement of facilities to serve any previously unserved portion of a subdivision.
3. Construction charges may include the recovery of all costs associated with placement of facilities, including direct and indirect engineering costs, material costs, costs of securing right-of-way, contractor costs and facility placement costs.
4. Payment of construction charges may be required prior to the commencement of the work with which such construction charges are associated.

SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES (cont'd)

1. Line Extension Charges (cont'd)

b. Real Estate Developments, Subdivisions and Apartment Complexes (Cont'd)

5. The party paying for construction costs does not obtain any rights, of ownership or otherwise, in facilities provided by the Company. All facilities provided by the Company shall be under its exclusive control.

c. Provision of Private Right-of-Way

Where required by the conditions, applicants shall provide without expense to the Telephone Company, private right-of-way parallel to the public highway; such right-of-way shall be free from tree interference and otherwise suitable.

d. Distribution Plant on Private Property, Other Than Service Drops

When the customer desires that distribution plant on the customer's private property be placed underground - the Telephone Company having determined from the conditions that aerial facilities should be provided or having provided such facilities - the customer may pay the excess of the installed cost to the Telephone Company of the underground (buried) wire or cable over the cost of the aerial facilities and pays the cost of dismantling and removing any aerial facilities being changed.

2. Charges Applicable for Facility Extension

When an applicant requests new service or upgraded service where construction of line facilities is required, the Telephone Company will cover the construction costs up to \$500.00. Any Construction charges over \$500.00 shall be recovered from the applicant. Construction charges for multicircuit customers will be on an ICB basis.

(N)

(N)

3. Special Construction Charges

(T)

a. Special construction, based on cost in the form of installation charges, monthly charges, or both, may be applied in addition to the usual service connection charges and monthly rates when, because of unusual investment or expense, the revenue does not reasonably compensate the Company i.e. (1) when facilities are provided beyond the standard allowance, (2) when conditions require the provision of special equipment or unusual plant construction, installation or maintenance, or (3) when the customer's location requires annual payment for licenses or agreement for the use of Public or Private land.

b. Except as specified, title to all construction provided wholly or partly at a customer's expense is vested in the Company.

c. The cost to the Company for attachments to structures of other companies, made in lieu of providing construction for which the customer would be charged under the provisions hereof, is borne by the customer. The customer is required to pay construction charges made by another company providing facilities connecting with the facilities of the Company.

SECTION 2 – SERVICE CHARGES

C. CONSTRUCTION CHARGES (cont'd)

4. Service Drops (T)

1. Facilities Provided of Type Determined by Telephone Company

Service Drops are provided either by aerial facilities - on poles of the Telephone Company or of other companies - or by underground facilities (buried), and, except as covered in 2. below, the type of facilities used is determined by the Telephone Company from the conditions involved. For facilities of the type so determined, the following treatment applies:

- a. A Service Drop measuring not more than 250 feet is provided without construction charge. For the measured distance in excess of the 250 foot allowance, a facility charge may apply as described elsewhere in the Company's tariffs or catalog.
- b. The measurement is the airline distance from the center of the highway paralleling the general distribution plant (located on or off the highway) to the terminal or drop at the customer's building, or the airline distance from the distribution plant to that terminal, whichever is shorter.

2. Facilities Provided of Different Type Than 1. Above

When from the conditions involved the Telephone Company determines that an aerial Service Drop should be provided and in lieu thereof the applicant desires underground or buried facilities, or when aerial facilities are used to provide service or channels to a customer and subsequently the customer requests that such facilities be placed underground, the following applies:

- a. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer and, in addition, the customer may pay the cost of the underground cable - including the cost of installing it - less the estimated cost to the Telephone Company of installing such aerial facilities (not in excess of the 250 foot allowance specified in G.1.a.) as would be (or is) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company; ownership of the conduit is retained by the customer.

The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.

SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY

1. General

The following regulations and rates apply to listings in light face type in the alphabetical directories and the information records of the Telephone Company.

Listings are limited to information essential to the identification of the listed party. The Telephone Company reserves the right to use appropriate abbreviations in listings.

Listings which, in the judgment of the Telephone Company, are designed to advertise a commodity or service, or which are otherwise objectionable, are not permitted. A name made up by adding a term such as "Company", AGENCY", "SHOP", "works", "service", etc., to the name of a commodity or service is not accepted as a listing, unless the subscriber is legally doing business under that name.

A name may be repeated in the same alphabetical directory list only when a different address or a different telephone number is listed.

2. Composition of Listings

a. Name

1. Business Service

The following names may be included in business service listings:

The name of the subscriber or joint user.

The name of each separate business enterprise which the subscriber or joint user conducts.

The name by which the business of a subscriber or joint user is known to the public, provided that only one such name representing the same general line of business will be accepted.

The name of any person associated with the subscriber or joint user in the same building.

The name of any person, firm or organization which the subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.

SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

2. Composition of Listings (cont'd)

a. Name (cont'd)

1. Business Service (cont'd)

An alternate spelling of an individual name or alternate arrangement of a business name, provided that the listing, in the judgment of the Telephone Company, is not for advertising purposes.

The name of a publication issued periodically by the subscriber or joint user, patron of a reseller, patron of a sharer or access service customer in the same business.

The name of any inactive business or organization in a cross-reference listing when authorized by such business or organization.

The name of a member of the subscriber's domestic establishment when business service is furnished in the subscriber's residence.

The name of a corporation which is the parent or a subsidiary of the subscriber. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX or semi-public branch exchange service, may be included in a residence type listing with the telephone number of the PBX or semi-public service.

2. Residence Service

The following names may be included in residence service listings:

The name of the subscriber, joint user or access service customer.

The name of a member of the subscriber's, joint user's, or access service customer's domestic establishment, an alternative spelling of such name and the maiden name of a married woman.

The name of a radio amateur station as for example "Radio Amateur W9CNE".

Dual name listings consisting of the given name of two individuals who have the same surname and reside in the same domestic establishment, as for example, "Smith Mary & John".

The name of a church.

SECTION 3 – DIRECTORY LISTINGS

- A. ALPHABETICAL DIRECTORY (cont'd)
 - 2. Composition of Listings (cont'd)
 - b. Telephone Numbers

Each listing may include only one telephone number.

A listing may include only the telephone number of the first line of a PBX system or incoming service group of individual lines, except that a trunk not included in the incoming service group of a PBX system or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions as, for example, where a corporation and its subsidiaries use the same PBX system.

Each PBX station equipped for direct inward dialing may be listed at the applicable rate for listings in excess of the allowance for free listings.

(D)

(D)

SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

2. Composition of Listings (cont'd)

d. Telephone Numbers

Each listing may include only one telephone number.

A listing may include only the telephone number of the first line of a PBX system or incoming service group of individual lines, except that a trunk not included in the incoming service group of a PBX system or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions as, for example, where a corporation and its subsidiaries use the same PBX system.

Each PBX station equipped for direct inward dialing may be listed at the applicable rate for listings in excess of the allowance for free listings.

3. Types of Listings

a. Additional Standard Listings

(T)

A Standard Listing is the type of listing which may include a name, designation, address and telephone number to appear in the information records and the alphabetical directory for the territory in which the telephone service is located.

(D)

c. Extra Line of Information

(T)

Descriptive text that does not have a telephone number

(D)

SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

4. Free Listings

Listings are provided without charge as follows:

One listing for each individual line except where individual lines are grouped for incoming service, only one listing will be provided for each such group.

One listing for each PBX or intercommunicating system.

One listing for each subscriber to party line service.

Where more than one flat rate line is furnished to the same customer at the same address and billed on the same bill, free listing may include the telephone number of any such line which is eligible to be listed under the provision above.

5. Rates for Charge Listings (Additional Listings)

The monthly rate for each listing, in excess of the allowance of free listings is as follows:

	<u>Business</u>	<u>Residence</u>
Additional Standard Listings	\$2.75	\$3.25
Extra Line of Information	3.25	3.25

(l)

6. Domestic Violence Waiver

Pursuant to Section 91(7) of the Public Service Law, where a customer requests protection of his or her identity in connection with the customer's purchase of telephone service and the customer a) is a victim of domestic violence, as defined in Section 459-a of the New York Social Services Law, and b) for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction, the Company will:

1. Allow the customer to use a modified or alternative name for a directory listing, or
2. Waive the otherwise applicable charges for a non-published telephone listing

These listings shall conform to all the same requirements of other non-published listings. A customer requesting such an accommodation shall provide a copy of the order of protection to the Company.

SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

7. Non-Published Service

a. General

The telephone numbers of non-published service are not listed in either the Telephone Company's alphabetical directory or information records available to the general public.

b. Regulations

Except as otherwise provided in this Paragraph incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised and an offer made to connect the calling party to the Police. The Company may also, in other emergency cases, call the non-published number and request a call back to the calling party. The Company will advise the calling party if the non-published number cannot be reached, or if a request for a call back to the calling party is refused. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.

The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the number of a non-publish service or the disclosing of said number to any person.

(T)

(T)

SECTION 3 – DIRECTORY LISTINGS

A. ALPHABETICAL DIRECTORY (cont'd)

7. Non-Published Service (cont'd)

c. Rates

<u>Business</u>	<u>Residence</u>
\$3.75	\$3.75

(I)

Exceptions:

The following exceptions apply:

1. To public service.
2. To special reversed charge service.
3. To foreign exchange service where the subscriber is also furnished exchange service from the normal central office.
4. To additional service furnished to the same subscriber at the same address.
5. Where the subscriber has other service listed in the same name in the alphabetical directory for the territory in which the subscriber is located, provided that (a) both services are of the same class or (b) the services are of different classes, and arrangements have been made that calls to the listed number will be answered at all times.
6. Where a subscriber living in a hotel, apartment house, boarding house or club is listed under the number of the PBX or semi-public branch exchange service furnished the hotel, apartment house, boarding house or club.
7. Where a joint user elects not to take a listing.
8. Where service involves data terminals where there is no voice use contemplated, except for coordination of data trans-mission.
9. Where service is furnished at normally unattended locations to assist in the maintenance of essential public services provided by power, water and pipe line companies, railroads, airlines and government agencies.

SECTION 3 – DIRECTORY LISTINGS

B. CLASSIFIED DIRECTORY

1. Definition

A classified listing consists of a name, address, and telephone number in lightface type under a classification in a classified directory (Yellow Pages) Published by the Company.

2. Regulations

A classified listing is provided only in connection with business service and service of clergymen.

Access Service customers, may have a billed main classified listing and additional listings, subject to the same regulations as the listings of Company customers.

Such listing, whether main or additional, must be the same as a listing in the alphabetical directory for the territory in which the telephone service is located except that the business designation is omitted.

Such listing may appear only in the classified directory for the territory in which the telephone service is located.

Such listing may appear only once in the classified directory and under any established classification descriptive of the business of the listed party.

Classifications are established by the Company

Listing, which, in the judgment of the Company, are objectionable, are not provided.

SECTION 4 – MILEAGE CHARGES

A. GENERAL

Mileage is a term used to describe charges for units of distance. There are three basic types of mileage:

1. Local Zone Charges

These charges apply to a central office line of a customer located outside the base rate area but within the central office district. These zones are based upon the distance from the base rate area with charges increasing as the zone becomes more distant.

2. Exchange Access Line Mileage

Exchange Access Line Mileage is the mileage applicable to a line of a customer located outside the base rate area. The mileage is based on the airline distance from the customers' premises to the nearest point of the base rate area.

3. Extension Service between Locations

This charge applies when service is provided to a customer between separate locations (off-premises) in the same or different exchanges. Extension Service is limited to one-party business and residence customers. Mileage on lines between customer locations is applicable to

Access Channels	PBX Trunks	Turret Lines
Centrex Lines	Tie Lines	
Leased Channels	Private Lines (per 2 pair wire)	
Intercommunication Lines	Extension Lines	

Extension Service between locations is not a general service offering, but may be provided where facilities are available to furnish satisfactory transmission, as determined by the Company. If, in the judgment of the Company, satisfactory transmission could be provided by use of additional facilities, and the customer is willing to pay the cost of having the additional facilities furnished, service may be provided.

SECTION 4 – MILEAGE CHARGES

A. GENERAL (cont'd)

3. Extension Service Between Locations (cont'd)

The following categories of mileage between customer locations exists:

General Distribution Plant – where the Company's exchange lines and cables are used within an exchange. The distance is measured airline from the center of the primary location to the center of the terminating location in ¼ of mile increments.

Interexchange – Where the Company's exchange lines and cables are used for locations in different exchanges. The distance is measured airline between the central offices of the two exchanges involved in ¼ of mile increments. The general distribution mileage rate above is then used for the mileage from the central office to the customer premises.

B. RATES AND CHARGES

	<u>Business</u>	<u>Residential</u>
Off – Premises Extension Service	\$21.53	\$21.53

Feature Function Rate Elements apply in addition as well.

SECTION 5 – EMERGENCY REPORTING SERVICES

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Telephone Company's central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to a telephone company operator if all lines to an emergency report center are busy. If no emergency report center subscriber exists for a central office entity, a telephone user who dials the number 911 will be routed to a Telephone Company operator. No charge applies for calls to the 911 number. Calls will be routed to only one emergency report center per central office.

2. Regulations

- a. The service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public.
- b. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the agency. However, if the agency is unable to provide this service, the telephone company operator will intercept and forward the request for emergency aid for a period of at least one year.
- c. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be law enforcement agency.
- d. 911 service is furnished for receipt of incoming calls only.
- e. The Telephone Company will recommend to the customer adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to handle adequately the incoming calls.
- f. Sufficient personnel should be provided by the customer to handle adequately the incoming calls 24 hours a day.

SECTION 5 – EMERGENCY REPORTING SERVICES

A. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

2. Regulations (cont'd)

- g. Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls and for receiving emergency calls relayed by the operator.
- h. The service is furnished with the understanding that the customer shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.
- i. One monthly bill shall be rendered for the service to the customer. The bill will not be prorated among participating agencies.

3. Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to 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 the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities.

4. Rates and Charges

- a. Rates and charges as specified in this Tariff will apply for lines between emergency report center and central office which is the last switching point for 911 service.
- b. Where the central office building which is the last switching point for the 911 service and the normal central office building for the emergency report center location are not within the same primary calling area, mileage charges for the distance between central office buildings, as specified in this Tariff, also apply to each line.

SECTION 5 – EMERGENCY REPORTING SERVICES

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

1. General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities and enhanced 911 software. No charge applies for calls to the 911 number.

2. Regulations

- a. In addition to the following, the customer is subject to regulations shown in this Section, which deals with Universal Emergency Telephone Service.
- b. All installations of E911 Service must serve the total number of main stations within the jurisdiction of the municipality which are within the serving area of the Telephone Company.
- c. ANI and/or Automatic Location Identification (ALI) will not be displayed on calls placed over two-party or four-party line. A specific code will indicate the call is originating from a multi-party access line.
- d. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects or malfunctions in the service. However, the customer shall make operational tests as in the judgment of the customer are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Telephone Company in the event the system is not functioning properly. The Maintenance Service Charge will apply when a repair visit to the customer's premises determines that the trouble is a result of customer provided equipment as specified under service charges section of this tariff.
- e. E911 information consisting of the names, addresses and telephone numbers of telephone customers whose listings are not published in directories, or listed in Directory Assistance Offices, is confidential. Information will be provided only for the purpose of responding to an emergency call in progress.

SECTION 5 – EMERGENCY REPORTING SERVICES

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

2. Regulations (cont'd)

- f. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, and address associated with the originating station location are furnished to the PSAP.
- g. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Telephone Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to 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 the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of such equipment and facilities. Neither is the Telephone Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the E911 service features and the equipment associated therewith, or by any services furnished by the Telephone Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the E911 service.
- h. Service boundaries of the Telephone Company and political subdivision boundaries may not coincide. In the event that the customer does not subscribe to Selective Routing, it is their obligation to make arrangements to handle all E911 calls that originate from telephones served by Central Offices in the local service area (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

It is the obligation of the customer to arrange for the handling of E911 calls that originate outside the Telephone Company's serving area but within the geographical boundaries of the customer's public safety jurisdiction.

SECTION 5 – EMERGENCY REPORTING SERVICES

B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)

3. Rates and Charges

- a. Existing tariff rates and charges apply for: all associated exchange service, private line service including mileage charges that may be associated with E911 service.
- b. Calls that are transferred over exchange facilities from a PSAP are charged at standard tariff rates applicable to station-to-station calls from the PSAP serving central office to the termination point of the transfer.
- c. Lines between originating Central Office and designated Control Office will be at no cost to the County unless the County specifically requests dedicated trunking. If a customer requests dedicated trunking then all tariff rates and charges apply for dedicated trunking including mileage charges that may be associated with E911 service.
- d. Lines between the Control Office and the PSAP.
 1. The Telephone Company will provide all associated exchange service and private line service for the provisioning of E911 service for up to two PSAPs per County at no cost. Counties with additional PSAPs will incur all charges for associated exchange service and private line service including mileage charges.
 2. All existing tariff rates and charges apply for all services required to provide E911 service in excess of two PSAPs per County including exchange services, private line service and mileage. The Company will bill and collect revenues for the additional services based on the following agreement.
 - a. In counties served by The Telephone Company and having more than two PSAPs, will bill the County for the additional trunking by using a formula of taking the total charges that would be billed for all PSAPs under a non E911 scenario and multiplying it by a fraction in which the numerator is equal to the number of PSAPs in that county minus two (number of free PSAPs). in the County. The denominator is equal to the total number of PSAPs
 - b. In counties served by more than one LEC and having more than two PSAPs, each LEC will share in the trunking revenues collected using the formula in 3.d.2.a. The trunking revenues would be apportioned to the LECS(s) serving the PSAP that each of them would have received if the dedicated trunking were used to serve a regular customer.

SECTION 5 – EMERGENCY REPORTING SERVICES

- B. ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (cont'd)
3. Rates and Charges (cont'd)
- d. Lines between the Control Office and the PSAP (cont'd)
2. (cont'd)
- c. In counties that are served by more than one Local Exchange Company, having more than two PSAPs, and the customer is billed separately by each LEC providing service; the customer will be billed using the formula in 3.d.2.a. above.

SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE

1. Description

a. Federal Lifeline Discounted Service

The Lifeline program helps to offset some of the costs for broadband and/or voice services to eligible residential subscribers. Depending upon the type of service, the federal program offers a discount of \$5.25 for voice-only subscribers and \$9.25 for broadband service or a bundled service that includes broadband service. To be eligible for the broadband service discount, the broadband speed subscribed to by the customer must be consistent with federally mandated minimum broadband service standards. If the broadband contained in the bundle does not meet the federally mandated minimum service standards, the bundle would be eligible for the voice-only discount. (R)

For voice-only Lifeline subscribers, a flat-rate federal discount of \$5.25, consisting of a reduction of the Federal Subscriber Line Charge and a reduction in the monthly rate for local exchange telephone service will be applied. Customers may choose any type or grade of local telephone service, including bundled voice services that are normally offered by the Company. (R)

In addition to the federal discount of \$5.25, each Lifeline voice-only subscriber eligible to receive federal Lifeline support will also receive an additional NY State discount of \$4.00. Those lifeline subscribers eligible only under the New York State Lifeline Discounted Service are not eligible to receive this additional discount. The discount is located on Addenda 1. (R) (I)

b. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a. above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year. The discount is located on Addenda 1.

c. New York State Lifeline Discounted Service

This service provides a state discount of up to \$9.25 for local exchange telephone service. State only qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company. This service is only available to customers that do not qualify under the federal Lifeline program. State qualifications do apply. The discount is located on Addenda 1. (D)

Issued in Compliance with PSC Order in Case No. 17-C-0171 released April 19, 2018.

SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE (cont'd)

1. Description (cont'd)

d. Basic Lifeline Service

This is a metered service that provides for a \$1 monthly rate for exchange access and no monthly allowance for local calls. In addition to the \$1 monthly rate, customers will be billed \$.083 for each call made within their local calling area. These calls are untimed and billed on a per message basis. A ten percent discount applies to the first \$5 of direct-dialed local usage. In addition, this service offers a Federal Lifeline Service Credit equal to the Federal Subscriber Line Charge. This service is available only where facilities exist.

(N)

(N)

Issued in Compliance with PSC Order in Case No. 17-C-0171 released April 19, 2018.

SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. General

a. Qualified customers may choose one of the Lifeline services as described preceding. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up America program. Service connection charges do not apply to initial changes in service from:

1. Message or flat rate services to Lifeline service.
2. Lifeline service to non-Lifeline services.

For subsequent changes from one type of service to another, service connection charges as stated in this tariff will apply.

3. Regulations

a. **Federal Lifeline** These services are restricted to low income residential subscribers. A consumer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size; or to qualify for lifeline service a subscriber must be a recipient of benefits from at least one of the following Entitlement Programs administered by the New York State Office of Temporary and Disability Assistance (OTDA):

Medicaid;
Supplemental Nutrition Assistance Program (Food Stamps or SNAP);
Supplemental Security Income (SSI);
Federal Public Housing Assistance (FPHA);

Bureau of Indian Affairs General Assistance;
Tribally-Administered Temporary Assistance for Needy Families (TTANF);
Food Distribution Program on Indian Reservations (FDPIR);
Head Start (If income eligibility criteria are met) or;
Veterans Pension
Survivors Pension

b. **New York State Lifeline** These services are restricted to low income residential customers. To qualify for NYS Lifeline service, a customer must be ineligible to receive the Federal Lifeline Service and be a recipient of benefits from any one of the following Entitlement Programs:

1. National School Lunch
2. Low Income Home Energy Assistance (LIHEAP)
3. Temporary Assistance for Needy Families (TANF)

c. In addition to meeting the qualifications provided above a qualifying low-income consumer must not already be receiving a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline Service.

(M) Material relocated from Leaf: 1.

Issued in Compliance with PSC Order in Case No. 17-C-0171 released April 19, 2018.

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SECTION 6 – MISCELLANEOUS SERVICES

A. LIFELINE TELEPHONE SERVICE (cont'd)

4. Responsibility of the Subscriber (T)
- a. Applicants must provide proof to the telephone company that they are receiving one or more of the above benefits. Such proof may consist of an up-to-date identification card issued by Department of Social Services or a form letter issued by the telephone company and signed by an authorized representative of Social Services.
- b. Lifeline rate treatment will not begin until proof of eligibility is provided to the Company.
5. Voluntary Toll Blocking (Restriction) (N)
- Toll blocking functionality is offered at no charge to those Lifeline customers who request this service.
6. Customer Deposit Waiver
- No customer deposit is required from a Lifeline customer if optional toll blocking is added to the customer's line at no charge.
7. Locality Charge Waiver (N)
- Locality charges are waived for Lifeline customers.
8. Responsibility of the Telephone Company (T)
- a. The company will make annual verification of the subscriber's eligibility status with the New York State Department of Social Services. If, after verification, a subscriber is identified as being ineligible, the subscriber will be notified that, unless the information is shown to be in error, Lifeline rate treatment will be discontinued, and the customer will be billed for discounts received while ineligible for the service.
- b. Once the Lifeline benefit begins, it will be continued until a periodic verification check by the Company indicates that the customer is no longer eligible. The Company will notify the customer prior to discontinuing the discount. (C)
(C)
(D)
(D)
- Issued in Compliance with PSC Order in Case No. 17-C-0171 released April 19, 2018.* (N)

SECTION 6 – MISCELLANEOUS SERVICES

B. LINK UP AMERICA

1. The Link Up America program, for eligible residents of Tribal Lands only, is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00.
2. Eligibility Criteria:
 - a. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated above;
 - b. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
 - c. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

C. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH

1. Discount in Terminal Equipment Charges

Handicapped persons who have been certified to the Telephone Company as having a hearing or speech impairment which requires that they communicate over terminal equipment designed for the handicapped, upon application to the Telephone Company will be provided such equipment, subject to availability, at a 50% discount.

2. Discount in Toll and Leased Circuit Charges

Handicapped persons who have been certified to the Telephone Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who use a teletypewriter, facsimile machine, or other non-voice equipment for telephone communications will receive, upon application to the Telephone Company, a 50 percent reduction on the following charges:

- a. Intrastate intraLATA toll message charges billed to the handicapped person's telephone services.
- b. Monthly mileage charges for leased line circuits furnished to the handicapped person for use in non-voice communication.

The reduction in changes is applied at only one location designated by the handicapped person.

SECTION 6 – MISCELLANEOUS SERVICES

C. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

3. Handicapped Person Definition

The Term "Handicapped Person" when used in Connection with Persons having a Speech or Hearing Impairment which requires that they communicate over Telephone Facilities by Means other than Voice is Defined Below:

Hearing-persons with binaural hearing impairment of 60 percent or higher on the basis on the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conversation of Hearing in Noise" 38-43, A.A.O., 1973; "Guide to the Evaluation of Permanent Impairment 103-107, American Medical Association, 1971.

Speech-persons with 65 percent or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-111, American Medical Association, 1971.

4. Certification for Discount

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

5. Telephones

a. General

Equipment to provide adjustable amplification of the receiver output, controlled by a knob on the combined telephone instrument, or by use of a controllable transistorized amplifier in the telephone headset.

b. Regulations

Volume control equipment may be used on any grade of exchange Service, PBX Station Lines, Intercom lines or private lines.

Additional Special Equipment for Hearing or Speech Impaired Customers is available.

SECTION 6 – MISCELLANEOUS SERVICES

C. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

6. Telecommunications Relay Service

As an additional service to customers with impaired hearing or speech, the Company will participate in the New York Relay Service contingent on the following regulations:

- a. The Company will provide access to the Telecommunications Relay Service (TRS), pursuant to an agreement with the designated TRS provider for the State of New York. The service permits telephone communications between hearing and/or speech impaired people who must use Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and other telephone users. Calls made through the New York Relay Service will be routed to the Relay Center of the TRS provider for the State of New York by dialing an 800 number or 711 for some services. At the New York Relay Service Center, a specially trained Operator, makes the connection between the two callers and facilitates the call. A specific 800 number has been designated for both impaired and non-impaired customers to use. These numbers are available through the business office.

SECTION 6 – MISCELLANEOUS SERVICES

C. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

6. Telecommunications Relay Service (cont'd)

a. (cont'd)

Beginning April 1, 2001, New York Relay Service customers who use a text telephone (TTY) will have the ability to communicate with the following voice users new enhanced services:

- Spanish to Spanish Relay Service: Spanish speaking and TTY users of the Relay service may now call an 800 to access specially trained operators to facilitate calls in Spanish;
- Speech to Speech Relay: Individuals with Speech Disabilities may now access specially trained Relay operators to facilitate calls between consumers with speech disabilities and others by dialing an 800 number;
- Pay per Call Services: Relay users who wish to access Pay per call services may do so by calling a 900 number. This number will access a New York State Relay operator, who will then complete the request pay per call service. Relay users will not incur a charge for the call to the relay service, but will incur charges from the pay per call provider; and
- Turbo Code™: Relay users who have specially equipped TTY machines now have the ability to transmit TTY text at up to 110 words per minute.

- b. Each call to the New York Relay Service is handled in strict confidence.
- c. The Relay Operator has been trained to help conversations flow accurately and easily
- d. There is no limit on the number of times you may use the service, and there is no cost.
- e. Only intrastate calls can be completed using the New York Relay Service.
- f. The New York Relay Center is operational 24 hours a day, seven days a week.
- g. Charges for calls placed through the Relay Center will be billed as Direct Distance Dialed (DDD) from the point of origination to the point of termination. The actual routing of the call is independent from what is billed.
- h. Calls made using the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or TRS provider.

SECTION 6 – MISCELLANEOUS SERVICES

C. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH (cont'd)

6. Telecommunications Relay Service (cont'd)

i. The following calls may not be placed using the Relay Service:

1. calls to informational recordings and group bridging services;
2. calls to time or weather recording messages;
3. operator handled conference service and other teleconference calls; and
4. calls from coin telephones when the payment method is coins.

j. Local calls using New York Relay Service will be completed at no charge when calling from a pay telephone. Toll calls using a calling card can be made from a pay telephone with charges being the same or less than if paid with coin. Pre-paid cards can also be used (check with your card provider regarding costs).

k. Liability

Under the agreement reached with the TRS provider for the State of New York, that provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer agrees, to release, defend and hold the Company harmless for, all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person.

SECTION 6 – MISCELLANEOUS SERVICES

D. SPECIAL EQUIPMENT FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

1. As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
2. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
3. The Company will make every reasonable effort to locate and obtain the equipment for the customer.
4. Customer has the following payment options:
 - a. Outright purchase at a price not to exceed the actual purchase price including any applicable shipping costs to the Company.
 - b. Lease at a monthly rate equal to 4% of the original purchase price. If the equipment becomes defective at any time during the lease period, the Company will repair or replace it with no change in monthly rate to the customer.
5. Customers who initially choose the lease option (4.b) may later purchase the equipment at a price not to exceed the actual purchase price to the Company less the cumulative sum of the customer's lease payments. Repair or replacement of defective equipment will be the responsibility of the telephone company while the equipment is being leased.
6. The Company will offer an optional maintenance program to customers who choose to purchase the equipment either initially or after leasing. The monthly charge for maintenance will be one-half the monthly rate specified in 4.b. Maintenance provides for repair of the equipment when feasible, but not for replacement, except at the Company's option.
7. These purchase and lease provisions augment and do not replace the offering of specialized equipment for hearing or speech impaired customers.
8. The Company will maintain records of its purchases and sales and leases to individual customers.
9. The Company will also advise customers who request this equipment of the applicable terms for purchase, lease and maintenance, and of any other options for obtaining the equipment. This notification will be provided in writing prior to sale or lease of the equipment.

SECTION 6 – MISCELLANEOUS SERVICES

E. OPERATOR SERVICES – ALL SERVICE AREAS

1. Local Directory Assistance Service

1. Local Directory Assistance Service provides customers with assistance in determining telephone numbers within their LATA.
2. The application of charges set forth below apply to customer requests for Local Directory Assistance Service in determining or attempting to determine the telephone number of any party located within, or thought to be located within, their LATA.
3. Charges for Local Directory Assistance Service are not applicable:
 - a. To calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
 - b. Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of the form.
 - c. When the requested telephone number is a Non-Published Service number.
 - d. When the customer is given a wrong number by the Directory Assistance operator, provided the customer reports the wrong number to the Telephone Company.
 - e. Each call to Local Directory Assistance Service entitles the calling customer to a maximum of two telephone numbers.

4. Rates

	<u>Rates</u>
Local Directory Assistance Service - per call	
Residence	0.99
Business	0.45

(T)

(T)

SECTION 6 – MISCELLANEOUS SERVICES

E. OPERATOR SERVICES – ALL SERVICE AREAS

2. Operator Assisted Local Calling Surcharges

- a. Operator Assisted Local Calling Surcharges apply to coin originated local calls, non-coin originated timed and untimed local calls, local dial-it calls, local Busy Line Verification and Interrupt, Directory Assistance and other station-to-station calls using the assistance of the operator. These charges apply to completed local calls. (Z)(M)
- b. Calling Card calls and special billing calls on which the customer dials the called number are subject to the lower charge than other operator handled calls. Calling Card calls which are exclusively operator handled are charged the Collect Call/Third Number surcharge. (Z)
- c. Operator Assisted Local Calls originated from or billed to a flat rate service result in messages being billed to flat rate customers. When such calls originate from or are billed to message rate service, the calls are not applied against any monthly allowance for local calls. (Z)
- d. Collect Calls to coin telephone and transfers of charges to third numbers which are coin telephones are not accepted. (Z)
- e. The timing of a person-to-person call starts with the establishment of the connection to the person called and the timing ends with the termination of the connection. (Z)
- f. The charges will appear in the toll section of the customer's monthly bill. Each charge includes the surcharge plus any other applicable charges. (Z)
- g. This service is available subject to eh necessary facilities and equipment. (Z)
- h. Rates (Z)

The following surcharges apply in addition to the charges for the calls as set forth in this tariff.

1. Collect	\$1.00	(T)
2. Calling Card (Customer Dialed)	\$0.45	
3. Operator Assisted Person to Person	\$2.50	(T)
4. Billed to Third Number	\$1.00	(T)
5. Operator Assisted Time and Charges	\$1.50	
6. Reserved for Future Use		(D)
7. Reserved for Future Use		(D)
8. Operator Assisted Station to Station	\$2.00	(T)(M)

SECTION 6 – MISCELLANEOUS SERVICES

E. OPERATOR SERVICES – ALL SERVICE AREAS

2. Operator Assisted Local Calling Surcharges (cont'd) (T)
- Exemptions
The calling Card surcharge will not apply to qualified handicapped individuals as set forth in the catalog. (T)
3. Operator Services Definitions
- a. Reserved for Future Use (D)
- b. Reserved for Future Use (D)
- c. Operator Assisted Station to Station (Z)
A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated). (M)
(M)
- d. Collect (Z)
A billing arrangement by which the charges for a call may be billed to the called party, provided the called party agrees to accept the charges. (M)
(M)
- e. Operator Assisted Person to Person (Z)(T)
An operator assisted call in which the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached. The calling party is responsible for identifying the party at the called station. (M)
(M)
- f. Operator Assisted Time and Charges (Z)
A service requested of the operator before a call begins. After completion of the call, the operator calls back and specifies the length of the call (in minutes) and the charge for the call. (M)
(M)
- g. Billed to Third Number (Z)
Operator assisted telephone call that can be billed to the party other than the calling and called party. The operator calls the third number for the party to accept the charges before the call can proceed. (M)
(M)

SECTION 6 – MISCELLANEOUS SERVICES

E. OPERATOR SERVICES – ALL SERVICE AREAS (cont'd)

3. National Directory Assistance Service

1. National Directory Assistance Service provides customers with assistance in determining telephone numbers outside their LATA.
2. The application of charges set forth below apply to customer requests for National Directory Assistance Service in determining or attempting to determine the telephone number of any party located outside, or thought to be located outside, their LATA.
3. There are no call allowances for National Directory Assistance Service.
4. National Directory Assistance Service is only available where technically feasible.
5. Rates

	<u>Rates</u>
National Directory Assistance Service - per call	
Residence	\$1.50
Business	\$1.05

(T)

(T)

SECTION 6 – MISCELLANEOUS SERVICES

F. SEMI-PUBLIC COIN TELEPHONE SERVICE

1. Booths and Boothettes

1. In charge for the installation of a booth or boothette and a recurring rate for the use and maintenance associated with the booth or boothette applies in addition to regular service rates. The company will attempt to locate the booth or boothette in the location designated by the customer but reserves the right to make the final decision on where it will be located.

The following connection charges apply for the installation of booths and boothettes:

Outside Booths (metal only)	\$51.50
Inside Booths (wood with fan and light)	\$25.75
Inside Booths (metal with fan and light)	\$25.75
Boothettes	\$10.30

The following monthly rates apply for the use of booths and boothettes:

Outside Booths (metal only)	\$9.60
Inside Booths (wood with fan and light)	\$6.40
Inside Booths (metal with fan and light)	\$9.60
Boothettes	\$3.19

SECTION 7 – LOCAL EXCHANGE SERVICE TAXES AND SURCHARGES

(D)

(D)

SECTION 7 – LOCAL EXCHANGE SERVICE TAXES AND SURCHARGES

B. SURCHARGE FOR STATE GROSS INCOME AND EARNINGS TAX

1. General

Any changes to these rates will be filed on 15 days' notice to the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such tax, the Commission may approve new surcharge factors, and the Company will file revised surcharges as directed by the Commission. Customers will be notified of changes in tax surcharge rates on their first bill following the effective date of the rate change.

A surcharge, as detailed below, to recover the additional expense related to the State Gross Income and Earnings Taxes applies to recurring, nonrecurring and usage rates and charges for all services rendered in New York State except charges collected for Sent-paid coin telephone messages, check return charge and late payment charge.

2. Rates and Charges

<u>Gross Revenue Surcharge:</u>	<u>Surcharge Percentage</u>
Period	
October 1, 1998 – December 31, 1999	4.22%
January 1, 2000 – June 30, 2000	3.40%
July 1, 2000 – March 31, 2013	3.00%
April 1, 2013 and Beyond	3.03%

SECTION 7 – LOCAL EXCHANGE SERVICE TAXES AND SURCHARGES

C. NEW YORK STATE UNIVERSAL SERVICE FUND SURCHARGE

1. General

On August 17, 2012, the New York Public Service Commission (NYPSC) issued its Order in Case 09-M-0527 allowing the New York State Universal Service Fund assessments to be flowed through to the end user. The New York State Universal Service Fund Surcharge is charged monthly on a per access line or per trunk basis to all residence and business customers, in addition to other monthly rates and charges set forth in applicable tariffs. If the Company has collected its annually assessed amount prior to the end of the calendar year, as determined by the Fund Administrator, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by NYPSC Order.

2. Rates and Charges: New York State Universal Service Fund Surcharge applied to each access line and trunk line on a monthly basis.

\$0.03 per Line or Trunk (l)

SECTION 8 – PUBLIC ACCESS LINE SERVICE

A. PUBLIC ACCESS LINE SERVICE

1. General

- a. Public Access Lines (PALs) are voice grade individual exchange lines which provide exchange access from the customer's premises to the Company's central office facilities for the purpose of connection coin, coinless or combination coin/coinless operated telephones to the Company's network. The Public Access Line permits providers of such equipment to provide pay telephone service to the public.
- b. Public Access Lines are measured service lines arranged for either two way (incoming and outgoing) calling or one way (outgoing) calling. Where facilities are not available for measured service, PAL flat rate lines are provided.
- c. Lines may also be arranged for Outward Call Screening where facilities permit. This feature is designed to prevent a PAL user from obtaining serviced through an operator when such service is billed to the calling number. Further, if an interexchange carrier's facilities are not compatible with the Company's signaling arrangements, directly dialed InterLATA calls may be blocked by the carrier.
- d. Incoming service on Public Access Lines may also be equipped with Billed Number Screening. This optional features disallows collect and third number calls to the PAL line when such calls originate within the continental United States and when such calls are processed through the national database known as Billing Validation Application (BVA).
- e. Where available and technically compatible, central office coin supervision service (i.e.coin recognition and answer detection) will be offered by the company.

2. Regulations

Providers of payphone service who provide pay telephone service to the general public are subject to the following provisions

- a. The Company will permit the sale of pay telephone service through the connection of payphone service providers' telephone subject to the rules and regulations set for this tariff.
- b. Public Access Line Service will be provided only through FCC register coin operated telephone instruments or through FCC register protective circuitry.

SECTION 8 – PUBLIC ACCESS LINE SERVICE

A. PUBLIC ACCESS LINE SERVICE (cont'd)

2. Regulations (cont'd)

- c. Public Access Line service will be provided on a message rate basis where available. In exchanges where message rate service is not available, specially rated flat rate service will be provided.
- d. Public Access Line Service is classified as business service regardless of the type or character of the location at which it is furnished. As such, Public Access Line Service is subject to the rules and regulations, which are applicable to business service as described elsewhere in this tariff.
- e. Providers of payphone service are required to allow coinless emergency calling by dialing 911 or a local operator (0-). When a caller dial "911" or "0", the payphone must dial those digits directly into the local network with no delay for "911" and allowing no more than nominally 5 seconds of delay after the caller dials "0". If the caller dials additional digits within the 5 seconds following the 0, call routing is at the discretion of the payphone service provider.
- f. Payphone Service providers must provide access to local and IntraLATA directory assistance service to their customers.
- g. In the event that a payphone is attached to a line not authorized for use with such equipment, the Company reserves the right to disconnect that customer's service.
- h. Payphone equipment shall comply with Federal regulation relative to hearing aid compatibility and mounting height requirements for the disabled.
- i. Changing to or from Public Access Line service may require a telephone number change. Non-recurring charges set forth in this tariff will apply.

3. Responsibility of the Customer

- a. The PAL subscriber is responsible for the installation, operation, and maintenance of any payphone used in connection with this service.
- b. The PAL customer shall be responsible for the payment of all charges incurred through the use of the Public Access Line including local messages, toll message, and calls to directory assistance.
- c. The PAL customer is responsible for the refund of coins lost or collected in error by the payphone.

SECTION 8 – PUBLIC ACCESS LINE SERVICE

A. PUBLIC ACCESS LINE SERVICE (cont'd)

3. Responsibility of the Customer (cont'd)

- d. The Maintenance Service Charge in this tariff applies.
- e. Regulations and rates applicable to the End User Common Line Charge for business individual line service apply to PAL access lines.
- f. Optional features for a public access line are furnished subject to the availability of facilities.
- g. Other optional features such as touch-tone and custom calling services are furnished at existing rates and charged for business, subject to the availability of facilities.
- h. The PAL customer agrees to operate their equipment under PSC Rules and Regulations. Any payphone service provider, which operates payphones in violation of PSC Rules, is subject to discontinuance of PAL service by the Company servicing it, upon directive of the Commission or a Commission department direction. Penalties will be imposed by the Commission pursuant to section 90 (3) of the Public Service Law.

4. Rates

- a. Additional Interstate charges may be applied for the provision of FLEX ANI service pursuant to the FCC Order in Docket Number 96-128, issued March 9, 1998 and as contained in the Company's Interstate Access Tariff.
- b. Mileage rates apply for extension lines terminating in separate buildings.
- c. The following monthly rates apply for all exchanges per line.

All Exchanges

Monthly Flat Rate Service Charge	\$12.05
Outgoing Screening	\$4.00
Incoming Blocking	\$1.00
Coin Supervision Service	\$ 6.00

SECTION 9 – GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES

1. Business and Residence Rates

Determination as to whether subscriber service (as distinguished from public telephone service and exclusive of semi-public telephone service) should be classified as business or residence service is based on the character of the use to be made of the service.

Service is classified as business service where the use is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or advertised for business purposes. Where the business use, if any, is merely incidental and where the major use is of a social or domestic nature, service is classified as residence service.

An important index of the character of use of a service is found in the application of the subscriber as to the form of the directory listing desired. In any case where other than a residence designation is desired except as qualified in "a." below, the use is presumed to be of an occupational nature. Except for the residential Work @ Home Program which makes all Yellow Leaf No.s products available to any residential participant in the Program. The Work @ Home Program provides the following features:

- No White Leaf No.s listing of business name
- No free semi-bold listing in the Yellow Leaf No.s
- Business name not listed in directory assistance
- A credit application is required on every Work @ Home account

Where the Company reasonably believes that residence rates are being charged for service for which business rate properly apply, the Company shall so notify the customer, who must make arrangements for conversion of the service to business rates, or demonstrate that residence rates are properly applicable. In disputed cases, the customer must make reasonable accommodation for the company to observe the use of service at the location.

a. Business rates apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature.
2. In hotels, apartment houses, clubs and boarding and rooming houses except when all stations are within the subscriber's domestic establishment and no business listings are provided; colleges, college fraternity or sorority houses, hospitals and other institutions; and in churches except when the station is located in the clergyman's study and listed in the clergyman's name, not in the name of the church.

SECTION 9 – GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Continued)

1. Business and Residence Rates (Continued)

a. Business rates apply to service furnished: (Continued)

3. At any location when the listing, public advertising, or display of a business sign indicates a business, profession or office except as otherwise provided in this catalog.
4. At any location where the service includes an extension, which is at a location where business rates apply unless, the extension is restricted to incoming calls.
5. At any location where the substantial use of the service is occupational rather than domestic.
6. At any location where the customer resells or shares exchange service.
7. Public Access Line Service. This service is classified as a business service regardless of the location.
8. At any location where zoning does not permit residential use.

b. Consideration for Business Rates

Business rates apply to service provided at any location used for business purposes. In determining whether a location is used for business purpose the Company may consider, among all item in (a) above and the following

1. The number of telephone lines servicing the location.
2. The type(s) of service(s) provided to the location.
3. The activities conducted at the location, as observed by or disclosed to Company employees.
4. The type and quantity of telephone equipment used at the location.
5. Employment information provided by the customer or applicant for service.

SECTION 9 – GENERAL REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Continued)

1. Business and Residence Rates (Continued)

c. Residence rates apply at the following locations:

1. In private residences or residential apartments of hotels and apartment houses for domestic use and not for substantial occupational use.
2. For service provided to individual members of clergy at a church when business service is already established at the church and the purpose of the residential service is for personal use.
3. In college fraternity or sorority houses, convents and monasteries for domestic, rather than occupational, use in residential quarters.
4. To the residential portion of a location used for both residence and business purposes, where the use of the service is for domestic purposes and where the business use, if any, is occasional.

d. Residence rates do not apply to service furnished:

1. In residential locations if the listing indicates a business or profession, except as otherwise provided by this catalog.
2. In residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

2. Flat Rate Service and Message Rate Service on Same Premises Flat rate service and message rate service will not be furnished on the same premises except as follows:

- a. Flat rate service for the exclusive use of the subscriber may be furnished to a subscriber to semi-public service or to a hotel, apartment house, club or hospital that subscribes to message rate service for the use of its guests, tenants, patrons or patients.
- b. Flat rate service and message rate service may be furnished on the same premises only where the services are furnished from different exchanges.
- c. Flat rate service for the exclusive use of the subscriber may be furnished to a reseller of service that subscribes to message rate or measured service for resale to its customers.

SECTION 9 – GENERAL REGULATIONS

B. USE OF SERVICE AND FACILITIES

1. Use of Service

a. Business and Residence Service

The use of business service and facilities is restricted to the subscriber, and the customers of resellers of service in accordance with this catalog.

The use of residence service and facilities is restricted to the subscriber, the members of the subscriber's domestic establishment except as otherwise provided by this catalog.

Services and facilities to which mileage rates apply are furnished only for communications in which the subscriber and the aforementioned persons have a direct interest and shall not be used for collection, transmission or delivery of communications for others except as otherwise provided by this Catalog.

The Telephone Company shall not be required to furnish service or facilities where the circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Telephone Company's plant, property or service.

2. Dishonored Checks

If a business subscriber who has received a notice of discontinuance pays his bill with a check that is subsequently dishonored, his account will remain unpaid and the Company is not required to issue any additional notice before discontinuing service. When a check received from a residence customer is dishonored, the Company will make an attempt to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer previously has not submitted a dishonored check within the past 12 months.

ADDITIONAL LIFELINE SERVICE CREDIT

Additional Lifeline Service Credit *

Amount of Additional Lifeline Service Credit for Federal Voice-Only Support
 (\$5.25 Federal Support)

(R)

Exchange	Effective	Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line
Hopewell Junction	December 1, 2020	\$16.85
LaGrange	December 1, 2020	\$16.85

(T)(I)
 (T)(I)

Amount of Additional Lifeline Service Credit for Federal Bundled Voice and Broadband Support
 (\$9.25 Federal Support)

Exchange	Effective	Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line
Hopewell Junction	December 1, 2020	\$12.85
LaGrange	December 1, 2020	\$12.85

(T)(I)
 (T)(I)

Amount of Additional Lifeline Service Credit for New York State-Only Lifeline Support **
 (\$9.25 New York State Support)

Exchange	Effective	Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line
Hopewell Junction	December 1, 2020	\$12.85
LaGrange	December 1, 2020	\$12.85

(T)(I)
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(D)

* Issued in compliance with Commission Order in Case No. 07-C-0349 December 18, 2010.

** Issued in compliance with Commission Order in Case No. 17-C-0171 April 19, 2018.