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Effective Date: January 1, 2023

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

This New York Local Customer Service Guide issued by Windstream New Edge, LLC replaces in its entirety, New York Local Customer Service Guide issued by issued by EarthLink Business, LLC

CUSTOMER SERVICE GUIDE GOVERNING

THE PROVISION OF

COMMUNICATIONS SERVICES

FURNISHED BY

Windstream New Edge, LLC

WITHIN THE

STATE OF NEW YORK

Effective Date: January 1, 2023

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

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EXPLANATION OF SYMBOLS

(C) - To signify a changed listing, rule or condition which may affect rates or charges.

(D) - To signify discontinued material, including but not limited to a listing, rate, rule or condition.

(I) - To signify an increase.

(M) - To signify material relocated from or to another part of customer service guide schedule with no change in text, rate, rule, or condition.

(N) - To signify new material including a listing, rate, rule, or condition.

(R) - To signify a reduction.

(T) - To signify a change in wording of text but no change in rate, rule, or condition.

(Z) - To signify a Correction

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CONCURRING CARRIERS

None.

CONNECTING CARRIERS

None.

OTHER PARTICIPATING CARRIERS

None.

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APPLICATION OF CUSTOMER SERVICE GUIDE

This customer service guide sets forth rules applicable to the provision of interstate high speed digital access and high capacity private line Services using a variety of digital transmission technologies within the State of New York.

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SECTION 1 - DEFINITIONS

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

Commission - New York State Public Service Commission

Company – Windstream New Edge, LLC, the issuer of this customer service guide.

Customer - The person, firm or corporation which orders Service and is responsible for the payment of charges and compliance with the terms and conditions of this customer service guide.

Dedicated - A facility or equipment system or subsystem set aside for the sole use of a specific Customer or End User.

DSL - Digital Subscriber Line.

End Office - The switching system office or serving wire center where loops are terminated for purposes of interconnection to each other and/or to trunks.

End User - A person, firm or corporation who is designated by the Customer as a user of Company's Service furnished to the Customer. The End User must be specifically identified in the Application for Service.

End User Premises Equipment - Equipment provided by the Customer, the End User, or any party other than the Company that is located on the End User's premises and is connected to the Company's network.

FCC - Federal Communications Commission.

Individual Case Basis - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer and at the Company's sole discretion.

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

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SECTION 1 - DEFINITIONS (CONT'D.)

Mbps - Megabits per second, denotes millions of bits per second.

Origination Point - The point of demarcation between the Company's facilities and those of the End User.

Premises - The space occupied by a Customer or End User in a building or buildings or contiguous property.

Recurring Charges - The monthly charges to the Customer for Services, facilities and equipment, which continues for the agreed-upon duration of the Service.

Services - The services, or combination thereof, offered by the Company and contained in this Customer Service Guide.

Service Order - The request for Company Services submitted by the Customer in the format devised by the Company. The submission of a Service Order by the Customer and confirmation thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this customer service guide.

Special Facilities - Any facilities, goods, supplies, products, equipment, fixtures or other installation specifically installed or constructed for Customer by Company pursuant to a negotiated agreement between Company and Customer.

Term Agreement - An agreement between the Company and a Customer for the delivery of Services for a stated minimum duration.

Termination Point - The demarcation point between Company's facilities and the Customer's facilities.

Transmission Speed - Transmission speed or rate, in bits per second (bps), as agreed to by Company and Customer.

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SECTION 2 - RULES AND REGULATIONS

With the exception of the regulations listed below, all Windstream New Edge, LLC Customers within New York are subject to the Terms and Conditions of Service as found at following link:

http://www.windstream.com/Terms-and-Conditions/

2.1 Late Payment Collection Fee

In addition to the Late Payment Charge, a collection fee of $12.00 will be applied to the accounts of business subscribers with any unpaid balance when the previous month's bill has not been paid in full prior to the next billing date.

2.2 TDM Connectivity Charge **(N)**

All Business Access Service options may be assessed a TDM Connectivity Charge. This is a monthly recurring charge assessed on services that rely on Time Division Multiplexing ("TDM") equipment and facilities in areas where an alternative Internet Protocol ("IP") based service exists. The amount of the charge is dependent upon the bandwidth capacity in use at a service location. The bandwidth capacity will be classified as DSO Connectivity or T1 Connectivity.

Per circuit for DS0 Connectivity	$2,750
Per circuit for T1 Connectivity	$30,000 **(N)**

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SECTION 3 –SERVICES, RATES AND CHARGES

3.1 Access Services for Interstate Communication Services

3.1.1 Description of Services

The Company provides data transport between End-Users and its Customers using a variety of digital transmission technologies, over the Company's own facilities and/or facilities of other carriers.

Depending on distance from the Company's facilities, service may not be available to all customers. Special construction charges may apply in each case. Company's services are data services only and will not be accompanied by 411, 911, or other voice services. In addition to the charges specified for each service, additional charges may apply for transfers of data per month, at certain times, in excess of certain thresholds, or for certain billing, monitoring or other services. Other services may be provisioned by the Company on an individual case basis (ICB), depending on such factors as length of loops involved, quality of loops and other factors.

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 3 –SERVICES, RATES AND CHARGES (CONT'D.)

3.1 Access Services for Interstate Communication Services (Cont'd.)

3.1.1 Local Loop (per month)

144 kbps IDSL	$82.69
160 kbps	$82.69
200 kbps	$99.23
416 kbps	$137.81
784 kbps	$181.91
1040 kbps	$219.40
1.54 Mbps	$275.63

3.1.2 Aggregation

Time From Interconnection	With Company Provided DS-3 link (up to 25 miles)	Without DS-3 Link
First Month	$1,102.50	$551.25
Second Month	$2,205.00	$1,102.50
Third Month	$3,307.50	$1,929.38
Fourth Month (After)	$4,410.00	$2,756.25
	Note: DS-3 links of more than 25 miles will be priced on an ICB basis.	Note: applies to customers in same collocation space as well as those who purchase or provide their own DS3 interconnection.

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SECTION 3 –SERVICES, RATES AND CHARGES (CONT'D.)

3.1 Access Services for Interstate Communication Services (Cont'd.)

3.1.3 Non-recurring Charges

Standard Installation	$375
Nonstandard Installation (materials extra)	$375 + $40 per hour after 2nd
Reschedule visit due to lack of exit	$95
Standard Inside move	$150
Non standard in-side move (materials extra)	$150 + $40 per hour after 2nd
Outside Move	$375
Cancellation of order- within ILEC cancellation period	$50
Cancellation of order- outside ILEC cancellation period	$275
Site survey (on request)	$95
Speed Change	$100
Inside wiring repair (materials extra)	$95 + $40/hour after 1st

SECTION 3 –SERVICES, RATES AND CHARGES (CONT'D.)

3.2 Critical Facilities Administration Service[1]

3.2.1 General Description

Customers that subscribe to Critical Facilities Administration ("CFA") Service will receive real-time data on the physical path of Qualified Circuits that are identified by the Customer, including notification of any change in physical routing.

3.2.2 Definitions

A. Qualified Circuit – Circuits enrolled in the federal Telecommunications Service Priority Program and meeting the eligibility criteria set forth below.

B. Subscribing Circuit – Those Qualified Circuits that the Customer requests to be included in the CFA Service.

C. Telecommunications Service Priority (TSP) Program – A federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions. See Section 2.26 of this Customer Service Guide.

[1] Filed in compliance with the Order Directing Filings Concerning Critical Facilities Administration and Telecommunications Service Priority Services and Requesting Public Comment on this National Security Program issued by the New York Public Service Commission in Case 03-C-0922 dated June 15, 2005.

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 3 –SERVICES, RATES AND CHARGES (CONT'D.)

3.2 Critical Facilities Administration Service (Cont'd.)[1]

3.2.3 Eligibility Criteria

A. Customers are required to specifically subscribe to CFA Service by identifying, in writing, the Qualified Circuits that the Customer seeks to enroll in the CFA Service. Those Qualified Circuits shall be called "Subscribing Circuits".

B. All Subscribing Circuits must be enrolled in the federal Telecommunications Service Priority Program and Customers must demonstrate the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the federal Telecommunications Service Priority Program. A Subscribing Circuit no longer enrolled in the Telecommunications Service Priority Program will no longer be eligible for CFA Service.

C. The Customer must agree to treat any data provided to the Customer under the CFA Service as confidential data pursuant to the Company's standard confidentiality procedures or as set forth in the service agreement between the Customer and the Company.

[1] Filed in compliance with the Order Directing Filings Concerning Critical Facilities Administration and Telecommunications Service Priority Services and Requesting Public Comment on this National Security Program issued by the New York Public Service Commission in Case 03-C-0922 dated June 15, 2005.

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 3 –SERVICES, RATES AND CHARGES (CONT'D.)

3.2 Critical Facilities Administration Service (Cont'd.)[1]

3.2.4 Availability

A. The Company shall store CFA Service information on a secure online database, on CD-ROMs, or in hard copy. Customers subscribing to the CFA Service will be permitted to access information on the physical path of Subscribing Circuits on a twenty-four (24) hour, seven (7) day a week basis, where practicable, subject to appropriate authentication and authorization.

B. Physical path information will be provided to Customers subscribing to the CFA Service by reference to the latitude and longitude (determined using Global Positioning System equipment) coordinates of suitable points along the path of the Subscribing Circuit (e.g., cable entrances to buildings, manholes, riser poles, crossboxes, carrier equipment cabinets, and other circuit access points in the outside plant of the carrier) so as to allow the Customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribing Circuit.

C. The Company will provide physical path information regarding Subscribing Circuits to the Customer in accordance with the following guidelines:

1. within five (5) business days after a newly provisioned Subscribing Circuit is installed;

2. within fifteen (15) business days for an existing, in-place Subscribing Circuit.

[1] Filed in compliance with the Order Directing Filings Concerning Critical Facilities Administration and Telecommunications Service Priority Services and Requesting Public Comment on this National Security Program issued by the New York Public Service Commission in Case 03-C-0922 dated June 15, 2005.

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SECTION 3 –SERVICES, RATES AND CHARGES (CONT'D.)

3.2 Critical Facilities Administration Service (Cont'd.)[1]

3.2.4 Availability (Cont'd.)

D. The Company will notify the Customer of any planned moves, changes, or rearrangements that may affect the physical path of a Subscribing Circuit at least twenty-four (24) hours in advance, if practicable. Any information related to a move, change, or rearrangement that is a result of unplanned activity will be p roved to the Customer within twenty-four (24) hours of such move, change, or rearrangement.

E. The Company will provide updated information regarding the revised physical path of Subscribing Circuits to the Customer within five (5) business days for planned actions, and within fifteen (15) business days for unplanned actions.

F. In the event of a major telephone outage, provision of CFA Service will be suspended. The Company will provide, within ninety (90) days of restoration of service, current physical path information for a Subscribing Circuit to the Customer once service is restored and physical path information is developed

3.2.5 Rates

Service Order Charge per Circuit: Individual Case Basis (ICB)

[1] Filed in compliance with the Order Directing Filings Concerning Critical Facilities Administration and Telecommunications Service Priority Services and Requesting Public Comment on this National Security Program issued by the New York Public Service Commission in Case 03-C-0922 dated June 15, 2005.

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS

4.1 Discounts for Hearing Impaired Customers

A telephone toll message which is communicated using a telecommunications devise for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll calls placed between TDDs. Discounts do not apply to surcharges or per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

4.1.1 The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and the night/weekend rate during the evening rate period.

4.1.2 The credit to be given on a subsequent bill for such calls placed by TDDs with the assistance of the relay center will be equal to 50% of the rate for the applicable rate period. If either party is both hearing and visually impaired, the call shall be discounted at 60% of the applicable rate.

4.2 Emergency Call Exemptions

The following calls are exempted from all charges: Emergency calls to recognizable authorized civil agencies including police, fire, ambulance, bomb squad and poison control. The Company will only handle these calls if the caller dials all of the digits to route and bill the call. Credit will be given for any billed charges pursuant to this exemption on a subsequent bill after verified notification by the billed Customer within thirty (30) days of billing.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.3 Special Equipment for the Hearing or Speech Impaired Customer

4.3.1. As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.

4.3.2 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.

4.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.

4.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

4.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

4.4 Universal Emergency Telephone Number Service

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company 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 an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.5 New York Relay Service

4.5.1 General

The Company will provide access to a telephone relay center for New York Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

4.5.2 Regulations

A. Only intrastate calls can be completed using the New York Relay Service under the terms and conditions of this customer service guide.

B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.

C. Calls through 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 other carriers who may choose to participate in this service.

D. The following calls may not be placed through the Relay Service:

1. calls to informational recordings and group bridging service:

2. calls to time or weather recorded messages;

3. station sent paid calls from coin telephones; and

4. operator-handled conference service and other teleconference calls.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.5 New York Relay Service (Cont'd.)

4.5.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside 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 Customer Service Guide 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, by using the service, agrees to release, defend and hold 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. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.6 Special Credit Card for Blind and Disabled Persons

4.6.1 General

Persons who are blind or whose disability causes difficult with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within the Company's territory to place calls within and outside the state of New York at a special rate or to place calls from a telephone outside of the Company's territory, but within the state of New York at rates applicable to the territory from which the call is made.

4.6.2 Rates

Within the Company's Territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card with be billed at the higher operator handled rate.

Outside the Company's Territory, but within New York State:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.6 Special Credit Card for Blind and Disabled Persons

4.6.3 Qualification

The follow criteria will be used to determine eligibility for the Special Credit Card:

A. "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

B. "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as result of physical limitations.

C. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or noncoin telephone. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist.

4.6.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

A. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's service territory, but he or she does not need to have other service from the Company.

B. Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within the Company's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within the Company's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.7 Schools and Libraries Discount Program

4.7.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Customer Service Guide at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Department of Public Service in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

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

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.7 Schools and Libraries Discount Program (Cont'd.)

4.7.2 Regulations

A. Obligation of eligible schools and libraries

1. Request for service

a. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.

b. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.

c. Service requested will be used for educational purposes.

d. Services will not be sold, resold or transferred in consideration for money or any other thing of value.

B. Obligations of the Company

1. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Customer Service Guide. Those services contained in this Customer Service Guide which are excluded from the discount program, in accordance with the Rules are included as an attachment to this Customer Service Guide.

2. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly-situated non-residential customers for similar services (lowest corresponding price).

3. In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Customer Service Guide, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.7 Schools and Libraries Discount Program (Cont'd.)

4.7.3 Discounted Rates for Schools and Libraries

A. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.

B. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.

C. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

D. The discount matrix for eligible schools, libraries and consortia is included in the price list of this Customer Service Guide.

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 4 – SPECIAL SERVICES, PROGRAMS AND EXEMPTIONS (CONT'D.)

4.7 Schools and Libraries Discount Program (Cont'd.)

4.7.4 Rates and Charges

A. Services Ineligible for Schools and Libraries Discount

Operator Assisted Services

B. Schools and Libraries Discount Matrix

How Disadvantaged	% DISCOUNT LEVEL Urban Discount	Rural Discount
% of students eligible for national school lunch program		
< 1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

4.8 Health Care Providers Support Program

4.8.1 General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Customer Service Guide. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Department of Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

4.8.2 Regulations

A. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.

B. Reduced rates are available only to the extent that they are funded by the federal universal service fund.

C. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

D. Responsibility of eligible health care providers

1. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

4.8 Health Care Providers Support Program (Cont'd.)

4.8.2 Regulations (Cont'd.)

D. Responsibility of eligible health care providers (Cont'd.)

2. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

3. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

4. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

5. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

E. Responsibility of the Company

1. The Company shall offer the rates and charges as specified in Section 4.8.3, to eligible health care providers to the extent that facilities and services are available and offered in the Customer Service Guides specified in 4.8.1 preceding.

2. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

3. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

4.8 Health Care Providers Support Program (Cont'd.)

4.8.3 Rates and Charges

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

A. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest Customer Service Guideed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.

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

C. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll Customer Service Guides.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority

4.9.1 General

A. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Customer Service Guide language contained herein.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

4.9.1 General (Cont'd.)

B. The TSP program has two components, restoration and provisioning.

1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.

2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

4.9.2 TSP Request Process

A. Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.

   National Security Leadership
   National Security Posture and U.S. Population Attack Warning
   Public Health, Safety, and Maintenance of Law and Order
   Public Welfare and Maintenance of National Economic Posture

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.

3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (http://tsp.ncs.gov/).

4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (http://tsp.ncs.gov/), for information on identifying a sponsor for TSP requests.

5. Submit the SF 315 to the OPT.

6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

4.9.2 TSP Request Process (Cont'd.)

B. Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 4.9.2.A above for restoration priority assignment except for the following differences. The user should:

Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 4.9.2.A.1 above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

4.9.3 Responsibilities of the End-User

End-users or entities acting on their behalf must perform the following:

A. Identify telecommunications services requiring priority.

B. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).

C. Accept TSP services by the service due dates.

D. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.

E. Pay the Company any authorized costs associated with priority services.

F. Report to the Company any failed or unusable services with priority levels.

G. Designate a 24-hour point of contact for each TSP request and apprise the OPT.

H. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

4.9.4 Responsibilities of the Company

The Company will perform the following:

A. Provide TSP service only after receipt of a TSP authorization code.

B. Revoke TSP services at the direction of the end-user or OPT.

C. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).

D. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.

E. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.

F. Confirm completion of TSP service order activity to the OPT.

4.9 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority (Cont'd.)

4.9.4 Responsibilities of the Company (Cont'd.)

G. Participate in reconciliation of TSP information at the request of the OPT.

H. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.

I. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.

J. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.

K. Disclose content of the NS/EP TSP database only as may be required by law.

L. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

4.9.5 Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 5 – MISCELLANEOUS CHARGES

5.1 Telephone Surcharges

5.1.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Customer Service Guide, various surcharges apply to the Customer's monthly bill statement as outlined in 5.1.2 and 5.1.3 below. If there are surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the rate will be listed in the price list which is at the end of this Customer Service Guide.

5.1.2 Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The applicable Gross Revenue Surcharge rates are shown in the price list which is at the end of this Customer Service Guide. Any changes to these rates will be filed on 15 days' notice to customers and 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 a tax, the Commission may approve new surcharge factors, and the Company will file revised a surcharge as directed or approved by the Commission.

5.1.3 Village or Municipal Surcharge On Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The percentage rate of the surcharge in each locality where such a surcharge applies is listed in the price list which is at the end of this Customer Service Guide.

The surcharge price list shall be filed at least fifteen business days before the effective date. The effective date of the price list shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the price list. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly within five (5) business days.

Introduction, cancellation, or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the change.

SECTION 5 – MISCELLANEOUS CHARGES (CONT'D.)

5.1 Telephone Surcharges (Cont'd.)

5.1.4 Public Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This surcharge, which is in addition to standard Customer Service Guideed usage charges and any applicable service charges and surcharges associated with the Company service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call

LOCAL EXCHANGE SERVICES CUSTOMER SERVICE GUIDE

SECTION 5 – MISCELLANEOUS CHARGES (CONT'D.)

5.1 Telephone Surcharges (Cont'd.)

5.1.5 Rates and Charges

Local Service:

State Gross Revenue Tax Surcharge

Period	Services Provided For Resale*	IntraLATA Toll and RCP Service	All Other Service
7/1/2000 +	.3764%	2.8273%	2.9405%

Metropolitan Commuter Transportation District Tax Surcharge

Period	Services Provided For Resale*	IntraLATA Toll and RCP Service	All Other Service
10/1/1998	.1277%	.6890%	.73%

Toll Service State Gross Revenue Tax Surcharge

Bill Date Period	Gross Revenue Tax Surcharge
January 1, 2000 +	2.5641%

Metropolitan Commuter Transportation District Tax Surcharge

January 1, 1997 and beyond	0.5986%

* To qualify for this rate, resellers must either be included in the list of resellers that the New York State Department of Taxation and Finance publishes called "Publication 41, Treatment of Sales for Resale under sec. 186(e) of the Tax Law", or must possess and provide to the underlying carrier a copy of its Certificate of Public Convenience and Necessity obtained from the New York State Public Service Commission.