

Berkshire Telephone Corporation
d/b/a Consolidated Communications
PSC No. 1 - Telephone
Effective Date: August 13, 2018

Leaf 1
Revision: 0
Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

This Tariff issued by Berkshire Telephone Corporation d/b/a Consolidated Communications PSC No. 1 - Telephone, cancels and replaces the Tariff issued by Berkshire Telephone Corporation d/b/a FairPoint Communications - PSC No. 1 in its entirety.

Berkshire Telephone Corporation

d/b/a Consolidated Communications

General and Local Exchange Schedule

This tariff contains the descriptions, regulations and rates applicable to the furnishing of general and local exchange services provided by Berkshire Telephone Corporation d/b/a Consolidated Communications within the State of New York. This tariff is on file with the New York Public Service Commission and copies may be inspected during normal business hours.

Issued By:

Robert D. Meehan, Director – Regulatory
770 Elm Street, 1st Floor, Manchester NH 03101

Berkshire Telephone Corporation
d/b/a Consolidated Communications
PSC No. 1 - Telephone
Effective Date: August 13, 2018

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GENERAL AND LOCAL EXCHANGE SCHEDULE

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For any service listed in the New York State Telecommunications Association, Inc., Tariff P.S.C. No. 2 - Telephone, which this Company concurs in, that carries a rate designation of "N/A" in Section 3 of the tariff, the Company does not offer, and is in no way obligated to offer the service, All non-basic service offerings are subject to the availability of facilities.

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CONCURRENCE AND EXCEPTIONS

Berkshire Telephone Corporation d/b/a Consolidated Communications concurs in the the rules and regulations contained in the New York State Telecommunications Association's tariff PSC No. 2 - Telephone. The following exceptions apply:

Section	Page Number	Description of Exception
1	N/A	No Exceptions
2	N/A	No Exceptions
3	N/A	No Exceptions
4	N/A	No Exceptions
5	N/A	No Exceptions
6	N/A	No Exceptions
7	N/A	Voice Mail Service is offered per this tariff, Section 4 Company Specific Services.
8	N/A	No Exceptions
9	N/A	No Exceptions
10	N/A	No Exceptions
11	N/A	No Exceptions
12	N/A	No Exceptions
13	N/A	No Exceptions

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SECTION 2 - EXCHANGE DESCRIPTION

Exchange Name: Kinderhook

Base Rate Area Boundaries: Within the municipal limits and beyond these limits to a radial distance of approximately one mile from the bank square.

Exchanges in the Local Calling Area:

Exchange Name: Kinderhook/Valatie and Stuyvesant
Exchange NXX: 758

Exchange Name: Niverville Exchange
Exchange NXX: 784

Exchange Name: Stuyvesant Falls
Exchange NXX: 799

Exchange Name: Hudson
Exchange NXX: 828

Exchange Name: Castleton
Exchange NXX: 732

Exchange Name: Albany
Exchange NXX: All 4XX except 452 and 456

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SECTION 2 - EXCHANGE DESCRIPTION (CONT'D.)

Exchange Name: Valatie

Base Rate Area Boundaries: Within the municipal limits and beyond to a radial distance of one mile from the intersection of Albany Avenue and Kinderhook Street.

Exchanges in the Local Calling Area:

Exchange Name: Kinderhook/Valatie and Stuyvesant
Exchange NXX: 758

Exchange Name: Niverville
Exchange NXX: 784

Exchange Name: Stuyvesant Falls
Exchange NXX: 799

Exchange Name: Hudson
Exchange NXX: 828

Exchange Name: Castleton
Exchange NXX: 732

Exchange Name: Albany
Exchange NXX: All 4XX except 452 and 456

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SECTION 2 - EXCHANGE DESCRIPTION (CONT'D.)

Exchange Name: Niverville

Base Rate Area Boundaries: Within a radial distance of three-quarters of a mile from the central office and also the area known as Camp Hawley Peninsula.

Exchanges in the Local Calling Area:

Exchange Name: Kinderhook/Valatie and Stuyvesant
Exchange NXX: 758

Exchange Name: Niverville
Exchange NXX: 784

Exchange Name: Stuyvesant Falls
Exchange NXX: 799

Exchange Name: Hudson
Exchange NXX: 828

Exchange Name: Castleton
Exchange NXX: 732

Exchange Name: Albany
Exchange NXX: All 4XX except 452 and 456

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SECTION 2 - EXCHANGE DESCRIPTION (CONT'D.)

Exchange Name: Stuyvesant

Base Rate Area Boundaries: Approximately three-quarters of a mile on each side of US Rte. 26A and extending one mile east from the eastern shore of the Hudson River. Also, the section of Sharptown Road from Rte. 26A to jointly owned pole No. 19 is included.

Exchanges in the Local Calling Area:

Exchange Name: Kinderhook/Valatie and Stuyvesant
Exchange NXX: 758

Exchange Name: Niverville
Exchange NXX: 784

Exchange Name: Stuyvesant Falls
Exchange NXX: 799

Exchange Name: Hudson
Exchange NXX: 828

Exchange Name: Castleton
Exchange NXX: 732

Exchange Name: Albany
Exchange NXX: All 4XX except 452 and 456

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SECTION 2 - EXCHANGE DESCRIPTION (CONT'D.)

Exchange Name: Stuyvesant Falls

Base Rate Area Boundaries: Within a radial distance of three-quarters of a mile from the point where the Kinderhook Creek bridge crosses Main Street.

Exchanges in the Local Calling Area:

Exchange Name: Kinderhook/Valatie and Stuyvesant
Exchange NXX: 758

Exchange Name: Niverville
Exchange NXX: 784

Exchange Name: Stuyvesant Falls
Exchange NXX: 799

Exchange Name: Hudson
Exchange NXX: 828

Exchange Name: Castleton
Exchange NXX: 732

Exchange Name: Albany
Exchange NXX: All 4XX except 452 and 456

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SECTION 3 - LOCAL RATE SCHEDULE

3.1. Group One (General Rules and Regulations)

	<u>Residential</u>	<u>Business</u>
Special Assembly Quotation Charge	\$N/A	\$N/A
Return Check Charge	\$10.00	\$10.00
Late Payment Charge	1.5%	1.5%

3.2. Group Two (Connection Charges)

	<u>Residential</u>	<u>Business</u>
Service Order Charge	\$11.00	\$19.00
Record Order Charge	\$6.00	\$8.00
Central Office Line Charge	\$13.00	\$20.00
Line Change Charge	\$13.00	\$20.00
Premises Visit Charge	\$12.00	\$18.00
Network Interface Jack Installation Charge	\$N/A	\$N/A
Rewire Charge	\$7.92	\$7.92
Maintenance Service Charge		
Flat Rate	\$15.00	\$15.00
First Hour	\$N/A	\$N/A
Each Additional Hour	\$N/A	\$N/A
Network Access Charge	\$N/A	\$N/A
Central Office Network Connection Charge	\$N/A	\$N/A
Premises Connection Work Surcharge	\$N/A	\$N/A
Access Wire Charge	\$N/A	\$N/A
Data Base Administration Charge	\$N/A	\$N/A
Restoral Charge	\$7.45	\$13.40
Moves	\$11.00	\$19.00
Additional Line Charge	\$N/A	\$N/A
Premium Installation Charge	\$N/A	\$N/A
Telecommunications Service Priority	\$54.63	\$54.63
Administrative Charge		

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.3 Group Three (Connection Charges)

1.	Annual Wireline Pole Attachment Rate	\$6.86	(C)
2.	Annual Wireless Pole Attachment Rate	\$6.86 per foot*	(N)

3.4. Group Four (Billing)

	<u>Residential</u>	<u>Business</u>
Monthly Multiple Bill Charge	\$N/A	\$N/A
Maximum Number of Duplicate Bills	\$N/A	\$N/A
Dial-A-Visit Message Detail Charge	\$N/A	\$N/A
Special Billing Detail Charge	\$N/A	\$N/A
Monthly Large Print Bill Charge	\$N/A	\$N/A
Government Voucher Charge	\$N/A	\$N/A

3.5 Group Five (Interconnection)

Interconnection of Mobile Services

The Company utilizes the rates developed by New York Telephone and filed in P.S.C.
No. 900 - Telephone, Section 1 Part MM.

*Issued in Compliance with Order in Case No. 16-M-0330, dated March 14, 2019.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.6 Group Six (Local Exchange Services)

All Exchanges	<u>Residential</u>	<u>Business</u>
Flat Rate Exchange Service (Basic Service)		
Individual Line	\$23.00	\$23.00 (R)
Trunk Rate	\$N/A	\$N/A
Joint User Service	\$N/A	\$N/A
Message Rate Exchange Service (Individual Line Only)		
Untimed Message	\$N/A	\$N/A
Allowance	\$N/A	\$N/A
Timed Message	\$N/A	\$N/A
Basic Budget	\$N/A	\$N/A
Auxiliary Line	\$N/A	\$N/A
Trunk Rate (first trunk)	\$N/A	\$N/A
Allowance	\$N/A	\$N/A
Trunk Rate (each additional trunk)	\$N/A	\$N/A
Allowance	\$N/A	\$N/A
Message Unit	\$N/A	\$N/A
Timed Unit		
First Minute	\$N/A	\$N/A
Each Additional Minute	\$N/A	\$N/A

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.6 Group Six (Local Exchange Services) (Cont'd.)

All Exchanges (Cont'd.)	<u>Residential</u>	<u>Business</u>
Monthly Locality Rates		
Individual Line		
Locality A	\$N/A	\$N/A
Locality B	\$N/A	\$N/A
Locality C	\$N/A	\$N/A
Locality D	\$N/A	\$N/A
Locality E	\$N/A	\$N/A
Locality F	\$N/A	\$N/A
Locality G	\$N/A	\$N/A
Locality H	\$N/A	\$N/A
Locality I	\$N/A	\$N/A
Locality J	\$N/A	\$N/A
Locality K	\$N/A	\$N/A

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.6 Group Six (Local Exchange Services) (Cont'd.)

All Exchanges (Cont'd.)	<u>Residential</u>	<u>Business</u>
Seasonal Service		
Option One		
Minimum Period of Service	6 MTH	N/A
Minimum Regular Service Period	6 MTH	N/A
Maximum Seasonal Service Period	6 MTH	N/A
Discount Rate	50%	N/A
Reconnection Rate	\$N/A	\$N/A
Option Two		
Regular Service Period	N/A	N/A
Reconnection Charge	\$N/A	\$N/A
* Suspended Service		
Maximum Suspended Service Period	N/A	N/A
Discount Rate	N/A	N/A
Individual Line	\$N/A	\$N/A
Metered Service	\$N/A	\$N/A
Number Retention Service		
Maximum Suspended Service Period	12 MTH	12 MTH
Minimum Prior Regular Service Period	3 MTH	3 MTH
Discount Rate	25%	N/A
Individual Rate	N/A	N/A
Metered Service	N/A	N/A

*See Section 5 - "Grandfathered Services". This service has been grandfathered and is no longer offered to new customers.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.6 Group Six (Local Exchange Services) (Cont'd.)

All Exchanges (Cont'd.)

Direct Inward Dialing Service

Monthly Trunk Rate	\$22.50
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Monthly Directory Rate (per 10 directory numbers)	\$ 4.00
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	<u>Residential</u>	<u>Business</u>
Off-Premises Extension Service		
Monthly Rate	\$ N/A	\$ N/A
Monthly Exchange Access Line Mileage Charges		
Individual (per 1/4 mile)	\$ N/A	\$ N/A
Trunk (per 1/4 mile)	\$ N/A	\$ N/A

	<u>Per 1/4 Mile Rate</u>	<u>Minimum Rate</u>
Off-Premises Extension Service (per 1/4 mile)		
General Distribution	\$1.75	\$1.75
Non-General Distribution	\$1.75	\$1.75
Interexchange	\$1.98	\$1.98

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.6 Group Six (Local Exchange Services) (Cont'd.)

All Exchanges (Cont'd.)

Foreign Exchange Service

Mileage Rates	Monthly <u>Rate</u>	Minimum <u>Rate</u>
Intracompany Circuits		
. Adjacent Exchanges with Toll	\$N/A	\$N/A
. Adjacent Exchanges W/O Toll	\$0.87	\$4.95
. Non-adjacent Exchanges with Toll	\$0.87	\$4.95
. Non-adjacent Exchanges W/O Toll	\$0.87	\$4.95
Intercompany Circuits		
. Adjacent Exchanges with Toll	\$2.23	\$2.23
. Adjacent Exchanges W/O Toll	\$2.23	\$2.23
Toll Substitute Charge		
Regular Access Line		\$N/A
Tie Line		\$N/A
Administrative Charge		\$0.99

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3.7 Group Seven (Supplemental Services)

		Residential		Business	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
3.7.1	Touch Tone	\$N/A	\$N/A	\$N/A	\$N/A
3.7.2	Custom Calling Service				
	Call Waiting	\$0.49	\$4.95	\$0.74	\$5.94
	Cancel Call Waiting	\$N/A	\$N/A	\$N/A	\$N/A
	Call Waiting with Cancel Call Waiting	\$0.49	\$5.95	\$0.74	\$6.94
	Call Forwarding	\$0.49	\$4.95	\$0.74	\$5.94
	Call Forward-Busy	\$0.49	\$5.95	\$0.74	\$6.94
	Call Forward-Don't Answer	\$0.49	\$5.95	\$0.74	\$6.94
	Call Forward-Busy or Don't Answer	\$N/A	\$N/A	\$N/A	\$N/A
	Three Way Calling	\$0.49	\$4.95	\$0.74	\$5.94
	Speed Calling 8-Code	\$0.49	\$4.95	\$0.74	\$5.94
	Speed Calling 30-Code	\$0.49	\$5.95	\$0.74	\$6.94
	Call Restriction	\$0.49	\$5.99	\$0.74	\$6.94
	Intercom Calling	\$N/A	\$N/A	\$N/A	\$N/A
	Call Transfer	\$N/A	\$N/A	\$N/A	\$N/A
	Reminder Service	\$N/A	\$N/A	\$N/A	\$N/A
	Hot Line	\$0.49	\$5.95	\$0.74	\$6.94
	Warm Line	\$.49	\$4.95	\$.74	\$5.94
	Consultation Hold	\$.49	\$5.95	\$.74	\$6.94
	Last Number Redial	\$N/A	\$N/A	\$N/A	\$N/A
	Hold	\$N/A	\$N/A	\$N/A	\$N/A
	Distinctive Ringing	\$.49	\$6.95	\$.74	\$8.94
	Call Forwarding USP	\$N/A	\$N/A	\$N/A	\$N/A
	Call Forwarding Override	\$N/A	\$N/A	\$N/A	\$N/A
	Call Forwarding-Remote Programming	\$.49	\$5.95	\$.74	\$6.94
	Toll Call Forwarding	\$N/A	\$N/A	\$N/A	\$N/A
	Ring Again	\$.49	\$6.95	\$.74	\$8.94
	Ring Again Denied	\$N/A	\$N/A	\$N/A	\$N/A
	Call Return	\$.49	\$6.95	\$.74	\$8.94
	Call Trace	\$.49	\$6.95	\$.74	\$8.94
	Voice & Data Protection	\$N/A	\$N/A	\$N/A	\$N/A
	Do Not Disturb	\$N/A	\$N/A	\$N/A	\$N/A

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.7 Group Seven (Supplemental Services) (Cont'd.)

		Residential		Business	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
3.7.2	Custom Calling Service (Cont'd.)				
	Intercom w/ Transfer	\$N/A	\$N/A	\$N/A	\$N/A
	Call Pick-up	\$N/A	\$N/A	\$N/A	\$N/A
	Two Feature Discount	10%	30%	10%	30%
	Three Feature Discount	10%	30%	10%	30%
	Four or More Feature Discount	10%	30%	10%	30%
3.7.3	Custom Calling Packages				
	Package One	\$N/A	\$N/A	\$N/A	\$N/A
	Package Two	\$N/A	\$N/A	\$N/A	\$N/A
	Package Three	\$N/A	\$N/A	\$N/A	\$N/A
	Package Four	\$N/A	\$N/A	\$N/A	\$N/A
	Package Five	\$N/A	\$N/A	\$N/A	\$N/A
	Package One Includes:	\$N/A	\$N/A	\$N/A	\$N/A
	Package Two Includes:	\$N/A	\$N/A	\$N/A	\$N/A
	Package Three Includes:	\$N/A	\$N/A	\$N/A	\$N/A
	Package Four Includes:	\$N/A	\$N/A	\$N/A	\$N/A
	Package Five Includes:	\$N/A	\$N/A	\$N/A	\$N/A
3.7.4	Remote Call Forwarding	\$7.25	\$10.34	\$11.75	\$16.78
3.7.5	Multiline Hunt Service	\$0.49	\$5.95	\$0.74	\$6.94
3.7.6	Extended Number Referral Service	\$1.98	\$1.98	\$2.97	\$2.97
3.7.7	Data Security Service	\$N/A	\$N/A	\$N/A	\$N/A
3.7.8	Busy Verification	\$N/A	\$N/A	\$N/A	\$N/A
3.7.9	Interruption Service	\$N/A	\$N/A	\$N/A	\$N/A

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.7 Group Seven (Supplemental Services) (Cont'd.)

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
3.7.10 Directory Assistance	\$0.45	\$0.45	\$0.45	\$0.45
3.7.11 Directory Assistance Call Completion	\$N/A	\$N/A	\$N/A	\$N/A
3.7.12 Critical Facilities Administration Services per hour	\$120.00	\$200.00	\$120.00	\$250.00
3.7.13 Voice Mail Service (Refer to Section 4)				

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.7 Group Seven (Supplemental Services) (Cont'd.)

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
3.7.14 CLASS Services				
Automatic Redial	\$N/A	\$N/A	\$N/A	\$N/A
Call Return	\$N/A	\$N/A	\$N/A	\$N/A
Customer Originated Trace	\$N/A	\$N/A	\$N/A	\$N/A
Calling Number ID Service	\$0.49	\$5.95	\$0.74	\$6.94
Call Waiting with Calling Number ID	\$0.49	\$8.00	\$0.74	\$8.00
Call Number ID Service				
Blocking Options:*				
Per Call Restrict	\$N/A	\$N/A	\$N/A	\$N/A
Per Line Restrict	\$N/A	\$N/A	\$N/A	\$N/A
Priority Ringing	\$0.49	\$5.95	\$0.74	\$6.94
Selective Call Forwarding	\$0.49	\$5.95	\$0.74	\$6.94
Call Screening	\$0.49	\$5.95	\$0.74	\$6.94
Special Call Acceptance	\$0.49	\$5.95	\$0.74	\$6.94
Calling Number & Name ID Service	\$1.49	\$8.64	\$1.49	\$8.64
Call Waiting with Calling Number Name ID	\$1.49	\$9.64	\$1.49	\$8.64
Calling Number & Name ID* Service	\$N/A	\$N/A	\$N/A	\$N/A
Blocking Options				
Anonymous Call Rejection	\$0.00	\$5.95	\$0.00	\$6.94
Selective Call Waiting	\$0.49	\$5.95	\$0.74	\$6.94
Selective Call Forwarding - Busy	\$0.49	\$5.95	\$0.74	\$6.94
Selective Call forwarding - No Answer	\$0.49	\$5.95	\$0.74	\$6.94
Selective Call forwarding - Remote	\$0.49	\$5.95	\$0.74	\$6.94
Activation				

* A customer is entitled to change blocking options two times during six months after Call ID services are available in the customer's Central Office territory. A new customer is also entitled to change two times if they are a new customer to the serving area of the Central Office territory. Customers electing the per-line option after the initial six months or in excess of two changes within the six month period will incur a non-recurring Service Order Charge as specified in Section 3.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line)

3.8.1. Digital Data Service

Non-Recurring Charges

Service Establishment Charge	\$200.00
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Monthly Recurring Charges

Per circuit between or within the following exchanges only.

<u>Exchange Name</u>	<u>Monthly Rate</u>
Kinderhook	\$65.00
Niverville	\$99.00
Stuyvesant	\$65.00
Stuyvesant Falls	\$99.00
Valatie	\$65.00

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI)

A. General

1. Integrated Services Digital Network (ISDN)-Basic Rate Interface (BRI) is a central office based service agreement that utilizes ISDN network architecture to provide network offerings. ISDN-BRI supports the simultaneous transmission of circuit switched data and voice and packet switched supervisory/signaling information over a single exchange access line at a standard interface.
2. ISDN-BRI provides a customer with up to two 64 Kilobits, per second (Kbps) channels (known as B-Channels) and up to 16 Kbps channel (known as the D-Channel). The channels are communication paths over which circuit switched services flow, thus providing end user access to a wide variety of circuit switched services (i.e., data, image, video and voice).
3. ISDN-BRI does not include ISDN terminals, special line treatment, or special power arrangements at the customer's premises.
4. ISDN-BRI may be comprised of the following elements:
 - ISDN-Basic Rate Interface Component
 - Flat Rate Network Component (with 12,000 minutes of B-Channel CSS usage)
 - Usage Sensitive Network Component
 - Channel Options
 - Feature Options
5. Effective June 29, 2012 ISDN-BRI is no longer available for new installations. Existing customers may retain their service at their existing locations on a maintenance basis only. No additions or changes are allowed.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) (Cont'd.)

B. Abbreviations

The following abbreviations are used in this tariff section:

BRI	=	Basic Rate Interface
CACH	=	Call Appearance Call Handling
CSD	=	Circuit Switched Data
CSS	=	Circuit Switched Services
CSV	=	Circuit Switched Voice
EKTS	=	Electronic Key Terminal Service
ISDN	=	Integrated Services Digital Network
Kbps	=	Kilobits per second
PSTN	=	Public Switched Telephone Network

C. Basic Service Components: Descriptions and Definitions

1. Basic Rate Interface (BRI) - The interface between the end user's location and the ISDN-BRI capable central office switch. It provides for up to 64 Kbps B-channels and up to one 16 Kbps D-Channel to be sent over a single circuit or local loop. This includes the central office hardware and software, as well as the 144 Kbps facility required to provide ISDN-BRI.
2. B-Channel (Bearer Channel) - communications path capable of transmitting information at a speed of 64 Kbps. The B-Channel, may be used by a customer for CSS communications (e.g., voice, data, facsimile, etc.) between customer specified locations and the PSTN.
3. Business system - The combination of BRIs forming a complete communications system for a single customer of record. Each terminal within a single business system has the capability to originate and terminate calls to all other terminals within the customer's business system via abbreviated dialing. Business systems are only available when all terminals are served by the same central office.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) (Cont'd.)

C. Basic Service Components: Descriptions and Definitions (Cont'd.)

4. Channel - The electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence.
5. Circuit Switching - The process of setting up and keeping a telephone line or circuit open between two or more users, such that the users have exclusive and full use of the telephone line or circuit until the connection is released.
6. CSV/CSD - This network option arrangement allows digital CSV and CSD transmission to and from the PSTN. CSV/CSD is generally referred to as CSS throughout this section of the tariff.
7. Delayed and Abbreviated Ringing - A Basic and CACH EKTS feature that alerts a terminal for a predetermined interval (abbreviated ringing) before ringing another designated EKTS terminal (delayed ringing). This feature provides several options for customers as to the type of audible and/or visual alerting that is given at each terminal.
8. D-Channel (Delta Channel) - Communications path set up to transmit data in packet form at speeds up to 16 Kbps. This communications path is designated to send and receive out-of-band signaling/supervisory messages and may also be used for packet switched user data. The bit rate is fixed as a function of the interface used by the customer.
9. Flat Rate Network Component - Provides for 12,000 minutes per month of B-Channel access to the PSTN. This rate element applies per B-Channels and provides central office switching capabilities.
10. Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) - A network architecture which allows for the simultaneous transmission of up to three channels of information (e.g., voice, data, facsimile, etc.) over a single telephone circuit of local loop.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) (Cont'd.)

C. Basic Service Components: Descriptions and Definitions (Cont'd.)

11. Instrument or Terminal - When used in connection with the ISDN-BRI denotes customer provided equipment at which the BRI terminates. One BRI may terminate in several different instruments (e.g., digital telephone sets, computers or facsimile machines equipped with ISDN adapters, etc.).
12. Key System Coverage for Analog Lines - A CACH EKTS feature that allows an analog telephone set to share calls with a CACH EKTS set.
13. Kbps - Kilobits per second is data transmission that is sent at the rate of a thousand bits per second. 1 Kbps means one thousand bits per second, 10 Kbps means ten thousand bits per second, etc.
14. Multiple B-Channel Terminals on a BRI - This capability allows a user to place more than two B-Channel terminals on a BRI. Because there are only two BChannels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals is eight per BRI. These terminals can use the B-Channels, the D-Channel, or a combination. When there are two users on a BRI, it would be possible for one user to engage both B-Channels and thus, leave the other user without access to a B-Channel. To prevent this from occurring, Associated Groups may be defined. The first user is assigned to one Associated Group and the other user is assigned to a second Associated Group. Each Associated Group is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel. These capabilities are available without additional charge.
15. Network Component - The Company offers 12,000 minutes of B-Channel access to the PSTN via the Flat Rate Network Component. Additional minutes of access to the PSTN via B-Channels are offered through the Usage Sensitive Network Component. These rate elements provide central office switching capabilities, required to access the PSTN, and shall apply per B-Channel.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) – Basic Rate Interface (BRI) (Cont'd.)

C. Basic Service Components: Descriptions and Definitions (Cont'd.)

16. Public Switched Telephone Network (PSTN) - The worldwide telephone network available to telephone subscribers in the United States. It includes local dialing scope, home LATA, intrastate, and international locations. Access to PSTN is provided via the Flat Rate and Usage Sensitive Network Components.
17. Secondary-Only Telephone Number - A CSS option that allows any telephone number, other than the primary telephone number, to be assigned to an ISDNBRI terminal. A Secondary-Only Telephone Number does not have to be a primary telephone number at another terminal. An ISDN-BRI terminal can have one or more Secondary-Only Telephone Numbers. Each Secondary-Only Telephone Number can have multiple call appearances. A Secondary-Only Telephone Number can be shared with another ISDN-BRI terminal.
18. Usage Sensitive Network Component - Measured rate element applicable to all B-Channel CSV and CSD calls that utilize the PSTN more than 12,000 minutes per month. This rate element applies per B-Channel minute of use beyond the Company's allotted number of hours of use and provides central office switching capabilities.

D. Optional Service Components: Descriptions and Definitions

Unless otherwise noted, all Special Calling Features and Supplemental Services described in General Exchange Tariff are available with ISDN-BRI at the same rates, terms and conditions specified in that tariff section.

With subscription to an ISDN-BRI, the following options are available at the rates and charges set forth in this tariff (assuming appropriate digital telephone set(s) are used by the customer):

1. Analog Member in a Hunt Group - A feature that provides for an analog interface in an ISDN-BRI Hunt Group.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) (Cont'd.)

D. Optional Service Components: Descriptions and Definitions (Cont'd.)

2. Custom Calling, Class Services and Voice Mail for Electronic Key Terminal Service (EKTS)- Circuit switched voice features (Call Hold, Call Forwarding Variable; Call Forwarding-Don't Answer; Call Forward-Interface Busy; Message Waiting Indication; Three-Way Conference Calling; Speed Call 30, etc.) as well as other Supplemental services can be added to enhance normal telephone use. These services are defined in Section 7 of the NYSTA No. 2 Tariff. Rates are supplied in the Company's PSC No. 7 Tariff, Section 3 (and Attachments).

A Basic EKTS terminal supports only one call appearance per telephone number.

The Call Transfer Disconnect or the Call Forwarding features cannot be used to expand a local calling scope or to avoid any toll charges.

3. Hunt Group for CSD - This optional feature provides for a predefined search (circular, linear, uniform) for an idle directory number to which a circuit switched data call can be offered.
4. Hunt Group for CSV -This optional feature provides for a predefined search for an idle directory number within a designated group of lines. The sequence in which the search for the terminating lines is conducted is determined by the type of hunting feature chosen by the customer (e.g., circular, linear, uniform).
5. Hunt Group Transfer for CSD -This optional feature sends circuit switched data calls that terminate to a circuit switched data hunt group to a backup circuit switched data hunt group. The user must activate this feature in order for CSD to be sent to the backup group.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) (Cont'd.)

E. Rules and Regulations

The following regulations apply in addition to those in other sections of the Berkshire Telephone Corporation's General Exchange Tariff and the NYSTA No. 2 Tariff. Where other regulations apply on a per-line basis, they shall be interpreted to apply on a per-channel basis in the ISDN portion of this tariff, unless otherwise indicated.

1. ISDN-BRI requires compatible registered CPE under FCC Part 68.
2. ISDN-BRI is available as an alternative to, or in combination with single line service or multiline service. ISDN-BRI Service is not available with, or as an alternative to, public or private pay telephone BRI Service cannot be used in the resale of long distance service.
3. ISDN-BRI is subject to the same rules and regulations applicable to analog single line and multiline service (see Section 3 of this tariff), where provided as an alternative to, or in combination with these services.
4. For directory listing purposes, the Telephone Company will furnish one alphabetical directory listing per B-Channel no additional charge.
5. Features with Call Forwarding capabilities cannot be used on a continual basis to expand the local calling scope beyond that which is available to a customer's premises.
6. All ISDN-BRI components have a minimum service term of one month.
7. ISDN-BRI will be furnished at the rates contained in this Section of the tariff, provided that necessary facilities are available. Where necessary facilities are not available or unusual expenditures are involved in making them available, the customer may be required to pay additional charges for the unusual expenditure, to contract for services beyond the service term, or both. Individual case billing arrangements can be developed at the discretion of the Company.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) (Cont'd.)

E. Rules and Regulations (Cont'd.)

8. Lines, equipment and facilities provided under this tariff will be designed by the Telephone Company to provide at least the same level of service, reliability, and quality as local exchange service in the exchanges where ISDN-BRI is offered. At a minimum, ISDN-BRI will be provided where the access line does not exceed 14 kilofeet in length from the customer's premises to the serving central office, or experience a maximum loss of 34 dB as measured at the customer's premises at no additional cost to the customer. For circumstances that exceed these minimum service standards, special construction charges may be applied.
9. The Telephone Company may make changes in its telecommunications services, equipment, operations, or procedures, where such action is consistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes materially affect the operating characteristics or technical parameters of the service as originally ordered by the customer, adequate notice will be given in writing to allow the customer an opportunity to maintain uninterrupted service.
10. ISDN-BRI will conform with the Bellcore technical references and the American National Standards Institute standard.
11. Moves
 - a. Customer requests for moves involving a change between suitably equipped ISDN-BRI serving central offices constitutes a disconnection of service and the customer must establish a new service for that part of the service involved.
 - b. Customer moves occurring within the same ISDN serving office will not constitute a disconnection of service if the service is merely reestablished with a new loop facility. The reestablishment of service with a new loop facility will subject the customer to installations charges for each BRI

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) (Cont'd.)

E. Rules and Regulations (Cont'd.)

12. Seasonal suspend or vacation service is not available in connection with ISDN-BRI.
13. Presubscription to an InterLATA carrier of preference applies to ISDN-BRI just as it applies to analog (POTS) telephone service. Each B-Channel within a customer's business system may have a different carrier of preference.
14. Standard with ISDN-BRI B-Channel services, the Company provides a monthly allowance of 12,000 minutes of access to the PSTN through the B-Channels at no additional charge via the Flat Rate Network Component. The Usage Sensitive Network Component shall apply per minute of B-Channel usage above 12,000 minutes per month for all ISDN-BRI incoming and outgoing calls utilizing B-Channels. For calls utilizing two B-Channels, the Usage Sensitive Network Component shall apply per B-Channel minute of use.
15. Channels
 - a. The channels available through the provision of ISDN-BRI may be designated or assigned to suit the customer's needs, not to exceed the maximum of two B-Channels and one D-Channel (2B+D) per ISDN-BRI.
 - b. The B-Circuit Switched Services Channel (B-CSS) assigns circuit switched calls to one of the two B-Channels on the BRI. The B-CSS Channel operates at a maximum speed of 64 Kbps.
 - c. When the B-CSS Channel is connected with the services offerings of entities other than the Telephone Company, the customer is responsible for payment of services provided by those entities, as well as the Telephone Company's charges.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.2 Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI) (Cont'd.)

F. ISDN-BRI Monthly Rates and Charges - Residential and Business

- | | | |
|----|---|---------------|
| 1. | ISDN-BRI, Flat Rate Network Component
For 2 B-Channels and 1 D-Channel | \$54.60/month |
| 2. | Usage Sensitive Network Component
Per B-Channel, in excess of 12,000 minutes | \$.002/minute |
| 3. | Analog Member in a Hunt
Per B-Channel | \$1.00 |
| 4. | Hunt Group for CSD
Per B-Channel | \$1.00 |
| 5. | Hung Group for CVS
Per B-Channel | \$1.00 |
| 6. | Hung Group Transfer for CSD
Per B-Channel | \$2.00 |
| 7. | FCC End User Common Line Charges, as set forth in the
National Exchange Carrier's Access Services Tariff, apply as
appropriate and shall be interpreted to apply per B-Channel. | |
| 8. | Custom configurations will be priced on a case-by-case basis. | |

G. ISDN-BRI Non-Recurring Rates and Charges - Residential and Business

- | | | |
|----|---|---------|
| 1. | Service connection charges for installations, moves and changes as set
forth in Section 3 Group 2 apply as appropriate and shall be interpreted
to apply per B-Channel. | |
| 2. | Service Establishment Charge
For 2 B-Channels and 1 D-Channel | \$99.00 |

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.3 Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI)

A. General

1. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service that supports the simultaneous transmission of circuit switched data and voice and packet switched supervisory/signaling information by a method of access: Primary Rate Interface.
2. ISDN-PRI has a capacity of 1.544 Mbps and has multiple channels: 23 B-channels and 1 D-channel, and is also known as 23 B+D access. The B-channels carry voice calls, circuit switched data, and video, while the D-channel handles signaling information. The channels are communication paths over which circuit switched services flow, thus providing end user access to a wide variety of circuit switched services (i.e., data, image, video and voice).
3. ISDN-PRI does not include ISDN terminals, special line treatment, or special power arrangements at the customer's premises.
4. ISDN-PRI may be comprised of the following elements:
 - ISDN- Primary Rate Interface Component
 - Feature Options (such as Caller ID with Name)
 - ISDN-PRI Port, each
 - DID numbers, per block
5. ISDN-PRI may be purchased on a month-to-month, one, three, or five year term.

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3.8 Group Eight (Private Line) (Cont'd.)

3.8.3 Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) (Cont'd.)

B. Service Components: Descriptions and Definitions

1. The Service Components in Section 3.8.2C & 3.8.2D of this Tariff are applicable.
2. ISDN-PRI is not available to Commercial Radio Mobile Carriers, Private Mobile Radio Carriers and Interexchange Carriers in their provision of services to their customers.

C. Rules and Regulations

1. Availability - ISDN Primary Rate Interface (ISDN-PRI) is offered only from suitably equipped Central Offices and is subject to availability of facilities.
 - a. When a subscriber's normal serving office is not equipped with ISDN-PRI or part of a Remote switch, the Telephone Company will attempt to provide ISDN-PRI from an alternate serving office in the same rate area, at no additional charge to the customer.
 - b. If an alternate switch in the same rate area is not available, the Telephone Company will provide ISDN-PRI from an alternate serving office, determined by the Telephone Company, at no additional charge to the customer. If the alternate serving office is outside of the customer's normal local calling area, the customer will accept a number change associated with the alternate office. The customer will also be subject to the calling areas associated with the alternate serving office, as established in the Telephone Company's tariffs.

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3.8 Group Eight (Private Line) (Cont'd.)

3.8.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Cont'd.)

C. Rules and Regulations (Cont'd)

2. DID Capability - is furnished upon the condition that the customer must subscribe to and have adequate facilities to permit the use of service without injurious effect on general telephone service. ISDN-PRI DID numbers will be provided in blocks of 100 numbers (or a fraction thereof). Customers are required to keep 50% or more of their assigned numbers working at all times to retain assignment of their entire block of numbers. The Company must be notified by customers if their usage level drops below 50% so that action can be initiated to reclaim numbers.
3. ISDN-PRI Portability - This is only available when there is an alternate switch in the same Rate Area, as defined by the Telephone Company, equipped with ISDN-PRI equipment. When an alternate switch is not located in the same Rate Area as the normal serving switch, the customer may subscribe to ISDN-PRI from the alternate switch in another rate center and pay foreign exchange rates.
4. Relocation – If, prior to the expiration of a contract period, a customer elects to relocate his ISDN-PRI to a different location not served by the same Central Office, the service is considered to be disconnected and termination liability applies. However, if the customer relocates to a location served by a suitably equipped Central Office within the same state and establishes an ISDN-PRI contract of equal or greater monetary value, the customer may relocate without incurring any termination liability. Installation charges for establishing the new service would apply.
5. Seasonal suspend or vacation service is not available in connection with ISDN-PRI.
6. Listings - One listing is furnished for each ISDN-PRI DID range at no charge.
7. Transfer of Service - This will be permitted.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.8 Group Eight (Private Line) (Cont'd.)

3.8.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Cont'd.)

D. ISDN-PRI Monthly Rates and Charges - Residential and Business

- | | | |
|----|---|--|
| 1. | Primary Rate Interface, with 1 D-channel | \$600.00/monthly
\$500.00/ 1 year
\$405.79/ 3 years
\$360.70/ 5 years |
| 2. | ISDN-PRI Port, each | \$23.51 |
| 3. | DID Numbers, per block | \$27.00 |
| 4. | Caller ID with Name | \$103.50 |
| 5. | FCC End User Common Line Charges, as set forth in the National Exchange Carrier's Access Services Tariff, apply as appropriate and shall be interpreted to apply per PRI. | |
| 6. | Custom configurations will be priced on a case-by-case basis. | |

E. ISDN-PRI Non-Recurring Rates and Charges – Residential and Business

- | | | |
|----|--|----------|
| 1. | Service Establishment Charge
Primary Rate Interface, with 1 D-channel | \$487.00 |
|----|--|----------|

F. ISDN-PRI Bundle

1. All regulations applicable to ISDN Primary Rate Service as specified in Section 3.8.3 of this Tariff apply to the ISDN PRI Bundle except as specified in this section below:
 - a. Includes unlimited local calling, the ISDN primary port, local distribution channel (LDC), Caller ID with Name and 1 DID block of 100 numbers (or fraction thereof). This bundle is provided under month-to-month, 1, 2 or 3 year terms. Term bundles have a one year minimum requirement. The bundle rates do not include the EUCL, surcharges or taxes.

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3.8 Group Eight (Private Line) (Cont'd.)

3.8.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Cont'd.)

F. ISDN-PRI Bundle (Cont'd.)

1. (Cont'd.)

- b. ISDN PRI Bundle is not available with Foreign Exchange service, virtual private network services and is not available with services provided under special contract.
- c. Additional 100 blocks of DID numbers (or fraction thereof) and single DID telephone numbers, which may or may not be contiguous based on availability, are available for an additional monthly recurring charge for customers who have purchased the ISDN PRI Bundle for 1, 2 or 3 year terms. The term of the additional DID numbers is coterminous with the term of the ISDN PRI Bundle.
- d. Conversion - Any existing ISDN PRI customer may convert to ISDN PRI Bundle. However, this will be considered a downgrade and termination charges will apply to the existing service agreement.
- e. Termination for the ISDN PRI Bundle is as follows:
 - 1 year term - number of months remaining (rounded down) x \$20
 - 2 year term - number of months remaining (rounded down) x \$40
 - 3 year term - number of months remaining (rounded down) x \$60

* Additionally - If customer doesn't fulfill one year minimum requirement, the NRC will be re-rated to the MTM NRC totaling \$900.

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3.8 Group Eight (Private Line) (Cont'd.)

3.8.3 Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) (Cont'd.)

F. ISDN-PRI Bundle (Cont'd.)

2. ISDN PRI Bundle Monthly Rates and Charges—Residential and Business

- | | |
|---|-------------------|
| a. Primary Rate Interface, with 1 D-channel | \$ 600.00/ month |
| | \$ 375.00/ 1year |
| | \$ 315.00/ 2years |
| | \$ 285.00/ 3years |

The above rates and charges include:
ISDN-PRI Port, Caller ID with Name,
DID block, 100 numbers (or fraction
thereof) and Unlimited Local Calling

- b. FCC End User Common Line Charges, as set forth in the NECA's Access Services Tariff, apply as appropriate and shall be interpreted to apply per PRI
- c. Custom configurations will be price on a case-by-case basis

3. ISDN-PRI Bundle Non-Recurring Rates - Residential and Business

- a. Service Establishment Charge for Bundle Term:

- | | |
|---------------------------|-----------|
| • Month-to-Month Plan | \$ 900.00 |
| • (1, 2 or 3 years) Plans | \$ 200.00 |

3.8.4 The Company concurs with the rates filed by the New York Intrastate Access Settlement Pool in tariff PSC No. 1 - Telephone for private line services not included in this tariff.

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.9 Group Nine (Special Equipment, Services and Programs)

NO RATES FOR THIS SECTION AT THIS TIME

3.10 Group Ten (Pay Telephone Service)

All Exchanges

Monthly Rate

Public Access Line Service

Monthly Flat Rate Service Charge \$17.59

Monthly Message Rate Service Charge \$N/A

Local Call Rate

Untimed Message Rate \$N/A

Call Allowance N/A

Timed Message Rate

First N/A Minutes \$N/A

Each Additional N/A Minutes \$N/A

Outgoing Screening \$N/A

Incoming Blocking \$N/A

Coin Supervision Service \$6.00

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SECTION 3 - LOCAL RATE SCHEDULE (CONT'D.)

3.11 Group Eleven (Directory)

The following rates are monthly per directory line for each listing in excess of the free allowance unless otherwise noted.

	<u>Residential</u>	<u>Business</u>
Additional Standard Listing	\$0.35	\$0.35
Indented Listing	\$0.35	\$0.35
Duplicate Listing	\$0.35	\$0.35
Reference Listing	\$0.35	\$0.35
Alternative Telephone Number (per line)	\$0.35	\$0.35
Night Listing	\$0.35	\$0.35
Foreign Listing	\$N/A	\$N/A
Non-published Number	\$0.49	\$0.49
Customized Number Listing		
Monthly Number Charge	\$N/A	\$N/A
Initial Search Charge	\$N/A	\$N/A
Additional Search Charge	\$N/A	\$N/A
Customized Number Listing	\$N/A	\$N/A

3.12 Group Twelve (Resellers)

NO RATES FOR THIS SECTION AT THIS TIME

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SECTION 4 - COMPANY SPECIFIC SERVICES

4.1 Voice Mail Service

4.1.1 General

Voice Mail Service (VMS) is a central office based service that provides customers with the capability to receive, send, store and retrieve voice and data messages over the telephone network.

VMS answers incoming calls places to the customer's telephone line when the called number is busy and/or when it is not answered, or when it is programmed to deliver a pre-recorded messages to all incoming calls. VMS provides a pre-recorded greeting to the caller. It then receives and saves the caller's message for review by the customer. Customers can retrieve their messages from any telephone.

VSM can forward unanswered call waiting calls to a mailbox. A VMS customer has the option of either responding to a call when the Call Waiting tone is heard or ignoring the tone and allowing the VMS to prompt the caller for a message. Call Waiting is not offered as part of VMS; it must be ordered separately.

Telephone Company VMS customer lines are equipped with Call Forward-Busy Line, Call Forward-No Answer and Call forward-After Call Waiting as part of their Voice Mail Service. There is no extra charge. The call forwarding features are programmed and controlled by the Telephone Company. VMS customers who are located out of the Telephone Company service area must obtain the Call Forwarding functions from their local telephone service provider. Only customers who are within the Telephone Company service area must obtain the Call Forwarding functions from their local telephone service provider. Only customers who are within the Telephone Company exchanges can receive stutter dial-tone or message lamp notification.

4.1.2 Description of Rudimentary Services

A. Basic Voice Mailbox

The mailbox is the component of the VMS used for storage of voice messages. When a call to a VMS customer line is busy or not answered within a company-defined number of rings, the call is forwarded to the customer's VMS mailbox. VMS answers the call with the mailbox's recorded greeting and prompts the caller to leave a message. An optional service gives the caller the ability to revert to personal assistance.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.1 Voice Mail Service (Cont'd.)

4.1.2 Description of Rudimentary Services (Cont'd.)

A. Basic Voice Mailbox (Cont'd.)

VSM notifies the customer that their mailbox contains a message. The customer can access their mailbox from a telephone to hear the stored message. When using a telephone equipped with tone service, the customer has the ability to erase, forward or retain the message in the mailbox. An optional service gives the customer the ability to place calls from within their mailbox.

B. Divided Voice Mailbox

A Divided Mailbox has all the capability of a basic mailbox, but it is compartmentalized into five sections. Each section receives and stores messages. Each section is accessed with an individual access code. A Divided Mailbox permits multiple users of one telephone line to share one mailbox while maintaining privacy. Only one announcement greeting is provided to a Divided Mailbox.

C. Announcement-Only Mailbox

An Announcement-Only Mailbox stores one three-minute greeting. A call placed to the customer's number is immediately forwarded to the mailbox and the greeting is delivered. Announcement-Only boxes do not store messages and are not capable of handling outbound calls. The voice mail customer enables/disables the announcement with their phone keypad.

D. Tree Mailbox

A Tree Mailbox is a front-end, announcement-only, call routing mailbox that enables calls to connect to other Basic or Divided mailboxes, or another tree mailbox, by pressing a single digit on a tone telephone key pad.

E. Auto Attendant Mailbox

An Auto Attendant Mailbox is a front-end call routing mailbox that enables callers to terminate at telephone lines or extensions by pressing a digit on a telephone key pad. If the terminating line is busy or not answered, the caller is routed to a Basic or Divided mailbox or to an operator.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.1 Voice Mail Service (Cont'd.)

4.1.3 Description of Basic and Divided Mailboxes Features

A. Mailbox Greetings

Each mailbox can be provided with one to five greetings. Greetings can be customized by the customer and are thirty seconds long to one minute long. An optional mailbox feature gives customers the ability to make their greetings time dependent.

B. Message Capacity

A mailbox can contain fifteen or more messages. Messages can be up to three minutes in length. Messages can be "stamped" with the date and time that they are received. Messages can be stored for up to thirty days.

C. Message Notification

VMS notifies customers that an unheard message is in their mailbox by initiating a stutter dial tone or a CPE light indication on the customer's line. Optional notification methods are outbound "calls" to pagers or other telephone lines located within the company's local exchanges or EAS areas (up to two attempts, at fifteen minute intervals). The programming for the type of notification is provided and controlled by the Telephone Company. The notification service can be turned on and off by the customer.

D. Message Forwarding

Message Forwarding enables a Telephone Company VMS customer to send a message stored in their mailbox to another mailbox in the Telephone Company VMS.

E. Group Messaging

Group Messaging permits Telephone Company VMS customers to send messages to other VMS customers in the telephone company VMS system without having to dial individual phone numbers one at a time. The Group Messaging customer has the ability to create lists for group message delivery with numerous destinations on each list.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.1 Voice Mail Service (Cont'd.)

4.1.3 Description of Basic and Divided Features (Cont'd.)

F. Dial-Out

Dial-Out enables a VMS customer to place calls while in the VMS system. After retrieving a message, the customer can utilize the VMS's automatic callback capabilities provided that the system was able to capture the call ANI. The customer can also call out by dialing telephone numbers.

G. Operator Revert

Operator Revert provides callers an opportunity to connect to a personal assistant rather than leave a voice message. By dialing a specified key, the VSM system dials out to telephone number of the customer's pre-determined "operator".

H. Customer Search

Customer Search puts a caller "on hold" while the VMS system attempts to find the VMS customer. The VSM system dials out to numbers assigned to up to three devices. If the VMS customer answers one of the calls, the system provides them with ability to accept the call or to transfer the caller to voice mail.

4.1.4 Rudimentary Monthly Service Rates

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
Basic Voice Mailbox	\$1.00	\$7.00	\$1.00	\$7.00
Divided Voice Mailbox	\$2.00	\$8.00	\$2.00	\$8.00
Announcement-Only Mailbox	\$1.00	\$5.00	\$1.00	\$5.00
Tree Mailbox (*a)	\$N/A	\$N/A	\$1.00	\$5.00
Auto Attendant Mailbox (*a)	\$N/A	\$N/A	\$20.00	\$50.00

*a - Service Order charge associated with the establishment of these mailboxes is \$45.00.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.1 Voice Mail Service (Cont'd.)

4.1.5 Monthly Basic and Divided Mailbox Features Rates

		Residential		Business	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
A.	Mailbox Greetings				
	One thirty-second greeting	N/C	N/C	N/C	N/C
	Each additional greeting, time-dependent	\$0.25	\$3.00	\$0.25	\$3.00
	Each additional minute of greeting length	\$0.25	\$3.00	\$0.25	\$3.00
B.	Message Capacity				
	Ten one-minute messages	N/C	N/C	N/C	N/C
	Additional ten one minute messages	\$0.25	\$3.00	\$0.25	\$3.00
	Substitution of ten two-minute messages for ten one-minute messages	\$0.25	\$3.00	\$0.25	\$3.00
	Ten-day retention	N/C	N/C	N/C	N/C
	Additional ten-day retention	\$0.25	\$3.00	\$0.25	\$3.00
C.	Message Notification				
	Stutter dial tone or message lamp notification	N/C	N/C	N/C	N/C
	Substitution of pager notification	\$0.50	\$3.50	\$0.50	\$3.50
	Substitution of another telephone number (non-toll)	\$1.00	\$6.00	\$1.00	\$6.00
D.	Group Messaging (requires Message Forwarding) 10 lists, 10 addresses per list	N/A	N/A	\$0.25	\$3.00
E.	Message Forwarding Capability	N/A	N/A	\$0.25	\$3.00
	Per message to another Teleco mailbox	N/C	N/C	N/C	N/C
	Per message to outside line	N/A	N/A	\$0.10	\$2.00

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4.1 Voice Mail Service (Cont'd.)

4.1.5 Monthly Basic and Divided Mailbox Features Rates (Cont'd.)

		Residential		Business	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
F.	Direct Dial-Out	N/A	N/A	\$0.25	\$3.00
	Capability Per message to outside line	N/A	N/A	\$0.10	\$2.00
G.	Operator Revert	N/A	N/A	\$0.25	\$3.00
	Capability Per message to outside line	N/A	N/A	\$0.10	\$2.00
H.	Customer Search	N/A	N/A	\$0.25	\$3.00
	Capability Per message to outside line	N/A	N/A	\$0.10	\$2.00

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes

A. Personal VoiceMail

Includes: 1 thirty-second greeting
15 one-minute messages
10-day message retention
Stutter dial tone or lamp notification

		Residential		Business	
		<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One		\$2.00	\$6.00	\$2.00	\$6.00
Two to Ten		\$2.00	\$6.00	\$2.00	\$6.00
Eleven to Twenty-five		\$N/A	\$N/A	\$2.00	\$6.00
Twenty-six to Fifty		\$N/A	\$N/A	\$1.00	\$6.00
Fifty-one to One Hundred		\$N/A	\$N/A	\$1.00	\$6.00
One Hundred and One to Three Hundred		\$N/A	\$N/A	\$0.50	\$5.00
Three Hundred and One to Five Hundred		\$N/A	\$N/A	\$0.50	\$5.00

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4.1 Voice Mail Service (Cont'd.)

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes (Cont'd.)

B. Enhanced Personal VoiceMail

Includes: 1 thirty-second greeting
20 two-minute messages
20-day message retention
Stutter dial tone or lamp notification
Direct Dial-Out capability

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One	\$2.00	\$7.00	\$2.00	\$7.00
Two to Ten	\$2.00	\$7.00	\$2.00	\$7.00
Eleven to Twenty-five	N/A	N/A	\$2.00	\$7.00
Twenty-six to Fifty	N/A	N/A	\$1.50	\$7.00
Fifty-one to One Hundred	N/A	N/A	\$1.50	\$7.00
One Hundred and One to Three Hundred	N/A	N/A	\$1.00	\$6.00
Three Hundred and One to Five Hundred	N/A	N/A	\$1.00	\$6.00

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4.1 Voice Mail Service (Cont'd.)

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes (Cont'd.)

C. Shared VoiceMail

Includes: 1 thirty-second greeting
15 two-minute messages
Up to five sections
10-day message retention
Stutter dial tone or lamp notification
Direct Dial-Out capability

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One	\$2.00	\$8.00	\$2.00	\$8.00
Two to Ten	\$2.00	\$8.00	\$2.00	\$8.00
Eleven to Twenty-five	\$N/A	\$N/A	\$2.00	\$8.00
Twenty-six to Fifty	\$N/A	\$N/A	\$1.00	\$8.00
Fifty-one to One Hundred	\$N/A	\$N/A	\$1.00	\$8.00
One Hundred and One to Three Hundred	\$N/A	\$N/A	\$1.00	\$7.00
Three Hundred and One to Five Hundred	\$N/A	\$N/A	\$1.00	\$7.00

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4.1 Voice Mail Service (Cont'd.)

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes (Cont'd.)

D. Deluxe VoiceMail

Includes: 3 thirty-second greeting
 25 two-minute messages
 10-day message retention
 1 device message notification, choice of stutter dial-tone or pager
 Message forwarding
 Group Messaging with 10 broadcast lists (10 addresses per list)

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One to Ten	\$N/A	\$N/A	\$3.00	\$9.00
Eleven to Twenty-five	\$N/A	\$N/A	\$3.00	\$9.00
Twenty-six to Fifty	\$N/A	\$N/A	\$3.00	\$9.00
Fifty-one to One Hundred	\$N/A	\$N/A	\$2.00	\$9.00
One Hundred and One to Three Hundred	\$N/A	\$N/A	\$2.00	\$8.00
Three Hundred and One to Five Hundred	\$N/A	\$N/A	\$2.00	\$8.00

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4.1 Voice Mail Service (Cont'd.)

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes (Cont'd.)

E. Premium VoiceMail

Includes: 3 thirty-second time-dependent greetings
25 two-minute messages
10-day message retention
2 device message notification
Group Messaging with 10 broadcast lists (10 addresses per list)
Message forwarding
Operator Revert

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One to Ten	\$N/A	\$N/A	\$3.00	\$9.00
Eleven to Twenty-five	\$N/A	\$N/A	\$3.00	\$9.00
Twenty-six to Fifty	\$N/A	\$N/A	\$3.00	\$9.00
Fifty-one to One Hundred	\$N/A	\$N/A	\$3.00	\$9.00
One Hundred and One to Three Hundred	\$N/A	\$N/A	\$2.00	\$8.00
Three Hundred and One to Five Hundred	\$N/A	\$N/A	\$2.00	\$8.00

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4.1 Voice Mail Service (Cont'd.)

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes (Cont'd.)

F. Constant Touch VoiceMail

Includes: 4 one-minute time-dependent greetings
20 two-minute messages
20-day message retention
1 device message notification, (stutter dial-tone or pager)
Customer search to 3 devices
Direct Dial-Out w/automatic callback
50 free out-dial minutes; \$0.25 each additional minute

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One to Ten	\$N/A	\$N/A	\$5.00	\$13.00
Eleven to Twenty-five	\$N/A	\$N/A	\$5.00	\$13.00
Twenty-six to Fifty	\$N/A	\$N/A	\$5.00	\$13.00
Fifty-one to One Hundred	\$N/A	\$N/A	\$4.00	\$13.00
One Hundred and One to Three Hundred	\$N/A	\$N/A	\$3.00	\$12.00
Three Hundred and One to Five Hundred	\$N/A	\$N/A	\$3.00	\$12.00

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4.1 Voice Mail Service (Cont'd.)

4.1.6 Monthly Rates for Package and Discounted Offerings of Basic Mailboxes (Cont'd.)

G. Corporate Constant Touch Voice Mail

Includes: 4 one-minute greetings
30 three-minute messages
30-day message retention
1 device message notification, (stutter dial-tone or pager) or
Customer search to 3 devices
Group Messaging
Broadcast lists, 10 lists w/ 10 addresses
Message Forwarding
Operator Revert
Direct Dial-Out w/automotic callback
50 free out-dial minutes; \$0.25 each additional minute

	Residential		Business	
	<u>Min</u>	<u>Max</u>	<u>Min</u>	<u>Max</u>
One to Ten	\$N/A	\$N/A	\$10.00	\$19.00
Eleven to Twenty-five	\$N/A	\$N/A	\$10.00	\$19.00
Twenty-six to Fifty	\$N/A	\$N/A	\$8.00	\$17.00
Fifty-one to One Hundred	\$N/A	\$N/A	\$7.00	\$16.00
One Hundred and One to Three Hundred	\$N/A	\$N/A	\$6.00	\$15.00
Three Hundred and One to Five Hundred	\$N/A	\$N/A	\$6.00	\$15.00

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex

4.2.1 General

- A. Centrex is a digital central-office based service which provides individual business lines with capabilities similar to those offered on a Private Branch Exchange (PBX), but without requiring switching equipment on the customer's premises. Centrex integrates a customer's line into a single telecommunications system. It provides the customer with various features and the ability to establish groups of stations with common and or unique characteristics.
- B. Centrex is offered on an individual, private line basis.
- C. Each Centrex line corresponds to a single, analog, voice grade channel that can be used to place or receive one call at a time. It is connected to a single station set, facsimile machine or compatible key system set.
- D. The customer specifies the individual originating call configuration of the corresponding voice grade channel. There are three configuration options:
 - 1. Station-to-Station - permitting originating calls only to other channels (stations) in the customer's Centrex arrangement.
 - 2. Station-to-Local - permitting originating calls to other channels (stations) in the customer's Centrex arrangement and to the local public switched network.
 - 3. Station-to-All - permitting originating calls to other channels (stations) in the customer's Centrex arrangement, to the local public switched network and to the entire non-local network.
- E. Centrex service is subject to the availability of the necessary switching facilities and equipment.
- F. Centrex is not offered for lines serving public telephone service.
- G. Centrex service does not include the provision of terminal equipment.
- H. Centrex customers must subscribe to a minimum of two Centrex lines.
- I. Each Centrex line is provided with one free directory listing.

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4.2 Centrex (Cont'd.)

4.2.1 General (Cont'd.)

- J. The minimum charge period for Centrex service is one month except when the provision of service requires construction of additional facilities and/or equipment. In such cases, the customer is required to pay for all or a portion of the Company's construction and installation costs and to contract for service beyond the minimum service period, in an arrangement agreeable to both the Company and the customer.

4.2.2 Description of Services

A. Centrex I

Centrex I service utilizes a 500/2500 type telephone, a key system or a PBX. Terminal equipment must meet Company performance standards. Some Centrex features require specific premise equipment capabilities.

B. Centrex II

Centrex II service utilizes specialized Centrex terminal equipment that meets Company performance standards. In addition to including all of the features listed in Section 4.2.3.A for Centrex I service, Centrex II provides features listed in Section 4.2.3.B..

4.2.3 Centrex Features

A. Centrex I Service

Account Codes (ACCT)
Add-On Consultation Hold (Incoming Only)
ndant Console (Nondata Link)
Attendant Camp-On
Attendant Conference
Attendant Dial
Authorization Codes (ATH)
Automatic Callback-Calling (ACBC)
Automatic Re-Dial
Business Group Line
Business Group Numbering Plan

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex (Cont'd.)

4.2.3 Centrex Features (Cont'd.)

A. Centrex I Service (Cont'd.)

Call Blocking

Call Forwarding (CF) Features

Call Forwarding - Incoming Only (Add-on to Call Forwarding)

Call Forwarding - Within Group Only (Add-on to Call Forwarding)

Call Forwarding - Busy

Call Forwarding - Remote Activation

Call Forwarding - Don't Answer - Incoming Only

Call Hold

Call Park

Call Park Directed

Call Park - Local

Call Pick-Up (CPU)

Call Pick-Up

Call Pick-Up Directed

Call Pick-Up Directed Without Barge-In

Call Transfer Attendant

Call Transfer Internal Only

Call Transfer Individual (Incoming Only)

Call Waiting (CW)

Dial Access to Private Facilities

Direct Connect Service (a/k/a Hot Line)

Direct Inward Dialing (DID)

Direct Outward Dialing (DOD)

Distinctive Ringing (DR) / Call Waiting Indication

Do Not Disturb

Individualized Dialing (ID)

Intercom Dialing

Hunting Features

Circle Hunting

Multi line Hunt (MLH)

Make Busy Key

Modular Queuing

Preferential Hunting

Stop Hunt Key

Uniform Call Distribution

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex (Cont'd.)

4.2.3 Centrex Features (Cont'd.)

A. Centrex I Service (Cont'd.)

Loudspeaker Paging
Message Detail Recording (MDR)
OutWATS, INWATS, and Tie Facilities
Night Service
Power Failure Transfer - Attendant
Precedence and Preemption (PP)
Private Facilities Access
Radio Paging (Enhanced)
Special Intercept Announcement
Speed Calling 8 (SC) - Customer Changeable
Terminal Group and Station Restriction (TGSR)
 Toll Restriction
 Code Restriction & Diversion
 Outgoing Call Screening
Tie Trunk Access
Tie Trunk Tandem Dialing (Tieline)

Toll Diversion
Touch Tone
Trunk Answer Any Station
SMDI

B. Centrex II Service

Access
 CCSA
 EPSCS
 ETS Trunks
Attendant Access to Code Calling
Attendant Control of Facilities
Attendant Direct Station Selection
Attendant Identification (Incoming Calls)
Attendant Recall from Satellite
Auto Answer Back
Automatic Line

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex (Cont'd.)

4.2.3 Centrex Features (Cont'd.)

B. Centrex II Service (Cont'd.)

- Automatic Route Selection - deluxe (ARDd)
- Automatic Route Selection - regular (ARSr) Features
 - Automatic Route Selection
 - Time-Of-Day/Day-of-Week Routing Control
 - Expensive Route Warning Tone
 - Outgoing Queuing
- Call Forward / Automatic Dial Display
- Call Waiting (CW)
 - Call Waiting Dial
 - Call Waiting Originating
- Call Transfer (outside)
- Call Waiting Lamps for Attendants
- Code Calling
- Centrex Complex
- Critical Interdigital Timing for Dialing Plan
- Customer Access Treatment Code Restriction (CAT)
- Delay Announcement For Queued Calls on Hunt Group
- Dial Through Attendant (Routing of Calls Based on Attendants Line Class Code)
- Display Called Number
- Display Calling Number (internal Only)
- Executive Busy-Override
- Expensive Rout Warning Tone (ARS)
- Feature Display
- Individual Billing Number for WATS
- Listen On Hold
- Make Set Busy (Selective Control of Facilities)
- Main Satellite Service
- Facility Restriction Level (With ARS)
- Malicious Call Hold
- Manual and Time-of-Day Control Of ARS
- Message Detail Recording (Private Facility Calls)
- Multiline Variety Package (MVP) Service
- Multiposition Hunt

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex (Cont'd.)

4.2.3 Centrex Features (Cont'd.)

B. Centrex II Service (Cont'd.)

Music Message Hold

Standard Must Audio

Custom Must / Message Audio (audio source resides at Company)

Custom Music / Message Audio (audio source at customer premise)

On-Hook Dialing

Outgoing Calling Features (for PBX via ARS)

Recorded Telephone Dictation

Satellite Attendant Transfer

Service Restriction

Fully-Restricted Line

Semi-Restricted Line

Simulated Facility Group - 800 Service

Simulated Facility Group - Incoming and Outgoing, no Intercom

Simulated Facility Group - OUTWATS

Source Billing for Attendant Calls

Speed Calling 30 (SC)

Toll Diversion To Attendant

Time-of-Day (TOD)

Time Display

Trunk Dial Transfer

Trunk Group Busy Lamps

WATS Administration Data

50A Console /5ESS System Compatibility

4.2.4 Rate Stability Option

- A. The Customer has the option of paying for Centrex service on a month-to-month basis or under a Service Contract plan. At any time, a month-to-month customer can convert to a Service Contract plan, using rates that are in effect at the time of conversion.
- B. While under a Service Contract plan, the customer is guaranteed against Company initiated changes in the monthly rate.

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4.2 Centrex (Cont'd.)

4.2.4 Rate Stability Option (Cont'd.)

- C. When customers under Service Contract plans make changes to their service, the Service Contracts will be modified as stipulated below:
1. Subsequent line additions are rated under a new Service Contract if tariffed rates have changed, or added to an existing Service Contract if there has been no change to tariffed rates.
 2. Subsequent line deletions resulting in reductions equal to or exceeding 10% of the initial quantity of lines under contract will be considered a termination liability and subject to contract termination charges as stipulated in section 4.2.4.C.3 If the reduction is less than 10% and causes the number of lines to drop to a lower line size group, all remaining lines will be billed at rates for the smaller line size group.
 3. When the customer cancels Centrex service after installation but prior to the end of the Service Contract plan, the customer is obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.
 4. When the number of Centrex lines under a Service Contract is reduced by the customer, the customer has the following termination charge options
 - a. Continue to pay an amount equal to the monthly rates for the number of Centrex lines that are disconnected under contract, or
 - b. Pay termination charges described above in Section 4.2.4.C.3 on the number of lines disconnected.
- D. Temporary suspension will be offered at the Company's discretion.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex (Cont'd.)

4.2.5 Rates

- A. The FCC Subscriber Line Charge is applied on a per-line basis.
- B. A non-recurring Service Establishment Charge (SEC) applies to each Centrex line established at a primary site Centrex location. These are the only applicable non-recurring charges for establishing Centrex service. These rates do not include any premise work that is required.

<u>Number of Lines</u>	<u>SEC Per Line</u>
2-5	\$30.00
6-20	\$10.00
21 - 25	\$ 8.00
26+	\$ 5.00

- C. Standard tariffed service connection charges are applied to each line for which the Company makes customer-initiated changes after the service is established.

D. Recurring Charges

The following per-line rates apply for periods ranging from month-to-month to sixty months.

Centrex I

Number of Lines	Month-to-Month	12 Months	24 Months	36 Months	48 Months	60 Months
2-6	\$18.00	\$17.10	\$16.25	\$15.45	\$14.70	\$14.00
7-15	\$16.20	\$15.40	\$14.65	\$13.75	\$13.25	\$12.60
16-30	\$14.50	\$13.80	\$13.10	\$12.45	\$11.85	\$11.25
31-50	\$13.00	\$12.35	\$11.75	\$11.15	\$10.60	\$10.05
51-100	\$11.70	\$11.10	\$10.55	\$10.05	\$9.55	\$9.05

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.2 Centrex (Cont'd.)

4.2.5 Rates (Cont'd.)

D. Recurring Charges (Cont'd.)

The following per-line rates apply for periods ranging from month-to-month to sixty months.

Centrex II

Number of Lines	Month-to- Month	12 Months	24 Months	36 Months	48 Months	60 Months
2-6	\$19.50	\$18.50	\$17.60	\$16.70	\$15.90	\$15.10
7-15	\$17.55	\$16.65	\$15.85	\$14.80	\$14.05	\$13.35
16-30	\$15.80	\$15.00	\$14.25	\$13.55	\$12.85	\$12.20
31-50	\$14.20	\$13.50	\$12.80	\$11.85	\$11.25	\$10.70
51-100	\$12.80	\$12.15	\$11.55	\$10.95	\$10.40	\$9.90

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.3 Business Access Line Volume and Term Discount Package

(Discount from Business Access Line charge for term and volume. Feature Packs can only be used in conjunction with Access Line package.)

	1 Yr. Term	2 Yr. Term	3 Yr. Term	5 Yr. Term
1-3 Lines	5%	10%	15%	20%
4-10 Lines	7%	12%	17%	22%
11-15 Lines	9%	14%	19%	24%
26-49 Lines	11%	16%	21%	26%
50-74 Lines	13%	18%	23%	28%
75-99 Lines	15%	20%	25%	30%
100-199 Lines	17%	22%	27%	32%
200-299 Lines	19%	24%	29%	34%

The below feature packs can be added to any and all access lines in the volume/term discount plan:

	Rate
Feature Pack A Caller ID w/Name Desc, Voice Mail Basic, 3 way calling, call Fwd (all calls)	\$12.50
Feature Pack B Caller ID w/Name Desc, Voice Mail Premium, 3 way calling, Call Fwd (all calls)	\$16.50

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.4 ExpansionPAK II (EPAK II) Bundles

4.4.1 Description

ExpansionPAK II is an Unlimited Dial Tone Line (DTL) Basic Package or an Unlimited Centrex Basic Package (as described below) along with the option of subscribing to Voicemail and offered for a one, two or three year term commitment. The Unlimited Dial Tone Line (DTL) Basic Package and Unlimited Centrex Basic Package are optional business packages (bundles) that provide a dial tone access line, unlimited local usage, unlimited IntraLATA/InterLATA toll calling and a choice of at least one (1) custom calling feature for a single bundled rate. EPAK II is only available when presubscribed to the company's affiliate interexchange carrier for both IntraLATA and InterLATA calling.

Customers must purchase at least one (1) Expansion Line for the Unlimited Centrex Basic Package. Expansion Lines are offered on a monthly, one, two or three year basis per each additional line ordered.

Rates for the local component of this bundle as well as the total bundle rates are listed in Section 4.4.5, Leaf 66.

4.4.2 Packages

- A. Unlimited Dial Tone Line (DTL) Basic Package includes one (1) Dial Tone Access Line with unlimited local calling and a choice of one to eleven (1-11) of the following features where available:

Call Waiting , Three Way Calling, Call Forwarding, Call Forwarding - Busy or Don't Answer, a choice of one business Caller ID service, Anonymous Call Rejection, Speed Calling 8-Code, Distinctive Ringing, Call Back Busy (*66), Call Return (*69) and Line Hunting

1. Unlimited Dial Tone Line (DTL) Expansion Lines

Expansion Lines are optional and are NOT required with each Unlimited Dial Tone Line (DTL) Basic Package.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.4 ExpansionPAK II (EPAK II) Bundles (Cont'd.)

4.4.2 Packages (Cont'd.)

1. Unlimited Dial Tone Line (DTL) Expansion Lines (Cont'd)

DTL Expansion lines are available on a month-to-month basis or a one, two or three year term agreement per line, with unlimited local calling and a choice of one to eleven (1-11) of the following features:

Call Waiting , Three Way Calling, Call Forwarding, Call Forwarding - Busy or Don't Answer, a choice of one business Caller ID service, Anonymous Call Rejection, Speed Calling 8-Code, Distinctive Ringing, Call Back Busy (*66), Call Return (*69) and Line Hunting

- B. Unlimited Centrex Basic Package includes one (1) Centrex Line with one business Caller ID Service, Call Return, unlimited local calling, as well as standard features to Centrex Service as specified in Section 4.2 of this Tariff.

1. Unlimited Centrex Expansion Lines

At least (1) Centrex Expansion line is required with each Unlimited Centrex Basic Package.

Centrex Expansion Lines are available on a month-to-month basis or a one, two or three year term agreement per line, with unlimited local calling and standard features to Centrex Service as specified in Section 4.2 of this Tariff.

4.4.3 Regulations

- A. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages are only available to business customers.
- B. The three year term is only available to business customers with Unlimited Dial Tone Line (DTL) Packages and Unlimited Centrex Basic Packages who also subscribe to BusinessOne Broadband at the time service is initiated. Customers who select a three year term must also subscribe to a minimum of two (2) and a maximum of twenty (20) lines (voice grade or voice grade equivalent) at the time service is initiated.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.4 ExpansionPAK II (EPAK II) Bundles (Cont'd.)

4.4.3 Regulations (Cont'd.)

- C. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages are available on one, two or three year agreements. Expansion Lines are available on a month-to-month basis or a one, two or three year term. (The three year term is only available to customers as described in 4.4.3 B.).
- D. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages, as well as Expansion Lines with unlimited calling are only available when presubscribed to the company's affiliate interexchange carrier for both IntraLATA and InterLATA calling.
- E. Long distance calling includes anywhere within the United States, U.S. Territories and Canada.
- F. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages are not available in combination with other regional optional calling plans or virtual private network services.
- G. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages are not available with services provided under a special contract.
- H. All regulations applicable to Centrex Service apply to that service when offered with the Unlimited Centrex Basic Package.
- I. There is a 12 month minimum service requirement for the Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Package lines in this service bundle. If the customer disconnects a Basic Package line within the first 60 days of service, they will be responsible for additional charges described in the Termination Liability section (See 4.4.4 below). Expansion lines offered on a month-to-month basis would not have an applicable minimum service requirement.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.4 ExpansionPAK II (EPAK II) Bundles (Cont'd.)

4.4.3 Regulations (Cont'd.)

- J. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages may only be used for voice applications and may not be used for the transmission of data, for dial-up internet connections, or for any other non-voice application. These services may not be used for autodialing. The Telephone Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished.
- K. Customers enrolled in the ExpansionPAK II Bundles, who fail to pay the entire bundle rate due per month, will have all existing ExpansionPAK II Bundles converted to the applicable tariff rates for the individual services included in their bundle. Service changes will not apply for converting service back to their individual tariff rates. Such customers will not be permitted to re-enroll in the ExpansionPAK II Bundle until such time as all associated unpaid balance has been paid in full.
- L. Applicable Initial Connection and Central Office Work Charges will be waived for the initial installation of Unlimited Dial Tone (DTL) and Unlimited Centrex Basic Package when the customer subscribes to any term agreement.
- M. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages have the option of subscribing to Voicemail.

4.4.4 Termination Liability

- A. Unlimited Dial Tone Line (DTL) and Unlimited Centrex Basic Packages are offered on a one, two or three year term agreement. (The three year term is only available to customers as described in 4.4.3 B.)
- B. Early termination of an Unlimited Dial Tone Line (DTL) or Unlimited Centrex Basic Package 1, 2 or 3 year term agreement by the customer will result in a one time flat termination charge of:
 - Effective rates for services ordered prior to April 1, 2020:
 - \$ 300.00 for default within the 1st year of the term
 - \$ 150.00 for default within the 2nd year of the term
 - \$ 75.00 for default within the 3rd year of the term
 - Effective rates for services ordered on or after April 1, 2020:
 - \$ 129.00 per line for all terms

(C)

(C)

(C)

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.4 ExpansionPAK II (EPAK II) Bundles (Cont'd.)

4.4.4 Termination Liability (Cont'd.)

- C. Early termination of the term agreement for the Unlimited DTL Expansion Line or an Unlimited Centrex Expansion Line 1, 2 or 3 year term agreement by the customer will result in a one-time flat Termination Charge of:
- | | |
|--|-----|
| <u>Effective rates for services ordered prior to April 1, 2020:</u> | (C) |
| \$ 150.00 for default within the 1 st year of the term | |
| \$ 75.00 for default within the 2 nd year of the term | |
| \$ 50.00 for default within the 3 rd year of the term | |
| <u>Effective rates for services ordered on or after April 1, 2020:</u> | (C) |
| \$ 129.00 per line for all terms | (C) |
- D. If the customer cancels all of the Centrex Expansion Lines, the Centrex Basic Line will revert to the individual rate and/or the tariff rate associated with that component.
- E. There is a 12 month minimum service requirement for the Unlimited Dial Tone (DTL) and Unlimited Centrex Basic Package lines in this service bundle. If the customer disconnects a Basic Service Package line within the first 60 days of service, they will be responsible for installation charges. Expansion lines offered on a month-to-month basis would not have an applicable minimum service requirement.
- F. At the end of the term or any subsequent renewal, the agreement will automatically be renewed for a successive one, two or three year term at the same terms and conditions unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Telephone Company has provided 30 day notice of any change. Customers can move from a shorter term to a longer term without incurring a penalty.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.4 ExpansionPAK II (EPAK II) Bundles (Cont'd.)

4.4.5 Rates (These provide the local component rate of the bundle and the total bundle rate)

Exchange:

All Exchanges

	<u>Local Rate</u> <u>of the Bundle</u> ¹	<u>Total</u> <u>Bundle</u>
<u>Unlimited Dial Tone (DTL):</u>		
Basic Unlimited Package – One Year Term	\$28.00	\$45.50
Basic Unlimited Package – Two Year Term	\$25.00	\$42.50
Basic Unlimited Package – Three Year Term	\$17.00	\$34.50
Expansion Line with Unlimited Calling (Month-to-Month)	\$28.00	\$68.50
Expansion Line with Unlimited Calling (One Year Term)	\$28.00	\$45.50
Expansion Line with Unlimited Calling (Two Year Term)	\$25.00	\$42.50
Expansion Line with Unlimited Calling (Three Year Term)	\$17.00	\$34.50
 <u>Unlimited Centrex:</u>		
Basic Unlimited Package – One Year Term	\$21.50	\$36.00
Basic Unlimited Package – Two Year Term	\$18.50	\$33.00
Basic Unlimited Package – Three Year Term	\$10.50	\$25.00
Expansion Line with Unlimited Calling (Month-to-Month)	\$22.50	\$54.00
Expansion Line with Unlimited Calling (One Year Term)	\$21.50	\$36.00
Expansion Line with Unlimited Calling (Two Year Term)	\$18.50	\$33.00
Expansion Line with Unlimited Calling (Three Year Term)	\$10.50	\$25.00

¹This rate does not include the IntraLATA and InterLATA components which are provided by Berkshire Cable Corporation.

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4.5 Voice Advantage II Bundles

4.5.1 Description

These bundles provide residential customers with the option of subscribing to service packages that provide a dial tone access line, unlimited local usage, unlimited IntraLATA toll calling and a choice of InterLATA toll calling minutes for a single bundled rate. Voice Advantage II bundles are only available when presubscribed to the company's affiliate interexchange carrier for both IntraLATA and InterLATA calling. Residential customers have the option of subscribing to Voicemail and Broadband at discounted rates.

4.5.2. Regulations

- A. Voice Advantage II Bundles are only available to residential customers.
- B. Voice Advantage II Bundles are only available to customers who are presubscribed to Berkshire Cable Corporation as their primary interexchange carrier for both IntraLATA and InterLATA calling.
- C. Voice Advantage II Bundles are not available in combination with other optional calling plans or private lines.
- D. Voice Advantage II Bundles are not available with services provided under special contract.
- E. Standard installation charges apply.
- F. Long distance calling includes calling to anywhere within the United States, U.S. Territories and Canada.
- G. Voice Advantage II Bundles are available only in areas specifically equipped to provide such service and are subject to the availability and technical limitations of facilities.
- H. Rates do not include Federal Subscriber Line Charges, Universal Service Charges, fees, taxes, and any other applicable surcharges.
- I. Voice Advantage II Bundle customers may terminate the package or switch to another calling package or plan at any time.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.5 Voice Advantage II Bundles (Cont'd)

4.5.2. Regulations (Cont'd)

- J. The Voice Advantage II Bundles are offered only to residential customers for the customer's personal, residential, non-business and non-professional use. Use of the Voice Advantage II Bundle is prohibited for any profit or nonprofit commercial or governmental activities, including, but not limited to, activities related to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Voice Advantage II Bundle or any other activity that would be inconsistent with the normal residential voice-grade applications and usage patterns. If it is determined that the usage on the Voice Advantage II Bundle is not consistent with residential applications or is otherwise prohibited as specified in this tariff, the Company will contact the customer and arrange a transfer to a business service or terminate service under the residential Voice Advantage II Bundle. Additional restrictions may apply as provided elsewhere in the tariff.
- K. Voice Advantage II Bundle customers have the option of subscribing to Voicemail and Broadband at discounted rates.

4.5.3 Rates (These provide the local component rate of the bundle and the total bundle rate)

Exchange:

All Exchanges

	<u>Local Rate</u> <u>of the Bundle</u> ¹	<u>Total</u> <u>Bundle Rate</u>
Voice Advantage II – Basic	\$23.00	\$40.99 (I)
Voice Advantage II – 600	\$23.00	\$45.99
Voice Advantage II – Unlimited	\$23.00	\$50.99 (I)

¹This rate does not include the IntraLATA and InterLATA components which are provided by Berkshire Cable Corporation.

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SECTION 4 - COMPANY SPECIFIC SERVICES (CONT'D.)

4.5 Voice Advantage II Bundles (Cont'd)

4.5.3 Rates (Cont'd.)

- A. Subscribers to any of the Voice Advantage II Bundles may upgrade their bundle for an additional \$5.00 per month to include:

1. Caller ID with Name Description
2. Call Waiting
3. Call Waiting ID
4. Call Conferencing 3 Way
5. Anonymous Caller Rejection
6. Call Back Busy Unlimited
7. Call Return Unlimited
8. Call Forward All Calls
9. Cancel Call Waiting

Not all features may be available in all areas.

- B. Subscribers to any of the Voice Advantage II Bundles may upgrade their bundle to include Voicemail at a discounted rate:

Voice Mail Rate

- a. Voice Mail – Basic \$ 1.95
- b. Voice Mail - Enhanced \$ 7.95

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SECTION 5 - GRANDFATHERED SERVICES

5.1 Suspended Service

5.1.1 Effective October 17, 2008, Suspended Service will be restricted to customers that currently subscribe to that service. New customers cannot subscribe to the service. Suspended Service is defined in Section 6 of P.S.C. No. 2 - Telephone for the New York State Telecommunications Association, Inc., the local tariff in which this company concurs.

5.1.2 Rates

Maximum Suspended Service Period	12 MTH	12 MTH
Discount Rate	N/A %	N/A %
Individual Line	\$1.98	\$1.98
Two-Party Line	\$1.98	\$1.98
Four Party	\$N/A	\$N/A
Metered Service	\$N/A	\$N/A

5.2 Voice Advantage Bundles

Effective December 1, 2013, Voice Advantage Bundles will be restricted to customers that currently subscribe to that service. New customers cannot subscribe to the service.

5.2.1 Description

These bundles provide residential customers with the option of subscribing to service packages that provide a dial tone access line, unlimited local usage, unlimited IntraLATA toll calling, a choice of InterLATA toll calling minutes and (3) custom calling features for a single bundled rate. Voice Advantage bundles are only available when presubscribed to the company's affiliate interexchange carrier for both IntraLATA and InterLATA calling. Residential customers have the option of subscribing to Voicemail at discounted rates.

Custom calling features included are:

1. Caller ID with Name Description
2. Call Waiting
3. Call Waiting ID

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Leaf 71
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GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Voice Advantage Bundles (Cont'd.)

5.2.2. Regulations

- A. Voice Advantage Bundles are only available to residential customers.
- B. Voice Advantage Bundles are only available to customers who are presubscribed to Berkshire Cable Corporation as their primary interexchange carrier for both IntraLATA and InterLATA calling.
- C. Voice Advantage Bundles are not available in combination with other optional calling plans or private lines.
- D. Voice Advantage Bundles are not available with services provided under special contract.
- E. Standard installation charges apply.
- F. Rates do not include Federal Subscriber Line Charges, Universal Service Charges, fees, taxes, and other surcharges.
- G. Voice Advantage Bundle customers may terminate the package or switch to another calling package or plan at any time.
- H. The Voice Advantage Bundles are offered only to residential customers for the customer's personal, residential, non-business and non-professional use. Use of the Voice Advantage Bundle is prohibited for any profit or nonprofit commercial or governmental activities, including, but not limited to, activities related to home office, business, sales, telecommuting, telemarketing, continuous autodialing, fax broadcast, fax blasting, resale or transfer of the Voice Advantage Bundle or any other activity that would be inconsistent with the normal residential voice-grade applications and usage patterns. If it is determined that the usage on the Voice Advantage Bundle is not consistent with residential applications or is otherwise prohibited as specified in this tariff, the Company will contact the customer and arrange a transfer to a business service or terminate service under the residential Voice Advantage Bundle. Additional restrictions may apply as provided elsewhere in the tariff.

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GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Voice Advantage Bundles (Cont'd.)

5.2.2 Regulations (Cont'd.)

- I. Customers enrolled in the Voice Advantage Bundles, who fail to pay the entire bundle rate due per month, will have all existing Voice Advantage Bundles converted to the applicable tariff rates for the individual services included in their bundle. Service charges will not apply for converting services back to their individual tariff rates. Such customers will not be permitted to re-enroll in the Voice Advantage Bundle until such time as all associated unpaid balances have been paid in full.
- J. Voice Advantage Bundle customers have the option of subscribing to Voicemail and Broadband at discounted rates.

5.2.3 Rates (These provide the local component rate of the bundle and the total bundle rate)

Exchange:

All Exchanges

	<u>Local Rate of the Bundle¹</u>	<u>Total Bundle Rate</u>
Voice Advantage - Basic	\$23.63	\$42.99 (I)
Voice Advantage - 600	\$23.63	\$47.99
Voice Advantage - Unlimited	\$23.63	\$52.99 (I)

- A. Subscribers to any of the Voice Advantage Bundles may upgrade their bundle for an additional \$5.00 per month to include:
 - 1. Call Conferencing 3 Way
 - 2. Anonymous Caller Rejection
 - 3. Call Back Busy Unlimited
 - 4. Call Return Unlimited
 - 5. Call Forward All Calls
 - 6. Cancel Call Waiting

¹This price does not include the IntraLATA and InterLATA components which are provided by Berkshire Cable Corporation.

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SECTION 5 - GRANDFATHERED SERVICES (CONT'D.)

5.2 Voice Advantage Bundles (Cont'd.)

5.2.3 Rates (Cont'd.)

- B. Subscribers to any of the Voice Advantage Bundles may upgrade their bundle to include Voicemail a discounted rate:

Voicemail Rate

- a. Voice Mail – Basic \$ 1.95
- b. Voice Mail - Enhanced \$ 7.95

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