

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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**XCHANGE TELECOM LLC**

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES**

**APPLYING TO COMMUNICATIONS SERVICES WITHIN**

**THE STATE OF NEW YORK**

Applicable in New York State

This tariff supersedes in its entirety the prior PSC Tariff No. 2 filed May 3, 2004, and effective July 31, 2004, by Xchange's predecessor in interest Xchange Telecom Corp.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 2  
Revision: 0  
Superseding Revision:

Contacting the Public Service Commission

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

1. By phone:

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

2. Online

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

3. By Mail

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 3  
Revision: 0  
Superseding Revision:

TABLE OF CONTENTS

TABLE OF CONTENTS..... 3

EXPLANATION OF NOTES ..... 6

INDEX..... 7

Section 1 APPLICATION OF TARIFF..... 12

    1.1 Application of Tariff..... 12

Section 2 GENERAL RULES AND REGULATIONS..... 13

    2.1 USE OF FACILITIES AND SERVICE ..... 13

    2.2 MINIMUM PERIOD OF SERVICE ..... 17

    2.3 FLEXIBLE PRICING..... 18

    2.4 PAYMENT FOR SERVICE RENDERED..... 19

    2.5 INSTALLATION SERVICE..... 23

    2.6 ACCESS TO CUSTOMER'S PREMISES ..... 23

    2.7 TELEPHONE SURCHARGES ..... 24

    2.8 [RESERVED FOR FUTURE USE] ..... 25

    2.9 SUSPENSION OR TERMINATION OF SERVICE ..... 26

    2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS ..... 33

    2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS ..... 35

    2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE ..... 44

    2.13 AUTOMATIC NUMBER IDENTIFICATION..... 47

Section 3 - CONNECTION CHARGES..... 49

    3.1 CONNECTION CHARGE ..... 49

    3.2 RESTORAL CHARGE..... 49

    3.3 MOVES, ADDS AND CHANGES ..... 50

    3.4 CHARGES ASSOCIATED WITH PREMISES VISIT ..... 51

    3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE ..... 51

    3.6 RECORD ORDER CHARGE, PER ORDER..... 51

    3.7 SERVICE ORDER CHARGE, PER ORDER ..... 51

Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES ..... 52

    4.1 GENERAL..... 52

    4.2 TIMING OF CALLS ..... 53

    4.3 TIME PERIODS DEFINED ..... 54

    4.4 REGULATIONS AND COMPUTATION OF MILEAGE..... 55

    4.5 CALL CHARGES ..... 57

Section 5 - SUPPLEMENTAL SERVICES ..... 61

    5.1 CUSTOM CALLING SERVICE..... 61

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 4  
Revision: 0  
Superseding Revision:

- 5.2 CLASS SERVICES ..... 66
- 5.3 RESERVED FOR FUTURE USE ..... 69
- 5.4 SERVICE AND PROMOTIONAL TRIALS ..... 70
- 5.5 BUSY VERIFICATION AND INTERRUPT SERVICE..... 72
- 5.6 TRAP CIRCUIT SERVICE..... 73
- 5.7 DIRECTORY ASSISTANCE SERVICE..... 74
- 5.8 LOCAL OPERATOR SERVICE..... 75
- 5.9 STAND ALONE VOICE MAIL SERVICE..... 75
- 5.10 BLOCKING SERVICE ..... 76
- 5.11 CUSTOMIZED NUMBER SERVICE ..... 79
- 5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS..... 81
- Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES ..... 82
  - 6.1 GENERAL..... 82
  - 6.2 SERVICE DESCRIPTION AND RATES..... 84
  - 6.3 Flat Rate Tax Inclusive Packages ..... 97
- Section 7 - BUSINESS NETWORK SWITCHED SERVICES ..... 103
  - 7.1 GENERAL..... 103
  - 7.2 SERVICE DESCRIPTIONS AND RATES ..... 104
- Section 8 – SPECIAL SERVICES AND PROGRAMS ..... 109
  - 8.1 LIFELINE TELEPHONE SERVICE ..... 109
  - 8.2 LINKUP AMERICA ..... 109
  - 8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER..... 109
  - 8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER.. 110
  - 8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE ..... 111
  - 8.6 NEW YORK RELAY SERVICE ..... 112
  - 8.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS ..... 114
  - 8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM ..... 116
  - 8.9 HEALTH CARE PROVIDERS SUPPORT PROGRAM..... 119
  - 8.10 EMERGENCY/ CRISIS/ DISASTER RESTORATION AND PROVISIONING -  
TELECOMMUNICATIONS SERVICE PRIORITY ..... 123
  - 8.11 CRITICAL FACILITIES ADMINISTRATION SERVICE..... 127
- Section 9 - SPECIAL ARRANGEMENTS ..... 129
  - 9.1 SPECIAL CONSTRUCTION..... 129
  - 9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE..... 132
  - 9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS ..... 132
- Section 10 -LOCAL CALLING AREAS & RATE CENTERS ..... 133

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 5  
Revision: 0  
Superseding Revision:

Section 11 - EXPLANATION OF TERMS..... 134

Section 12 - BILLING AND COLLECTION SERVICES..... 147

Section 13 CURRENT RATES ..... 152

    13.1 CONNECTION CHARGES ..... 152

    13.2 REGIONAL CALL PLAN RATES..... 153

    13.3 CLASS SERVICES ..... 154

    13.4 BUSY VERIFICATION AND INTERRUPT SERVICE..... 154

    13.5 NATIONAL DIRECTORY ASSISTANCE SERVICE ..... 154

    13.6 LOCAL OPERATOR SERVICE..... 154

    13.7 STAND ALONE VOICEMAIL SERVICE..... 154

    13.8 BLOCKING SERVICE ..... 155

    13.9 CUSTOMIZED NUMBER SERVICE ..... 155

    13.10 LISTING SERVICES ..... 155

    13.11 Residential Rates..... 156

    13.12 Residential Usage..... 156

    13.13 Business Rates ..... 157

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 6  
Revision: 0  
Superseding Revision:

EXPLANATION OF NOTES

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 7  
Revision: 0  
Superseding Revision:

## INDEX

<b>A</b>	
Abandonment of Facilities	31
Abandonment, Residential Suspension or Termination	42
Access Service, Business	103
Access to Customer's Premises	23
Adjusted Payment Schedule	21, 40
Allowance for Service Interruptions	44
Application of Rates, Business	33
Application of Rates, Residential	35
Application of Tariff	12
Automatic Number Identification	47
Availability	12
<b>B</b>	
Backbilling	43
Backbilling, Residential	43
Basic Residential Service Plan	84
BigTalk Residential Service Plan	97
Billing and Collection Services	147
Billing, Installment	38
Blind Customers, Residential Suspension or Termination	43
Blocking Service	76
Business Access	103
Business Rates, Application	33
Business Service, Empire Plan	105
Business Service, Liberty Plan	107
Business, Deposits	34
Business, Dishonored Checks	34
Business, Telephone Number Change	34
Busy Verification	72
<b>C</b>	
Call Forwarding	61
Call Return	63
Call Waiting	62
Caller ID	66
Caller ID with Name	63
CFA Service	127
Charge, Connection	49
Charge, Restoral	49
Charges Associated with Premises Visit	51
Charges, Late Payment	22
Charges, PICC Charges	51
Charges, Return Check	22
Class Service	66
Connection Charge	49
Connection Charges, Moves Adds and Changes	50
Credit for Blind and Disabled Persons	114

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 8  
Revision: 0  
Superseding Revision:

Credit for Service Interruptions	44
Critical Facilities Administration Service	127
Custom Calling Features	61
Customer Deposits	19
Customer Overpayments	23
Customer Requested Service Suspensions	81
Customized Number Service	79

## D

Deferred Payment Agreements	41
Deposits	19
Deposits, Business	34
Deposits, Inadequate	20
Deposits, Interest	20
Deposits, Residential	36
Deposits, Return	20
Directory Assistance	74
Directory Errors	15
Disabled Customers, Residential Suspension or Termination	43
Discounted Service for the Hearing or Speech Impaired	110
Dishonor XE "R:Residential, Dishonored Checks" ed Checks	42
Dishonored Checks, Business	34
Distinctive Ring	62

## E

Elderly Customers, Residential Suspension or Termination	43
Emergency Termination	32
Emergency, Telecommunications Service Priority	123
Empire Business Service Plan	105

## F

Features	61
Features, Blocking Service	76
Features, Busy Verification	72
Features, Call Forwarding	61
Features, Call Return	63
Features, Call Waiting	62
Features, Caller ID	66
Features, Caller ID with Name	63
Features, Distinctive Ring	62
Features, Priority Call	63
Features, Regular Multiline Hunting	62
Features, Repeat Dial/Busy Dial	66
Features, Selective Forwarding	64
Features, Speed Dial	63
Features, Standard Voicemail	64
Features, Three Way Calling	61
Features, Ultra Call Forward	64
Flat Rate Residential Service Plan	85
Flexible Pricing	18

## H

Health Care Providers Support Program	119
---------------------------------------	-----

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 9  
Revision: 0  
Superseding Revision:

Hearing Impaired, Discounted Service		110
Hearing Impaired, Special Equipment		109
	I	
ICB		132
Individual Case Basis Arrangements		132
Installation		23
Installment Billing		38
Interest on Deposits		20
	L	
Late Payment Charges		22
Liability for Directory Errors		15
Liability, Statute of Limitations		34
Liability, Termination		34
Liberty Business Service Plan		107
Lifeline Residential Service Plan		88
Lifeline, De-enrollment		95
Lifeline, Eligibility		89
Limitations on Liability		14
Local Calling Areas and Rate Centers		133
Local Operator Service		75
	M	
Medical Emergencies, Residential Suspension or Termination		42
Mileage Charges		52
Mileage Computation		55
Minimum Period of Service		17
Moves, Adds and Changes		50
	N	
New York Relay Service		112
Non-recurring Charges, Installment Billing		38
Non-routine Installation and Maintenance		132
	O	
Obligation of the Company		13
Ownership of Equipment		15
	P	
Payment for Service		19
Payment of Charges		21
Payment, Late Payment Charges		22
Payments, Customer Overpayments		23
Payments, Return Check Charge		22
PICC Charges		51
Pricing, Flexible		18
Priority Call		63
	R	
Regional Toll Call Charges		57
Regional Toll Usage and Mileage Charges		52
Regular Multiline Hunting		62
Relay Service		112
Repeat Dial/Busy Dial		66
Residential Application of Rates		35

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 10  
Revision: 0  
Superseding Revision:

Residential Backbilling	43
Residential Deferred Payment Agreements	41
Residential Deposits	36
Residential Network Switched Services	82
Residential Service, Basic Plan	84
Residential Service, BigTalk Plan	97
Residential Service, Flat Rate Plan	85
Residential Service, Lifeline	88
Residential Service, Talk Plan	100
Residential Suspension or Termination	40
Residential Telephone Number Changes	35
Residential, Dishonored Checks	42
Restoral Charge	49
Return Check Charge	22

## S

Period of Service, Minimum	17
Schools and Libraries Discount Program	116
Selective Forwarding	64
Service Availability	12
Service Interruptions	44
Service Territory	12
Service Trials	70
Special Construction	129
Special Equipment	109
Speech Impaired, Discounted Service	110
Speech Impaired, Special Equipment	109
Speed Dial	63
Standard Voicemail	64
Surcharges	24
Suspension of Service	26
Suspension of Service for Nonpayment	26
Suspension, Customer Requested	81
Suspension, Exceptions	27
Suspension, Residential	40
Suspension, Residential Abandonment	42
Suspension, Residential Deferred Payment Agreements	41
Suspension, Residential Elderly, Blind or Disabled Customers	43
Suspension, Residential Medical Emergencies	42
Suspension, Verification before	28

## T

Talk Residential Service Plan	100
Telecommunications Service Priority	123
Telephone Number Changes, Residential	35
Telephone Surcharges	24, 48
Termination for Abandonment	31
Termination for Lack of Facilities	32
Termination for other Reasons	29
Termination for Unlawful Use	30
Termination of Service	26
Termination of Service for Nonpayment	26

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 11  
Revision: 0  
Superseding Revision:

Termination, Emergency	32
Termination, Exceptions	27
Termination, Residential	40
Termination, Residential Abandonment	42
Termination, Residential Deferred Payment Agreements	41
Termination, Residential Elderly, Blind or Disabled Customers	43
Termination, Residential Medical Emergencies	42
Termination, Verification before	28
Three Way Calling	61
Time Periods	54
Timing of Calls	53
Toll Usage and Mileage Charges	52
Trap Circuit Service	73
Trials	70
TSP	123
	U
Ultra Call Forward	64
Unauthorized Use of Facilities	31
Universal Emergency Telephone Service	111
Usage Charges	57
Usage Charges, Per Call Service	59, 153
Use and Ownership of Equipment	15
Use of Service	15
	V
Verification of Payment before Suspension or Termination	28
Voicemail, Standard	64

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 12  
Revision: 0  
Superseding Revision:

Section 1 APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by XCHANGE TELECOM LLC, as follows:

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of New York.

1.1.1 Service Territory

XCHANGE TELECOM LLC, will provide service throughout the State of New York.

1.1.2 Availability

Service is available where facilities permit.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 13  
Revision: 0  
Superseding Revision:

## Section 2 GENERAL RULES AND REGULATIONS

### 2.1 USE OF FACILITIES AND SERVICE

#### 2.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

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

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 14  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.1 USE OF FACILITIES AND SERVICE (cont'd)

#### 2.1.2 Limitations on Liability

##### a. Indemnification by Customer

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

##### b. Customer-Provided Equipment

The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

##### c. Use of Facilities of Other Companies

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 15  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.1 USE OF FACILITIES AND SERVICE (cont'd)

#### 2.1.3 Use of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

#### 2.1.4 Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

#### 2.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

1) Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 16  
Revision: 0  
Superseding Revision:

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE OF FACILITIES AND SERVICE (cont'd)

2.1.5 Directory Errors (cont'd)

2) Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.

3) Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)

4) Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.

5) Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

6) Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 17  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 18  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.3 FLEXIBLE PRICING

#### 2.3.1 General

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to customers and the Public Service Commission.

#### 2.3.2 Conditions

- a. The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.
- b. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.
- c. A rate shall not be changed unless it has been in effect for at least thirty (30) days.
- d. A customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 19  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.4 PAYMENT FOR SERVICE RENDERED

#### 2.4.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

#### 2.4.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.10 and 2.11 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 20  
Revision: 0  
Superseding Revision:

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.2 Deposits (cont'd)

a. Interest on Deposits

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

b. Inadequate Deposit

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

c. Return of Deposit

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 21  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

#### 2.4.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

2.4.4 Return Check Charge

When the bank returns a check that has been presented to the Company by a customer in payment for charges, the customer shall be responsible for the payment of a Returned Check Charge of \$10.00.

2.4.5 Late Payment Charges

a. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

c. Late payment charges do not apply to final accounts.

d. Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.4 PAYMENT FOR SERVICE RENDERED (cont'd)

#### 2.4.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

### 2.5 INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit. In the case of any inconsistency with the regulations in Part 609 of 16 NYCRR for installation service, the rules of the Commission shall prevail.

### 2.6 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.7 TELEPHONE SURCHARGES

#### 2.7.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges apply to the customer's monthly bill statement as outlined in 2.7.2 and 2.7.3 below. If there are surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the rate will be listed on Statement 1, which is at the end of this section.

#### 2.7.2 Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The applicable Gross Revenue Surcharge rates are shown on Statement 2, which is at the end of this section. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the Company will file a revised statement as directed or approved by the Commission.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 TELEPHONE SURCHARGES (cont'd)

2.7.3 Village or Municipal Surcharge On Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The percentage rate of the surcharge in each locality where such a surcharge applies is listed on Statement 3 which is at the end of this section.

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

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

2.8 [RESERVED FOR FUTURE USE]

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE

2.9.1 Suspension or Termination for Nonpayment

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.

B. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

Telephone service shall only be suspended between 8:00 AM and 7:30 PM, on Monday through Thursday, and between 8:00 AM and 3:00 PM on Friday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 609 of 16 NYCRR.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- e. Nonpayment of backbilled amounts as outlined in 2.11.12.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.3 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

a. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and

b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment

a. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company,
4. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.11.7 regarding Deferred Payment Agreements, or
5. in the event that the Company can no longer offer the services or facilities due to lack of facilities available to Customer, or requires to replace such facilities with similar or different technology, and Customer does not allow Company to replace such facilities.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 31  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

c. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:

a. No charge shall apply for the period during which service had been terminated, and

b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 32  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.9.4 Termination For Cause Other Than Nonpayment (cont'd)

d. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

2.9.5 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.10.1 Application of Rates

a. Business rates as described in Section 7 and shown in Attachment B apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature;
2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
3. At any location when the listing or public advertising indicates a business or a profession;
4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
5. At any location where the customer resells or shares exchange service;

b. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.10 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

#### 2.10.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

#### 2.10.3 Deposits

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

#### 2.10.4 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

#### 2.10.5 Termination of Liability

When a customer terminates service, or an aspect of that service to a particular address prior to the expiration of any term conditions then the customer is liable to the company for additional payments according to one of the following two schedules that the customer may choose:

- (1) The difference between the rate associated with the number of months the customer had access to the product and the agreed to rate times the number of months the product was in service ((New Rate - Agreed Rate) X Number of Months In Service) ; or
- (2) The agreed to rate times the number of months remaining on the term agreement ((Agreed Rate X (Original Term – Months In Service)).

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

#### 2.11.1 Application of Rates

Residential rates as described in Section 6 and shown in Attachment B apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer, members of the customer's domestic establishment, and joint users.

#### 2.11.2 Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Tariff.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits

a. General

Except as provided in (b) following, the Company may require a deposit, as described in Section 2.4.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

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

A new customer is an applicant for service who has not been a customer of the Company within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

b. Customers Exempt from Deposits

1. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.

2. The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.3 Deposits (cont'd)

c. Recent Payment History

A customer who has a recent payment history (within the preceding twelve months) with the Company is entitled to service without payment of a deposit unless his or her records indicate a delinquency in payment or a termination of service for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.11.7 below.)

New deposits from a residential customer is reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a residential customer after 1 year, unless the customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

2.11.4 Installment Billing for Nonrecurring Charges

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.4 Installment Billing For Nonrecurring Charges (cont'd)

Installment billing is subject to the following restrictions:

- a. Installment billing may be used only by residential customers;
- b. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- c. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- d. More than one installment plan may be in effect for the same customer at the same time;
- e. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- f. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- g. Installment billing payments will continue even when an account is temporarily suspended;
- h. No interest or carrying charges will be applied to the outstanding balance during the installment period.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

2.11.5 Adjusted Payment Schedule

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.11.6 Suspension or Termination for Nonpayment

a. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.

b. After issuing the written notification in accordance with 2.9.1, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.

c. Suspension/termination may occur only between 8:00 AM and 7:30 PM on Monday through Thursday, and between 8:00 AM and 3:00 PM on Friday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.

d. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

#### 2.11.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). The Company must offer an eligible customer a DPA in accordance with the Commission's order in Case 90-C-1148 issued on August 7, 1992. Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

#### 2.11.8 Dishonored Checks

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

#### 2.11.9 Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location.

#### 2.11.10 Suspension or Termination - Medical Emergencies

In the event of a medical emergency as defined in 16NYCRR, Sec. 609, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate as defined in 16NYCRR, Sec. 609, must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Revision: 0  
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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)

#### 2.11.11 Suspension or Termination - Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

a) the customer is known to or identified to the Company as being blind or disabled, as defined in 16NYCRR, Sec. 609, or

b) the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

#### 2.11.12 Backbilling for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

#### 2.12.1 Credit for Interruptions

a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

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

c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:

i. if interruption continues for less than 24 hours:

a) 1/30th of the monthly rate if it is the first interruption in the same billing period.

b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

ii. if interruption continues for more than 24 hours:

a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.1 Credit for Interruptions (cont'd)

c. (cont'd)

ii. (cont'd)

b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

d. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

e. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Revision: 0  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.12 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.12.2 Limitations on Credit Allowances

No credit allowance will be made for:

a) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;

b) interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;

c) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;

d) interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;

e) interruptions of service due to circumstances or causes beyond the control of the Company.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 47  
Revision: 0  
Superseding Revision:

## Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

### 2.13 AUTOMATIC NUMBER IDENTIFICATION

#### 2.13.1 Regulations

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

- 1) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- 2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- 3) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- 4) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- 5) Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

Xchange Telecom LLC  
 PSC Tariff No. 2 – Telephone  
 Effective Date: October 12, 2018

Leaf: 48  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.13.1 Regulations (Cont'd)

6) Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.13.2 Terms and Conditions

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

A. TELEPHONE SURCHARGES

Gross Revenue Tax Surcharge

The Gross Revenue Tax Surcharge rates to be charged are as follows:

<u>Bill Date</u> <u>Period</u>	<u>Gross Revenue</u> <u>Tax Surcharge</u>	
January 1, 1995-December 31, 1995		%
January 1, 1996-		%

Surcharge for State Gross Income and Gross Earnings Taxes

Local Utility Gross Revenue Taxes

<u>Locality</u>	<u>Tax District</u> <u>Code</u>	<u>Surcharge</u> <u>Percentage</u>
Cities	%	
Villages		%

Xchange Telecom LLC  
 PSC Tariff No. 2 – Telephone  
 Effective Date: October 12, 2018

Leaf: 49  
 Revision: 0  
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Section 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment.

3.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.2.

3.1.3 Rate per Line

<u>Min</u>	<u>Max</u>
\$0	\$150

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Tariff.

	Business	Residence
Minimum:	\$ 5.00	\$ 5.00
Maximum:	\$ 60.00	\$60.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 3 - CONNECTION CHARGES (cont'd)  
3.3 MOVES, ADDS AND CHANGES

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines, features or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service, including any features. Move, Add and Change are defined as follows:

**Move:** The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Add:** The addition of a vertical service or feature to existing equipment and/or service at one location.

**Change:** Change - including rearrangement or reclassification - of existing service or feature at the same location.

Residence Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$60.00	\$60.00	\$60.00

Business Charge per:	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$60.00	\$60.00	\$60.00

In addition to the charges set forth in this Paragraph 3.3, a Record Order Charge and Service Order Charge will apply.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 51  
Revision: 0  
Superseding Revision:

### Section 3 - CONNECTION CHARGES (cont'd)

#### 3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

##### a) Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

	<u>Minimum</u>	<u>Maximum</u>
Per Premises Visit, Residential:	\$10.00	\$150.00
Per Premises Visit, Business:	\$10.00	\$150.00

##### b) Customer Not Ready Charge

	<u>Minimum</u>	<u>Maximum</u>
Per Premises Visit, Residential:	\$10.00	\$100.00
Per Premises Visit, Business:	\$10.00	\$100.00

#### 3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

Minimum:	\$ 0.00
Maximum:	\$ 5.00

#### 3.6 RECORD ORDER CHARGE, PER ORDER

Minimum:	\$ 0.00
Maximum:	\$ 75.00

#### 3.7 SERVICE ORDER CHARGE, PER ORDER

Minimum:	\$ 0.00
Maximum:	\$ 75.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 52  
Revision: 0  
Superseding Revision:

## Section 4- REGIONAL TOLL USAGE AND MILEAGE CHARGES

### 4.1 GENERAL

#### 4.1.1 Description

Regional Toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

Regional Toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

#### 4.1.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

- a. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
- b. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 4 REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.2 TIMING OF CALLS

- 4.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 4.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 4.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 4.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 4.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Revision: 0  
Superseding Revision:

Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.3 TIME PERIODS DEFINED

Unless otherwise indicated in this Tariff, the following time periods apply.

- 4.3.1 Peak: 8:00 a.m. to, but not including, 7:00 p.m. - Monday through Friday
- 4.3.2 Off-Peak: 7:00 p.m. to, but not including, 8:00 a.m. - Sunday through Friday  
All day Saturday and Sunday  
All Holidays
- 4.3.3 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.
- 4.3.4 All times refer to local time.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

Unless otherwise indicated in this Tariff, calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

4.4.1 Originating Rate Center

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

4.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 56  
Revision: 0  
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## Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

### 4.4 REGULATIONS AND COMPUTATION OF MILEAGE (cont'd)

#### 4.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 57  
Revision: 0  
Superseding Revision:

Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES

Rates are based upon the originating and terminating region within the New York Metro LATA, time of day period (as defined in Section 4.3), and the length of call. Unless otherwise indicated in this tariff, the charge for the length of call is determined based upon an initial 60 second period, and additional increments of 6 seconds or fractions thereof.

In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

4.5.1 Usage Charges

Minimum:

Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Public Service Commission.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES (cont'd)

4.5.1 Usage Charges (cont'd)

Maximum:

TO>	Nassau	NYC	Rockland	E.Suffolk	W.Suffolk	L.West	U.West	Gr/Byram
FROM								
Initial Nassau	HR	.15	.15	.15	.15	.15	.15	.15
Additional	HR	.15	.15	.15	.15	.15	.15	.15
Initial NYC	.15	HR	.15	.15	.15	.15	.15	.15
Additional	.15	HR	.15	.15	.15	.15	.15	.15
Initial Rockland	.15	.15	HR	.15	.15	.15	.15	.15
Additional	.15	.15	HR	.15	.15	.15	.15	.15
Initial E.Suffolk	.15	.15	.15	HR	.15	.15	.15	.15
Additional	.15	.15	.15	HR	.15	.15	.15	.15
Initial W.Suffolk	.15	.15	.15	.15	HR	.15	.15	.15
Additional	.15	.15	.15	.15	HR	.15	.15	.15
Initial L.West	.15	.15	.15	.15	.15	HR	.15	.15
Additional	.15	.15	.15	.15	.15	HR	.15	.15
Initial U.West	.15	.15	.15	.15	.15	.15	HR	.15
Additional	.15	.15	.15	.15	.15	.15	HR	.15
Initial Gr/Byram	.15	.15	.15	.15	.15	.15	.15	HR
Additional	.15	.15	.15	.15	.15	.15	.15	HR

First 60 seconds / additional per minute rate billed in six second increments (for example, the rate for a call 1 minute and six seconds in length is  $\$0.15 + (\$0.15/10) = \$0.15 + \$0.015 = \$0.165$  rounded to nearest cent equals  $(\$0.17)$ . HR indicates a home region or local call.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES (cont'd)

4.5.2 Per Call Service Charges

The following service charges apply to Regional Toll calls for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Minimum</u>	<u>Maximum</u>
Customer Dialed Calling Card	\$0.10	\$3.50
Person to Person	\$0.10	\$4.00
3rd Number Billed	\$0.10	\$3.50
All other Operator Assistance	\$0.10	\$4.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 60  
Revision: 0  
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#### Section 4 - REGIONAL TOLL USAGE AND MILEAGE CHARGES

##### Current Rates

##### 4.5CALL CHARGES (cont'd)

##### 4.5.3 Usage Charges

TO>	Nassau	NYC	Rockland	E.Suffolk	W.Suffolk	L.West	U.West	Gr/Byram
FROM								
Initial Nassau	HR	.06	.06	.06	.06	.06	.06	.06
Additional	HR	.06	.06	.06	.06	.06	.06	.06
Initial NYC	.06	HR	.06	.06	.06	.06	.06	.06
Additional	.06	HR	.06	.06	.06	.06	.06	.06
Initial Rockland	.06	.06	HR	.06	.06	.06	.06	.06
Additional	.06	.06	HR	.06	.06	.06	.06	.06
Initial E.Suffolk	.06	.06	.06	HR	.06	.06	.06	.06
Additional	.06	.06	.06	HR	.06	.06	.06	.06
Initial W.Suffolk	.06	.06	.06	.06	HR	.06	.06	.06
Additional	.06	.06	.06	.06	HR	.06	.06	.06
Initial L.West	.06	.06	.06	.06	.06	HR	.06	.06
Additional	.06	.06	.06	.06	.06	HR	.06	.06
Initial U.West	.06	.06	.06	.06	.06	.06	HR	.06
Additional	.06	.06	.06	.06	.06	.06	HR	.06
Initial Gr/Byram	.06	.06	.06	.06	.06	.06	.06	HR
Additional	.06	.06	.06	.06	.06	.06	.06	HR

Denotes first 60 seconds / additional per minute rate billed in six second increments. HR indicates a home region or local call.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Superseding Revision:

## Section 5 - SUPPLEMENTAL SERVICES

### 5.1 CUSTOM CALLING SERVICE

#### 5.1.1 General

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

#### 5.1.2 Description of Features

##### a. Three Way Calling

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

##### b. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.1 CUSTOM CALLING SERVICE (cont'd)

#### 5.1.2 Description of Features (cont'd)

##### b. Call Forwarding (cont'd)

Call Forwarding - Busy No Answer Combines both Call Forward Busy and Call Forward No Answer.

##### c. Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

##### Call Waiting ID Deluxe/ Call Waiting ID with Name

When the customer is on the phone, this version of Caller ID with Name works with Call Waiting to show you the number of the “waiting” call and the name of the calling party.

##### d. Distinctive Ring

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

##### e. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.1 CUSTOM CALLING SERVICE (cont'd)

#### 5.1.2 Description of Features (cont'd)

##### f. Speed Dial

Speed Dial 8: This feature allows a customer to store up to 8 individual telephone numbers and to dial any of those numbers using one (1) digits.

Speed Dial 30: This feature allows a customer to store up to 30 individual telephone numbers and to dial any of those numbers using one (1) or two (2) digits. Available in eight number (single digits) memory or thirty (30) number (two digits) memory.

##### g. Caller ID with Name

Allows a Customer to see a caller's name and number previewed on a display screen before the call is answered. Caller ID records the name, number, date and time of each incoming call, including calls that are not answered by the Customer. It is the responsibility of the Customer to provide the necessary Customer premises equipment. Anonymous Call Rejection is included. It is the responsibility of the Customer to provide the necessary Customer premises equipment.

##### h. Call Return (\*69)

Stores the number of the most recent incoming call (including unanswered incoming calls) to a Customer's number. This allows a Customer to dial back any missed or unanswered calls.

##### i. Priority Call

This feature provides a distinctive signal to the called end user on calls from up to six pre-specified telephone numbers. The end user creates a screening list of telephone numbers in the telephone company network by dialing the activation code. This list can only be created from serving area telephone numbers. When a call arrives from one of the specified telephone numbers, the end user's telephone rings in a special way. If the called end user subscribes to Call Waiting and the call arrives while the line is busy, the Call Waiting tone exhibits the same special pattern.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 64  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.1 CUSTOM CALLING SERVICE (cont'd)

#### 5.1.2 Description of Features (cont'd)

##### j. Selective Forward

Select Forward allows you to transfer calls from up to six phone numbers to a location you select within your regional calling area. Only calls from numbers on your Select Forward list will be forwarded, any other calls will ring at your regular number. To use Select Forward, set up a list of the numbers to be forwarded. You can change the numbers on the list at any time. You can also turn the Select Forward service off temporarily without changing your list.

##### k. Ultra Call Forward

The feature has the functionality of Call Forwarding Variable and enables the end user to remotely activate, deactivate or change the forward-to-number from any Touch-Tone or tone signaling telephone by dialing an 800 number. An added enhancement permits the end user to change his/her own personal identification number (PIN). Requires Call Forwarding Variable.

##### l. Standard Voicemail

Access Voicemail is an economy service that provides customers with most of the features of an ILEC standard voice mail box but without message waiting indicator, stutter dial tone. Pager, Cell Phone or Email notification is available at no additional charge. In addition, a wav. File can be generated and delivered to an email address designated to receive the voice messages.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 65  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.1 CUSTOM CALLING SERVICE (cont'd)

#### 5.1.3 Rates and Charges

##### .1 Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

##### .2 Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Minimum: \$00.00

Maximum: \$20.00

##### .3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 66  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.2 CLASS SERVICES

#### 5.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

#### 5.2.2 Description of Features

##### a. Caller ID

The Call ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

##### b. Repeat Dial/Busy Redial

Repeat Dial: Allows a Customer to automatically redial the last number dialed. The network periodically tests the busy/free status of the called line for up to thirty (30) minutes until both lines are found free and then redirects the call for the Customer. Once the busy line is free, the call is automatically redialed and the Customer is notified via a distinctive ring. The following types of calls cannot be automatically redialed:

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 67  
Revision: 0  
Superseding Revision:

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.2 CLASS SERVICES (cont'd)

5.2.2 Description of Features (cont'd)

b. Repeat Dial/Busy Redial (cont'd)

The following types of calls cannot be automatically redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 68  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.2 CLASS SERVICES (cont'd)

#### 5.2.3 Rates and Charges

##### .1 Monthly Rates

Maximum and minimum rates for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service.

##### .2 Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

Minimum: \$0.00

Maximum: \$60.00

##### .3 Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.4, Service and Promotional Trials, below.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 69  
Revision: 0  
Superseding Revision:

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.3 RESERVED FOR FUTURE USE

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 70  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.4 SERVICE AND PROMOTIONAL TRIALS

#### 5.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

#### 5.4.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 71  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.4 SERVICE AND PROMOTIONAL TRIALS (cont'd)

#### 5.4.2 Regulations (cont'd)

- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 72  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.5 BUSY VERIFICATION AND INTERRUPT SERVICE

#### 5.5.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

#### 5.5.2 Rate Application

- a. A Verification Charge will apply when:
  1. The operator verifies that the line is busy with a call in progress, or
  2. The operator verifies that the line is available for incoming calls.
- b. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- c. No charge will apply when the calling party advises that the call is from an official public emergency agency.

#### 5.5.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Verification Charge, each request	\$ 1.00	\$5.00
Interrupt Charge, each request	\$ 1.00	\$5.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 73  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.6 TRAP CIRCUIT SERVICE

#### 5.6.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

#### 5.6.2 Regulations

- a. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- b. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- c. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- d. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

#### 5.6.3 Rates

Per request,

Minimum:	\$ 1.00
Maximum:	\$ 5.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 74  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.7 DIRECTORY ASSISTANCE SERVICE

#### 5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

#### 5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 10 of this Tariff, up to a maximum of 50 requests per month.

#### 5.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Minimum: \$0.00

Maximum: \$2.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 75  
Revision: 0  
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## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station-to-station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.00. In addition to usage charges, an operator assistance charge applies to each call:

	<u>Minimum</u>	<u>Maximum</u>
Local Operator Assistance, per call:	\$0.00	\$1.00
Collect - Customer Dialed, per call:	\$0.50	\$1.50
Collect - Operator Dialed, per call	\$1.00	\$4.00
Bill to 3rd Party - Operator Dialed, per call:	\$1.00	\$4.00
Person to Person - Customer Dialed	\$1.00	\$4.00
Person to Peron - Operator Dialed	\$1.00	\$4.00
Call Completion:	\$0.50	\$1.50

### 5.9 STAND ALONE VOICE MAIL SERVICE

(a) Per Individual Mail Address (up to 100 Mail Addresses)	<u>Minimum</u>	<u>Maximum</u>
Non Recurring Charge	\$0.00	\$50.00
Recurring Charge	\$0.00	\$20.00

(b) Over 100 Mail Addresses ICB

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 76  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.10 BLOCKING SERVICE

#### 5.10.1 General

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

- a. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. - 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX).
- c. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

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

- e. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

#### 5.10.2 Regulations

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE, (cont'd)

5.10.3 Rates and Charges

.1 Recurring and Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	Nonrecurring Charge	
	<u>Minimum</u>	<u>Maximum</u>
900 and 700 Blocking		
- Residential	\$0.00	\$5.00
- Business (up to 200 lines)	\$0.00	\$10.00
976 Central Office Code Blocking		
- Residential	\$0.00	\$5.00
- Business (up to 200 lines)	\$0.00	\$10.00

The nonrecurring charge for initial request of one and two-line business customers is waived for 90 days from the customer's service establishment date.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 78  
Revision: 0  
Superseding Revision:

SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 BLOCKING SERVICE, (cont'd)

5.10.3 Rates and Charges (cont'd)

.1 Recurring and Nonrecurring Charges (cont'd)

Third Number Billed and Collect Call Restriction	Monthly Charges	
	<u>Minimum</u>	<u>Maximum</u>
- Residential	\$0.00	\$5.00
- Business (up to 200 lines)	\$0.00	\$5.00
Toll Restriction		
- Residential	\$0.00	\$5.00
- Business (up to 200 lines)	\$0.00	\$5.00
Toll Restriction Plus		
- Residential	\$0.00	\$5.00
- Business (up to 200 lines)	\$0.00	\$10.00

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

.3 Connection charges apply as specified in Section 3 of this tariff.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.11 CUSTOMIZED NUMBER SERVICE

#### 5.11.1 General

- a. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- d. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- e. The Company reserves and retains the right:
  1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
  3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
  4. The limitation of liability provisions of this tariff in Section 2.1.1 are applicable to Customized Number Service.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 80  
Revision: 0  
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## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.11 CUSTOMIZED NUMBER SERVICE (cont'd)

#### 5.11.2 Conditions

- a. Charges for Customized Number Service apply when a customer:
  1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  2. Requests a number change from the customer's present number to a Customized Number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

#### 5.11.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Set-up Charges		
Residential Customer	\$0.00	\$20.00
Business Customer	\$0.00	\$100.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 81  
Revision: 0  
Superseding Revision:

## SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

### 5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

5.12.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.12.2 The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one year limit)	1/2 Regular Monthly Rate

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: July 1, 2023

Leaf: 82  
Revision: 1  
Superseding Revision: 0

Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

6.1 GENERAL

6.1.1 Residential Network Switched Service provides a residential customer with a single, analog, voice-grade telecommunications connection to the Company's switching network which enables the customer to:

- a) place and receive calls from other stations on the public switched telephone network;
- b) access the Company's local, regional and toll calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling;
- d) access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).
- e) each access line can be used to place or receive one call at a time. Access lines are provided for connection to a single, customer-provided station set or facsimile machine.

6.1.2 Residential Rate Plans

The Company offers the following residential rate plans, described below:

- Basic Residential Service
- Flat Rate Residential Service
- Tax Inclusive Flat Rate Residential Service
- Lifeline Residential Service
- Skywire, Metroline and HomeConnex Residential Service ..... (T)

In addition, several feature packages and usage bundles are available.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 83  
Revision: 0  
Superseding Revision:

Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.1 GENERAL (cont'd)

6.1.3 Technical characteristics

Each residential service line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

6.1.4 Waiver of Non-Published Directory Listing Charge for Victims of Domestic Violence

Upon request of a victim of domestic violence, as defined in §459-a of the Social Services Law, and upon receipt by Carrier from such person of a copy of an Order of Protection, other than a Temporary Order of Protection, for the benefit of such person, issued by a court of competent jurisdiction, Carrier shall waive the otherwise applicable charges for a non-published listing, for the duration of the applicable non-temporary Order of Protection. It shall be the obligation of any person requesting this waiver to inform the Carrier when the non-temporary Order of Protection ceases to be in force.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.2 SERVICE DESCRIPTION AND RATES

#### 6.2.1 Basic Residential Service Plan

##### 6.2.1.1 Description

- (i) Basic residential service provides a standard network access line at a monthly recurring charge. No usage is included. All usage is charged on the Company's usage schedules, or obtained through a usage bundle.
- (ii) Service Order Charges as set forth in Section 3 of this tariff apply.
- (iii) A non-recurring Connection Charge as set forth in Section 3 of this Tariff applies.
- (iv) Custom Calling and CLASS features may be purchased individually or in packages.
- (v) Regional Toll calls including Operator Assisted Calls are charged at the rates set forth in §4 of this Tariff, unless obtained through a usage bundle.
- (vi) Intrastate, Interlata Toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 -Telephone, Section 4, unless obtained through a usage bundle.
- (vii) Directory assistance charges apply.
- (viii) All applicable surcharges, including End User Common Line, or EUCL, (also known as Subscriber Line Charge, or SLS), E-911, Gross Revenue/Excise Tax surcharge, Universal Service surcharge, Number Portability surcharge, and PICC, apply.

##### 6.2.1.2 Rates

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$60.00
Monthly Recurring Charges:		
- Each Service Line	\$1.00	\$50.00
- Voice Mail Option, per line	\$1.00	\$15.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.2 SERVICE DESCRIPTION AND RATES (Cont'd)

#### 6.2.2 Flat Rate Residential Service Plan

##### 6.2.2.1 Description

- (i) Flat Rate Residential service provides a standard network access line and up to 90 hours of local usage within the City of New York for a monthly recurring charge. Additional local usage is charged at \$.01 per minute.
- (ii) Service order Charges as set forth in Section 3 of this tariff apply.
- (iii) A non-recurring Connection Charge as set forth in Section 3 of this Tariff applies.
- (iv) Custom Calling and CLASS features may be purchased individually or in packages.
- (v) Regional Toll calls including Operator Assisted Calls are charged at the rates set forth in Section 4 of this tariff, unless obtained through a usage bundle.
- (vi) Intrastate, Interlata toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 - Telephone, Section 4, unless obtained through a usage bundle.
- (vii) Directory assistance charges apply.
- (viii) All applicable surcharges including End User Common Line, or EUCL, (also known as Subscriber Line Charge, or SLC), E-911, Gross Revenue/Excise Tax surcharges, Universal Service surcharge, portability surcharge, and PICC apply.

##### 6.2.2.2 Rates

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$60.00
Monthly Recurring Charges:		
- Each Service Line	\$1.00	\$50.00
- Voice Mail Option, per line	\$1.00	\$15.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.2 SERVICE DESCRIPTION AND RATES (cont'd)

#### 6.2.3 Features

6.2.3.1 The following features may be purchased individually or in packages by residential customers under any residential rate plan. The Customer will pay the feature/package recurring rate plus the monthly recurring rate for the access line:

Regular Multiline Hunting  
Call Waiting  
Three Way Calling  
Caller ID with Name  
Speed Dial 8  
Call Waiting ID with Name  
Call Forwarding  
Anonymous Call Rejection  
Call Forward Busy  
Call Forward No Answer  
Call Forward Busy/No Answer  
Distinctive Ring  
Speed Dial 30  
Repeat Dial  
Voicemail  
Call Return (\*69)  
Selective Forwarding  
Ultra Call Forward  
Caller ID  
Automatic Redial

#### 6.2.3.2 Rates

	<u>Minimum</u>	<u>Maximum</u>
Individual Feature, per month	\$0	\$20.00
Package of any two features, per month	\$0.50	\$20.00
Package of any three features, per month	\$0.50	\$20.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.2 SERVICE DESCRIPTION AND RATES (Cont'd)

#### 6.2.4 Usage Rates

6.2.4.1 Customer may obtain local (within New York City), regional, and inter LATA toll services (exclusive of operator services operator assisted calls) under an individual call schedule or under usage bundles. All call lengths are rounded up to next full minute.

#### 6.2.4.1 Rates

	<u>Minimum</u>	<u>Maximum</u>
1. Basic Local Usage, within New York City, untimed, per call	\$0.01	\$1.00
2. Local Usage (within New York City) Bundle, timed calls, for up to 90 hours per month of local usage, per month	\$1.00	\$20.00
Local usage in excess of 90 hours per month, timed, per minute	\$0.005	\$.25
3. Xchange TotalTalk Service Plan		
Includes standard network access line, and Local, Regional, Intrastate Toll and Interstate Toll Bundle, up to 90 hours aggregate use per month. Also includes all taxes and surcharges applicable to standard network access line and included usage up to 90 hours aggregate per month. Does not include any calls to Information Services Platforms, Conference Bridging Services, or Audio Programming or taxes and surcharges therein. Calls to such Services and Programs, plus applicable taxes and surcharges are charged on a per call basis at the below rates for usage applicable to usage beyond aggregate 90 hours per month		
OnNet Customers, per month	\$10.00	\$75.00
OffNet Customers, per month	\$10.00	\$75.00
Usage beyond aggregate 90 hours per month:		
Local calls, per minute	\$0.005	\$.25
Regional calls, per minute	\$0.05	\$.25
Intrastate Toll calls, per minute	\$0.05	\$.25
Interstate Toll calls, per minute	\$0.05	\$.25

Applicable taxes and surcharges will be added to charges for usage beyond aggregate 90 hours per month, and to usage for categories not included in Bundle.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.2 SERVICE DESCRIPTION AND RATES (Cont'd)

#### 6.2.5 Residential Lifeline Service

##### (a) Description

Carrier will provide Basic and Flat Rate Lifeline Service to eligible customers as described below.

- (i) Basic service provides a standard network access line at a monthly recurring charge. No usage is included. All usage is charged on the company's usage schedules as set forth below, or customer may purchase any usage bundle described in §6.2.4. The federal subscriber line charge is waived.
- (ii) Flat Rate service provides a standard network access line and local usage within the Customer's Local Calling Area for a monthly recurring charge. All other usage is charged on the Company's usage schedules as set forth below, or customer may purchase any usage bundle described in §6.2.4.
- (iii) A non-recurring Connection Charge as set forth in Section 3 of this Tariff applies to Basic and Flat Rate Lifeline service, except that Connection Charges do not apply to change existing service to, from or within Lifeline service. For connection of new service Connection Charges apply.
- (iv) Custom Calling and CLASS features may be purchased for the monthly recurring charges set forth in §6.2.3.
- (v) Regional Toll calls including Operator Assisted Calls are charged at the rates set forth in §4 of this Tariff, or may be obtained as part of a usage bundle.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.2 SERVICE DESCRIPTION AND RATES (cont'd)

#### 6.2.5 Residential Lifeline Service (cont'd)

##### (a) Description (cont'd)

- (vi) Intrastate, Interlata Toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 – Telephone, Section 4, or may be obtained as part of a usage bundle.
- (vii) Unless otherwise specified in this tariff or by provision of law, all taxes and surcharges applicable to Residential Non-Lifeline Service will be applied to Lifeline customers.
- (viii) For purposes of Residential Lifeline Service, the Local Calling Area for Customers shall be the same as set forth in the applicable Verizon New York PSC tariffs for Verizon customers in the same rate center as the Company's customer.

##### (b) Eligibility

Lifeline services are restricted to low income residential subscribers for a single exchange access line at the principal residence. To qualify for Lifeline services a subscriber must be certified as income eligible for benefits from at least one of the following Government Programs, or qualify based on their income being at or below 135% of the Federal Poverty Guidelines: (N)

Low Income Home Energy Assistance Program (LIHEAP) \*

National School Lunch Program (NSLP) \*

Temporary Assistance to Needy Families (TANF)\*

Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps

Medicaid

Supplemental Security Income (SSI)

Federal Public Housing Assistance

Applicants are eligible for discounted Lifeline rates when they provide proof to the Company that they are certified as income eligible to receive one or more of the above benefits or are receiving one of the above benefits.

In addition, applicants are eligible for discounted Lifeline rates when approved to receive either a Veteran's Disability Pension or a Veteran's Pension or Survivors Benefit Programs. Applicants must provide proof to the Company that they are receiving one of these pensions.

\* The programs with the asterisk are not eligible for support by the Federal Lifeline Program, but are eligible for support by the New York State Targeted Accessibility Fund.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(b) Eligibility (cont'd)

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

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the New York State Department of Social Services and identified as so authorized on the customer's card for any of the above benefits.

If the Company can determine the Customer's eligibility by accessing one or more databases containing information regarding the Customer's or his or her household's income ("income databases"), or one or more databases containing information regarding enrollment in a qualifying assistance program ("eligibility databases"), the Company will access such income databases or eligibility databases

and determine whether the Customer qualifies for Lifeline. Otherwise, the Company will require documentation to be submitted along with the application, and the Company will review such documentation to ensure that it establishes the Customer's eligibility. Acceptable documentation of income eligibility includes:

- The prior year's state, federal, or Tribal tax return;
- Current income statement from an employer or paycheck stub;
- A Social Security statement of benefits;
- A Veterans Administration statement of benefits;
- A retirement/pension statement of benefits;
- An Unemployment/Workers' Compensation statement of benefit;
- Federal or Tribal notice letter of participation in General Assistance; or
- A divorce decree, child support award, or other official document containing income information.

If the Customer presents documentation of income that does not cover a full year, such as current pay stubs, the Customer must present the same type of documentation covering three consecutive months within the previous twelve months.

The Company will not retain copies of the documentation submitted, but will maintain records of the data source used to determine eligibility.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 91  
Revision: 0  
Superseding Revision:

Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(b) Eligibility (cont'd)

The Customer must provide the following information:

- The Customer's full name;
- The Customer's full residential address;
- Whether the Customer's residential address is permanent or temporary;
- The Customer's billing address, if different from the Customer's residential address;
- The Customer's date of birth;
- The last four digits of the Customer's social security number,  
or the Customer's Tribal identification number, if the Customer  
is a member of a Tribal nation and does not have a social security number;
- If the Customer is seeking to qualify for Lifeline under the program-based criteria, the name of  
the qualifying assistance program from which the Customer, his or her dependents, or his or her  
household receives benefits; and
- If the Customer is seeking to qualify for Lifeline under the income-based criterion, the number of  
individuals in his or her household

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 92  
Revision: 0  
Superseding Revision:

Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(b) Eligibility (cont'd)

The Customer must certify, under penalty of perjury, that:

The Customer meets the income-based or program-based eligibility criteria for receiving Lifeline;

The Customer will notify the Company within 30 days if for any reason he or she no longer satisfies the criteria for receiving Lifeline including, as relevant, if the Customer no longer meets the income-based or program-based criteria for receiving Lifeline support; the Customer is receiving more than one Lifeline benefit; or another member of the Customer's household is receiving a Lifeline

benefit. The Company will keep and maintain accurate records detailing the data source the Company used to determine a Customer's program-based eligibility or the documentation a Customer provided to demonstrate his or her eligibility for Lifeline.

If the Customer moves to a new address, he or she will provide that new address to the Company within 30 days;

If the Customer provided a temporary residential address to the Company, he or she will be required to verify his or her temporary residential address every 90 days;

The Customer's household will receive only one Lifeline service and, to the best of his or her knowledge, the Customer's household is not already receiving a Lifeline service.

The information contained in the Customer's certification form is true and correct to the best of his or her knowledge,

The Customer acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and

The Customer acknowledges that the Customer may be required to re-certify his or her continued eligibility for Lifeline at any time, and the Customer's failure to re-certify as to his or her continued eligibility will result in de-enrollment and the termination of the Customer's Lifeline benefits.

The Customer will be required to recertify eligibility annually.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 93  
Revision: 0  
Superseding Revision:

Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(b) Eligibility (cont'd)

The Lifeline services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company, with any required backup information. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with the New York State Office of Temporary Assistance (OTDA).

The Company, in coordination with OTDA, may use a computerized matching program to revalidate a customer's eligibility status for Lifeline service. If, after verification, a current Lifeline customer is identified as being ineligible, the customer will be notified in writing and required to provide proof of eligibility within thirty days. Upon failure to provide proof to the Company within the specified time period, the customer's service will be switched to comparable service at full rate. Basic Lifeline service will be switched to Message Rate service and Flat Rate Lifeline service will be switched to regular Flat Rate service. There will be no charge for a change in service.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Revision: 0  
Superseding Revision:

Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(c) Lifeline Recurring Rates

Monthly Recurring Charge

Basic Service Access Line (No Usage) \$1.00

Flat Rate \$9.20

(Consists of \$2 Access Line Charge and \$7.20 Usage Charge)

(d) Lifeline Usage Rates for local calls within Customer’s Local Calling Area applicable to usage by Basic Lifeline customers:

Per call, untimed, \$.09

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(e) De-enrollment

(1) De-enrollment generally. If the Company has a reasonable basis to believe that a Lifeline Customer no longer meets the criteria to be considered a qualifying low-income consumer, the Company will notify the subscriber of impending termination of his or her Lifeline service. Notification of impending termination will be sent in writing separate from the subscriber's monthly bill. The Customer will have 30-days following the date of the impending termination letter to demonstrate continued eligibility. The Company will de-enroll from the Lifeline program, and change the Customer calling package to the nearest equivalent full-price program, for any Customer who fails to demonstrate continued eligibility within the 30-day time period.

(2) De-enrollment for duplicative support. Upon notification by the Lifeline Administrator to the Company that a Customer is receiving Lifeline service from another eligible telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service and therefore that the subscriber should be de-enrolled from participation in the Company's Lifeline program, the Company will de-enroll the Customer from participation in the Company's Lifeline program within five business days, and will change the Customer calling package to the nearest equivalent full-price program.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTION AND RATES (cont'd)

6.2.5 Residential Lifeline Service (cont'd)

(e) De-enrollment (cont'd)

(3) De-enrollment for non-usage. If a Lifeline Customer fails to use, for 60 consecutive days a Lifeline service that does not require the Company to assess or collect a monthly fee from its subscribers, the Company will provide the Customer 30 days' notice, using clear, easily understood language, that the Customer's failure to use the Lifeline service within the 30-day notice period will result in service termination for non-usage under this paragraph. If the Customer uses the Lifeline service within 30 days of the Company's providing such notice, the Company will not terminate the Customer's Lifeline service. Upon de-enrollment, the Company will change the Customer calling package to the nearest equivalent full-price program.

(4) De-enrollment for failure to re-certify. The Company will de-enroll a Lifeline subscriber who does not respond to the Company's attempts to obtain re-certification of the Customer's continued eligibility as required by (b) above, who fails to provide the annual one-per-household re-certifications as required by (b) above; or who relies on a temporary address and fails to respond to the carrier's address re-certification attempts pursuant to b above. Prior to de-enrolling a Customer under this paragraph, the Company will notify the Customer in writing separate from the Customer's monthly bill, if one is provided, that failure to respond to the re-certification request within 30 days of the date of the request will trigger de-enrollment. If a Customer does not respond to the Company's notice of impending de-enrollment, the Company will de-enroll the Customer from Lifeline within five business days after the expiration of the Customer's time to respond to the re-certification efforts. Upon de-enrollment, the Company will change the Customer calling package to the nearest equivalent full-price program.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.3 Flat Rate Tax Inclusive Packages

6.3.1 BigTalk Plans .....(D)

6.3.1.1 Description .....(D)

(i) The BigTalk Plans provide customers with standard network access line and calling packages and several state-of-the-art features, for one monthly recurring charge that includes all surcharges, fees and taxes on the line portion and included usage and features. It does not include any calls to Information Services Platforms, Conference Bridging, Services, or Audio Programming or taxes and surcharges therein. Calls to such Services and Programs, plus applicable taxes and surcharges, are charged on a per call basis at the below rates for usage applicable to usage beyond aggregate 90 hours per month. Usage and features are included as set forth below:.....(D)

(ii) As used below, local calling area shall be the same as the local calling area for a customer of Verizon New York in the same location as Carrier's customer. Regional calls shall include calls which would be defined for customers of Verizon New York in the same location as Carrier's customer, as downstate interregional calls. ....(D)

6.3.1.2 Features .....(D)

(i) Anonymous Call Rejection with Caller ID .....(D)

(ii) Call Waiting .....(D)

(iii) Call Waiting ID w/ Name .....(D)

(iv) Three Way Calling .....(D)

(v) Unlimited \*66 (Repeat Dial) .....(D)

(vi) Unlimited \*69 (Call Return) .....(D)

(vii) Commportal. The comm portal feature provides the customer with a secure web portal where the customer can access voicemail, change features and take care of other account tasks. ....(D)

(viii) Voicemail .....(D)

\* Effective July 1, 2023, this plan is retired, and all subscribers are migrated automatically to Nationtalk plan, set forth in 6.3.26.3.2 below.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

- 6.3 Flat Rate Tax Inclusive Packages (cont'd) .....(D)
- 6.3.1 BigTalk Plans (cont'd) .....(D)
  - 6.3.1.3 Packages .....(D)
    - (i) BigTalk Local. BigTalk Local provides up to 90 hours of monthly calling in the local calling area of the Customer. Regional, Intrastate-interlata and Interstate Toll calls, including operator Assisted Calls, are charged at the rates set forth in §4 of this Tariff.(D)
    - (ii) BigTalk Metro - BigTalk Metro provides up to 90 hours of monthly calling in the local and regional calling area of the Customer. Intrastate and Interstate Toll calls, including operator Assisted Calls, are charged at the rates set forth in §4 of this Tariff.(D)
    - (iii) BigTalk USA - BigTalk USA provides up to 90 hours of monthly calling in the Continental USA. Operator Assisted Calls are charged at the rates set forth in §4 of this Tariff.....(D)
    - (iv) Service Order Charges as set forth in Section 3 of this tariff apply. ....(D)
    - (v) A non-recurring Connection Charge as set forth in Section 3 of this Tariff applies. (D)
    - (vi) Custom Calling and CLASS features not included in the package may be purchased individually or in packages. ....(D)
    - (vii) Intrastate, Interlata Toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 -Telephone, Section 4, unless obtained through a usage bundle. ....(D)
    - (viii) Directory assistance charges apply. ....(D)
    - (ix) All applicable surcharges, including End User Common Line, or EUCL, (also known as Subscriber Line Charge, or SLC), E-911, Gross Revenue/Excise Tax surcharge, Universal Service surcharge, Number Portability surcharge, and PICC, apply, and are included in the price of the package set forth below. ....(D)

\* Effective July 1, 2023, this plan is retired, and all subscribers are migrated automatically to Nationtalk plan, set forth in 6.3.26.3.2 below.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: July 1, 2023

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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd) (D)

6.3 Flat Rate Tax Inclusive Packages (cont'd) .....(D)

6.3.1 BigTalk Plans (cont'd) .....(D)

6.3.1.4 Pricing .....(D)

(i) BigTalk Local .....(D)

Non-Lifeline ..... \$53.79 (includes all taxes and fees) .....(D)

(ii) BigTalk Metro: .....(D)

Non-Lifeline ..... \$54.79 (includes all taxes and fees) .....(D)

(iii) BigTalk USA: .....(D)

Non-Lifeline ..... \$59.79 (includes all taxes and fees) .....(D)

(vi) An additional \$5.00 tax inclusive fee applies for off-net customers (D)

(vii) A discount of \$20.30 will be applied to Customers that are eligible and (D)

apply for Lifeline services on their BigTalk Plan. The discount is reflected in the (D)

Lifeline price as listed above. Eligibility and application (D)

process for lifeline is as set forth in 6.2.5 above. .... (D)

6.3.1.5 Usage (D)

Usage beyond aggregate 90 hours per month: (D)

Local calls, per minute \$.099 ..... (D)

Regional Calls, per minute \$.099 ..... (D)

Intrastate interLATA toll, per minute \$.069 ..... (D)

Interstate toll, per minute \$.045 ..... (D)

Applicable taxes and surcharges will be added to charges for usage (D)

beyond aggregate 90 hours per month, and to usage and features for (D)

categories not included in Bundle. .... (D)

\* Effective July 1, 2023, this plan is retired, and all subscribers are migrated automatically to Nationtalk plan, set forth in 6.3.26.3.2 below.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### 6.3 Flat Rate Tax Inclusive Packages (cont'd)

#### 6.3.2 Talk Plans

6.3.2.1 Description. The Talk Plans provide customers with standard network access line and calling packages and several features, for one monthly recurring charge that includes all fees and taxes. It does not include any calls to Information Services Platforms, Conference Bridging, Services, or Audio Programming or taxes and surcharges therein. Calls to such Services and Programs, plus applicable taxes and surcharges are charged on a per call basis at the below rates for usage applicable to usage beyond aggregate 90 hours per month. Usage and features are included as set forth below.

(i) As used below, local calling area shall be the same as the local calling area for a customer of Verizon New York in the same location as Carrier's customer. Regional calls shall include calls which would be defined for customers of Verizon New York in the same location as Carrier's customer, as downstate interregional calls.

#### 6.3.2.2 Features

- (i) Anonymous Call Rejection w/ ID
- (ii) Call Forwarding
- (iii) Unlimited \*69 (Call Return)
- (iv) Call Waiting
- (v) Call Waiting ID w/ Name
- (vi) Three Way Calling
- (vii) Unlimited \*66 - Repeat Dial
- (viii) Voicemail

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.3 Flat Rate Tax Inclusive Packages (cont'd)

6.3.2 Talk Plans (cont'd)

6.3.2.3 Packages

(i) CityTalk. CityTalk provides up to 45 hours of monthly calling in the local calling area of the Customer, plus 200 regional minutes. Regional, Intrastate-interlata and Interstate Toll calls, including operator Assisted Calls, are charged at the rates set forth in §4 of this Tariff.\* .....(D)

(ii) MetroTalk. MetroTalk provides up to 45 hours of monthly calling in the local and regional calling area of the Customer. Intrastate-interlata and Interstate Toll calls, including operator Assisted Calls, are charged at the rates set forth in §4 of this Tariff.\* .....(D)

(iii) NationTalk- NationTalk provides up to 45 hours of monthly calling in the Continental USA. Operator Assisted Calls, are charged at the rates set forth in §4 of this Tariff.

(iv) Service Order Charges as set forth in Section 3 of this tariff apply.

(v) A non-recurring Connection Charge as set forth in Section 3 of this Tariff applies.

(vi) Custom Calling and CLASS features not included in the package may be purchased individually or in packages.

(vii) Intrastate, Interlata Toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 - Telephone, Section 4, unless obtained through a usage bundle.

(viii) Directory assistance charges apply.

(ix) All applicable surcharges, including End User Common Line, or EUCL,(also known as Subscriber Line Charge, or SLS), E-911, Gross Revenue/Excise Tax surcharge, Universal Service surcharge, Number Portability surcharge, and PICC, apply, and are included in the price of the package set forth below.

\* Effective July 1, 2023, this plan is retired, and all subscribers are migrated automatically to NationTalk plan.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

6.3 Flat Rate Tax Inclusive Packages (cont'd)

6.3.2 Talk Plans (cont'd)

6.3.2.4 Pricing

(i) CityTalk:  
Non-Lifeline ..... \$46.49 (includes all taxes and fees) \*(D)

(ii) MetroTalk:  
Non-Lifeline ..... \$51.49 (includes all taxes and fees) \*(D)

(iii) NationTalk:  
Non-Lifeline ..... \$63.00 (includes all taxes and fees) (I)

(iv) An additional \$5.00 tax inclusive fee applies for off-net customers

(vii) A discount of \$20.30 will be applied to Customers that are eligible and apply for Lifeline services on their Talk Plan. The discount is reflected in the Lifeline price as listed above.

Eligibility and application process for lifeline is as set forth in 6.2.5 above.

6.3.2.5 Usage

Usage beyond aggregate 45 hours per month:

Local calls, per minute \$.099

Regional Calls, per minute \$.099

Intrastate interLATA toll, per minute \$.069

Interstate toll, per minute \$.045

Applicable taxes and surcharges will be added to charges for usage beyond aggregate 90 hours per month, and to usage and features for categories not included in Bundle.

\* Effective July 1, 2023, this plan is retired, and all subscribers are migrated automatically to Nationtalk plan.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
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## Section 6 – RESIDENTIAL NETWORK SWITCHED SERVICES (cont'd)

### Flat Rate Tax Inclusive Packages (cont'd)

#### 6.3.3 Skywire, Metroline and HomeConnex Residential Service

6.3.3.1 Description. The Skywire, Metroline and HomeConnex Residential Service Plans provide customers with a standard network access line, calling packages and several features, for one monthly recurring charge that includes all fees and taxes. These service plans permit customers to utilize traditional customer premises equipment connected to traditional RJ45 wall jacks in each customer's residence, which are connected by copper wiring to an in-building cross-connect block that is connected via copper wiring to an on-site aggregation point for transport over the Company's fixed point-to-point wireless network to other points in the Company's network and the public switched telephone network. The service plans do not include any calls to Information Services Platforms, Conference Bridging, Services, or Audio Programming or taxes and surcharges arising from those calls. Calls to such Services and Programs, plus applicable taxes and surcharges, are charged on a per call basis at the below rates for usage applicable to usage beyond aggregate 90 hours per month. Usage and features are included as set forth below.

- (i) As used below, local calling area shall be the same as the local calling area for a customer of Verizon New York in the same location as Company's customer. Regional calls shall include calls which would be defined for customers of Verizon New York in the same location as Company's customer, as downstate interregional calls.
- (ii) Pricing is based on the zip code where the service is offered, and is only offered in a building that is connected to the Company's fixed point-to-point wireless network.

#### 6.3.3.2 Features

- (i) Anonymous Call Rejection w/ ID
- (ii) Call Forwarding
- (iii) Unlimited \*69 (Call Return)
- (iv) Call Waiting
- (v) Call Waiting ID w/ Name
- (vi) Three Way Calling
- (vii) Unlimited \*66 - Repeat Dial
- (viii) Voicemail

#### 6.3.3.3 Packages

- (i) Unlimited USA- Unlimited USA provides up to 45 hours of monthly calling in the Continental USA. Operator Assisted Calls, are charged at the rates set forth in Section 5 of this Tariff.
- (ii) Service Order Charges as set forth in Section 3 of this tariff apply.
- (iii) Custom Calling and CLASS features not included in the package may be purchased individually or in packages.
- (iv) Intrastate, interLATA Toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 - Telephone, Section 4, unless obtained through a usage bundle.
- (v) Directory assistance charges apply.
- (vi) All applicable surcharges, including End User Common Line, or EUCL,(also known as Subscriber Line Charge, or SLS), E-911, Gross Revenue/Excise Tax surcharge, Universal Service surcharge, Number Portability surcharge, and PICC, apply, and are included in the price of the package set forth in Section 12.11 below.

\* Entire leaf is New (N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: January 1, 2024

Leaf: 103  
Revision: 1  
Superseding Revision: 0

## Section 7 - BUSINESS NETWORK SWITCHED SERVICES

### 7.1 GENERAL

Business Liberty Plan\* and Business Empire Plan Service \* is a local exchange service for business customers consisting of a local exchange line for a monthly recurring charge and measured usage rate. Calling features are available with the local exchange service for an additional monthly recurring charge per feature. (T)

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

The NationTalk for Business Plans provide customers with standard network access line and calling packages and several features, for one monthly recurring charge that includes all fees and taxes. It does not include any calls to Information Services Platforms, Conference Bridging, Services, or Audio Programming or taxes and surcharges therein. Calls to such Services and Programs, plus applicable taxes and surcharges are charged on a per call basis at the below rates for usage applicable to usage beyond aggregate 90 hours per month. Usage and features are included as set forth below. (N)  
(N)  
(N)  
(N)  
(N)  
(N)

(i) As used below, local calling area shall be the same as the local calling area for a customer of Verizon New York in the same location as Carrier's customer. Regional calls shall include calls which would be defined for customers of Verizon New York in the same location as Carrier's customer, as downstate interregional calls. (N)  
(N)  
(N)  
Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time. (N)  
(N)  
(N)

Connection charges as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Tariff. (M)

\* Effective January 1, 2024, these plans will be retired, and all customers will be migrated to the Nationtalk for Business plans. (N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: January 1, 2024

Leaf: 104  
Revision: 1  
Superseding Revision: 0

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

- Business Empire Plan \* (D)
- Business Liberty Plan \* (D)
- Flat Rate “NationTalk for Business” (N)

The Business Empire Plan and Liberty Plan delivers one or multiple switch voice grade analog lines / POTS lines to a Business Customer at a measured rate. (D)

The Business Empire Plan is available in all areas except LATA 132. Business Liberty Plan is available only in LATA 132. (D)

All business service plans may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

\* Effective January 1, 2024, these plans will be retired, and all customers will be migrated to the Nationtalk for Business plans. (N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: January 1, 2024

Leaf: 105  
Revision: 1  
Superseding Revision: 0

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Business Empire Plan \* (D)

.1 General

Business Empire Plan Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is charged on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

- Terminal Interface: 2-wire
- Signaling Type: Loop start
- Pulse Types: Dual Tone Multifrequency (DTMF)
- Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

\* Effective January 1, 2024, these plans will be retired, and all customers will be migrated to the Nationtalk for Business plans. (N)

Xchange Telecom LLC  
 PSC Tariff No. 2 – Telephone  
 Effective Date: January 1, 2024

Leaf: 106  
 Revision: 1  
 Superseding Revision: 0

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Business Empire Plan (cont'd) \*

(D)

.1 Recurring and Nonrecurring Charges

Charges for each measured rate line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$110.00
Monthly Recurring Charges:		
Each Base Service Line	\$1.00	\$25.00
Per Minute Rate     \$0.01		\$0.20
Custom Calling Features: (per line, per month)		
Each feature	\$1.00	\$15.00
CLASS Features (per line, per month)		
Each feature	\$1.00	\$15.00

\* Effective January 1, 2024, these plans will be retired, and all customers will be migrated to the Nationtalk for Business plans.

(N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: January 1, 2024

Leaf: 107  
Revision: 1  
Superseding Revision: 0

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.2 Business Liberty Plan \*

(D)

.1 General

Business Liberty Plan Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is charged on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

- Terminal Interface: 2-wire
- Signaling Type: Loop start
- Pulse Types: Dual Tone Multifrequency (DTMF)
- Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

\* Effective January 1, 2024, these plans will be retired, and all customers will be migrated to the Nationtalk for Business plans. (N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: January 1, 2024

Leaf: 108  
Revision: 1  
Superseding Revision: 0

Section 7 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.2 Business Liberty Plan (cont'd) \* (D)

.1 Recurring and Nonrecurring Charges

Charges for each measured rate line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge:	\$1.00	\$110.00
Monthly Recurring Charges:		
Each Base Service Line	\$1.00	\$25.00
Per Minute Rate     \$0.01		\$0.20
Custom Calling Features: (per line, per month)		
Each feature	\$1.00	\$15.00
CLASS Features (per line, per month)		
Each feature             \$1.00		\$15.00

\* Effective January 1, 2024, these plans will be retired, and all customers will be migrated to the Nationtalk for Business plans. (N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: January 1, 2024

Leaf: 108.1  
Revision: 0  
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BUSINESS NETWORK SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.3 Business Nationatalk Plan

7.2.3.1 The Talk Plans provide business customers with standard network access line and calling packages and several features, for one monthly recurring charge that includes all fees and taxes. It does not include any calls to Information Services Platforms, Conference Bridging, Services, or Audio Programming or taxes and surcharges therein. Calls to such Services and Programs, plus applicable taxes and surcharges are charged on a per call basis at the below rates for usage applicable to usage beyond aggregate 90 hours per month. Usage and features are included as set forth below. (N)

7.2.3.2 Features

- (a) Anonymous Call Rejection w/ ID (N)
- (b) Call Forwarding (N)
- (c) Unlimited \*69 (Call Return) (N)
- (d) Call Waiting (N)
- (e) Call Waiting ID w/ Name (N)
- (f) Three Way Calling (N)
- (g) Unlimited \*66 - Repeat Dial (N)
- (h) Voicemail (N)

7.2.3.3 Packages

NationTalk- NationTalk provides up to 45 hours of monthly calling in the Continental USA. Operator Assisted Calls, are charged at the rates set forth in §4 of this Tariff. (N)

- (a) Service Order Charges as set forth in Section 3 of this tariff apply. (N)
- (b) A non-recurring Connection Charge as set forth in Section 3 of this Tariff applies. (N)
- (c) Custom Calling and CLASS features not included in the package may be purchased individually or in packages. (N)
- (d) Intrastate, Interlata Toll calls, including Operator Assisted Calls, are charged at the rates set forth in Xchange Telecom LLC PSC Tariff No. 1 -Telephone, Section 4, unless obtained through a usage bundle. (N)
- (e) Directory assistance charges apply. (N)
- (f) All applicable surcharges, including End User Common Line, or EUCL, (also known as Subscriber Line Charge, or SLS), E-911, Gross Revenue/Excise Tax surcharge, Universal Service surcharge, Number Portability surcharge, and PICC, apply, and are included in the price of the package set forth below. (N)

7.2.3.4 Pricing

NationTalk: ..... \$63.00 (includes all taxes and fees) (N)  
An additional \$5.00 tax inclusive fee applies for off-net customers (N)

7.2.3.5 Usage

Usage beyond aggregate 45 hours per month: (N)  
Local calls, per minute \$.099 (N)  
Regional Calls, per minute \$.099 (N)  
Intrastate interLATA toll, per minute \$.069 (N)  
Interstate toll, per minute \$.045 (N)  
Applicable taxes and surcharges will be added to charges for usage beyond aggregate 90 hours per month, and to usage and features for categories not included in Bundle (N)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 109  
Revision: 0  
Superseding Revision:

## Section 8 – SPECIAL SERVICES AND PROGRAMS

### 8.1 LIFELINE TELEPHONE SERVICE

Rates, Terms and Conditions for Residential Lifeline Service are set forth in Section 6.2.5 of this Tariff.

### 8.2 LINKUP AMERICA

Rates, Terms and Conditions for Link Up America, which governs Non Recurring Service Connection Charges for Residential Lifeline Service, are set forth in Section 6.2.5 of this Tariff.

### 8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
- 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- 8.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 110  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on local message rate service.

8.4.2 Certification

Acceptable certifications are:

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

8.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 11, "Handicapped Person," for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 111  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 112  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.6 NEW YORK RELAY SERVICE

8.6.1 General

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

8.6.2 Regulations

- a. Only intrastate calls can be completed using the New York Relay Service under the terms and conditions of this tariff.
- b. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- c. Calls through the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 113  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.6 NEW YORK RELAY SERVICE (cont'd)

8.6.2 Regulations (cont'd)

- d. The following calls may not be placed through the Relay Service:
1. calls to informational recordings and group bridging service;
  2. calls to time or weather recorded messages;
  3. station sent paid calls from coin telephones; and
  4. operator-handled conference service and other teleconference calls.

8.6.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 114  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

#### 8.7.1 General

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

#### 8.7.2 Rates

Within the Company's Territory:

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

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

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

#### 8.7.3 Qualification

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

- .1 "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- .2 "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as result of physical limitations.
- .3 Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 115  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.7 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (cont'd)

8.7.4 Billing Authorization

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

1. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's service territory, but he or she does not need to have other service from the Company.
2. Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within the Company's service territory.

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 116  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

#### 8.8.1 General

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 117  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

8.8.2 Regulations

1. Obligation of eligible schools and libraries

a. Requests for service

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

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

3. Services requested will be used for educational purposes.

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

2. Obligations of the Company

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

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 118  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)

#### 8.8.3 Discounted Rates for Schools and Libraries

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

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

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

4. The discount matrix appears below.

#### A. SERVICES ELIGIBLE FOR SCHOOLS AND LIBRARIES DISCOUNT

1. The Eligible Services List is published by the FCC in WC Docket No. 13-184. It is available at <https://www.usac.org/sl/applicants/beforeyoubegin/eligible-services-list.aspx>

#### B. SCHOOLS AND LIBRARIES DISCOUNT MATRIX

INCOME Measured by % of students eligible for the National School Lunch Program (NSLP)	CATEGORY ONE (C1)		CATEGORY TWO (C2)	
	URBAN Discount	RURAL Discount	URBAN Discount	RURAL Discount
Less than 1%	20%	25%	20%	25%
1% to 19%	40%	50%	40%	50%
20% to 34%	50%	60%	50%	60%
35% to 49%	60%	70%	60%	70%
50% to 74%	80%	80%	80%	80%
75% to 100%	90%	90%	85%	85%

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 119  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.9 HEALTH CARE PROVIDERS SUPPORT PROGRAM

8.9.1 General

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

8.9.2 Regulations

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

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 120  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.9 HEALTH CARE PROVIDERS SUPPORT PROGRAM

8.9.2 Regulations (Cont'd)

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 121  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.9 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

8.9.2. Regulations (Cont'd)

e. Responsibility of the Company

1. The Company shall offer the rates and charges as specified in Section 3, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in 1. preceding.

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 122  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.9 HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

8.9.3 Rates and Charges

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

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

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 123  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.10 EMERGENCY/ CRISIS/ DISASTER RESTORATION AND PROVISIONING -  
TELECOMMUNICATIONS SERVICE PRIORITY

8.10.1 General

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

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

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

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

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

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 124  
Revision: 0  
Superseding Revision:

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.10 EMERGENCY/ CRISIS/ DISASTER RESTORATION AND PROVISIONING -  
TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

8.10.2 TSP Request Process – Restoration

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

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

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

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

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

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

e. Submit the SF 315 to the OPT.

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 125  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.10 EMERGENCY/ CRISIS/ DISASTER RESTORATION AND PROVISIONING - TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

#### 8.10.3 TSP Request Process – Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. above for restoration priority assignment except for the following differences. The user should:

- a. Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
- b. Verify that the Company cannot meet the service due date without a TSP assignment.
- c. Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

#### 8.10.4 Responsibilities of the End-User

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

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Accept TSP services by the service due dates.
- d. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- e. Pay the Company any authorized costs associated with priority services.
- f. Report to the Company any failed or unusable services with priority levels.
- g. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
- h. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 126  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.10 EMERGENCY/ CRISIS/ DISASTER RESTORATION AND PROVISIONING - TELECOMMUNICATIONS SERVICE PRIORITY (cont'd)

#### 8.10.5 Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after receipt of a TSP authorization code.
- b. Revoke TSP services at the direction of the end-user or OPT.
- c. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
- i. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
- j. assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
- k. Disclose content of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

#### 8.10.6 Preemption

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

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 127  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.11 CRITICAL FACILITIES ADMINISTRATION SERVICE

#### 8.11.1 Program Overview

- a. Facilities-based carriers are responsible to provide data on the physical path of qualified circuits to customers who request such information. Such carriers are required to maintain facilities associated with qualified circuits in such a manner as to ensure that notification of a change in the physical routing of a qualifying circuit is communicated quickly to the affected customer, and the physical path data promptly updated. Such carriers will maintain the data and establish appropriate methods of identification and authentication to secure the data and restrict access by each customer to information relative to that customer's qualifying circuits.
- b. Customers are required to demonstrate for each qualifying circuit that the circuit has been registered under the federal Telecommunications Service Priority program in order to participate.

#### 8.11.2 Customer Obligations

Customers participating under the Critical Facilities Administration program will be required to:

- a. Identify critical facilities by enrolling circuits in the federal Telecommunications Service Priority program, and demonstrating the sponsorship of a federal agency supporting the designation of those circuits as qualifying under the federal Telecommunications Service Priority program. Such circuits will be referred to as "qualifying circuits."
- b. Subscribe to the Critical Facilities Administration service offered by their carrier, and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 128  
Revision: 0  
Superseding Revision:

## Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

### 8.11 CRITICAL FACILITIES ADMINISTRATION SERVICE (cont'd)

#### 8.11.3 Carrier Obligations

Facilities-based carriers will be obligated to identify the physical path of each subscribed circuit as follows:

- a. Physical path information will be provided by reference to the latitude and longitude coordinates of suitable points along the circuit's path (e.g., cable entrances to buildings, manholes, riser poles, crossboxes, carrier equipment cabinets, and other circuit access points in the outside plant of the carrier) so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- b. Physical path information for newly provisioned subscribed circuits is to be available to the customer within 5 business days after the circuit has been installed, and within 15 business days for existing, in-place subscribed circuits.
- c. Any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit are to be communicated at least 24 hours in advance to the customer, and information related to a move, change, or rearrangement that was as a result of unplanned activity is to be provided within 24 hours of the change.
- d. Updated information regarding the revised physical path of subscribed circuits would be available to the customer within 5 business days for planned actions, and within 15 business days for unplanned activities.
- e. Provision of the service would be suspended altogether in the instance of a major telephone outage. Once restored to service, current physical path information for a subscribed circuit would be developed and made available to the customer within ninety days of the restoration of service.
- f. The carrier must establish a secure database or other means that would allow the customer to obtain information of the physical path for only its subscribed circuits, subject to appropriate authentication and authorization. Where practicable, the information should be made available on a 24 hour by seven day basis.

#### Rates

Rates for CFA are based upon the time required to collect the circuit path data.

The company will give the customer a good faith estimate of the time period needed to perform the requested service. The customer will be billed those charges, along with the tariff charges established by any connecting carrier for the service.

	Minimum	Maximum
Per Hour	\$75.00	\$150.00

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 129  
Revision: 0  
Superseding Revision:

## Section 9 - SPECIAL ARRANGEMENTS

### 9.1 SPECIAL CONSTRUCTION

#### 9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a) non-recurring charges;
- b) recurring charges;
- c) termination liabilities; or
- d) combinations of (a), (b), and (c).

#### 9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- I. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - a) equipment and materials provided or used;
  - b) engineering, labor, and supervision;
  - c) transportation; and
  - d) rights of way and/or any required easements.
- II. Cost of maintenance.
- III. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 130  
Revision: 0  
Superseding Revision:

SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)

9.1 SPECIAL CONSTRUCTION (cont'd)

9.1.2 Basis for Cost Computation (cont'd)

- IV. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- V. License preparation, processing, and related fees.
- VI. Tariff preparation, processing and related fees.
- VII. Any other identifiable costs related to the facilities provided; or
- VIII. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

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

9.1.3.2 The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 131  
Revision: 0  
Superseding Revision:

## SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)

### 9.1 SPECIAL CONSTRUCTION (cont'd)

#### 9.1.3 Termination Liability (cont'd)

##### 9.1.3.2 (cont'd)

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - a) equipment and materials provided or used;
  - b) engineering, labor, and supervision;
  - c) transportation; and
  - d) rights of way and/or any required easements;
2. license preparation, processing, and related fees;
3. tariff preparation, processing and related fees;
4. cost of removal and restoration, where appropriate; and
5. any other identifiable costs related to the specially constructed or rearranged facilities.

9.1.3.3 The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.2 preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 132  
Revision: 0  
Superseding Revision:

## SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)

### 9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

### 9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 5) Length of the agreement

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 133  
Revision: 0  
Superseding Revision:

Section 10      -LOCAL CALLING AREAS & RATE CENTERS

Local Calling Areas mirror those defined in the tariffs of New York Telephone Company d/b/a Bell Atlantic with the exception of LATA 132.

The Local Calling Areas for LATA 132 are the Home Region areas for LATA 132 as defined by New York Telephone d/b/a Bell Atlantic. Calls terminating outside the Home Region are rated as long distance calls.

LOCAL CALLING AREAS & RATE CENTERS

A. The following services are offered at rates specified in the attached Rate Schedule.

BUSINESS

RESIDENCE

Measured Rate

Bundled Rate

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 134  
Revision: 0  
Superseding Revision:

Section 11      - EXPLANATION OF TERMS

**AGENCY**

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

**ALTERNATE ROUTING ("AR")**

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service).

**ANALOG**

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

**APARTMENTS**

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

**ASCII**

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

**ASYNCHRONOUS**

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

**AUTHORIZED USER**

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 135  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### ATTENDANT

An operator of a PBX console or telephone switchboard.

### AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

### AUTOMATIC NUMBER IDENTIFICATION ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

### BIT

The smallest unit of information in the binary system of notation.

### BUILDING

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

### CALL INITIATION

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

### CALL TERMINATION

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 136  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

### CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

### CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

### CHANNEL CONVERSION

The termination of 1.544 Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

### CHANNEL SERVICE UNIT ("CSU")

The equipment located at the customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

### COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

### COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 137  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### COMPANY

XCHANGE TELECOM LLC, unless otherwise clearly indicated from the context.

### COMMISSION

The New York State Public Service Commission.

### CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

### CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

### DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

### DEMARCATIION POINT

The physical dividing point between the Company's network and the customer.

### DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

### DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 138  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

### DIGITAL

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

### DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch tone)

### EMERGENCY SERVICE NUMBER ("ESN")

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

### E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

### E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

### ERROR

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error", can also be an omission in records.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 139  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

### EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

### EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

### FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

### FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

### GROUND START

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 140  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

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

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

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

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

### HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

### HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 141  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

### INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

### INTEROFFICE MILEAGE

The segment of a line which extends between the central offices serving the originating and terminating points.

### INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

### JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

### KILOBIT

One thousand bits.

### LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

### LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 142  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### LEASED CHANNEL

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

### LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

### LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

### LOCAL SERVICE

Telephone exchange service within a local calling area.

### LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

### LOOPS

Segments of a line which extend from the serving central office to the originating and to the terminating point.

### MEGABIT

One million bits.

### MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

### MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 143  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### MULTI-FREQUENCY ("MF")

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

### MULTILINE HUNT

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

### NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

### NODE

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

### OFF-NET CUSTOMER

A customer whose network access line is provisioned by Carrier through resale of a combined loop and port obtained from the incumbent local exchange telephone company.

### ON-NET CUSTOMER

A customer whose network access line is provisioned by Carrier through an Unbundled Network Element Loop obtained from the incumbent local exchange telephone company, or by another direct connection between Company and customer.

### PBX

A private branch exchange.

### PORT

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

### PREMISES

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 144  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### PRIVATE BRANCH EXCHANGE SERVICE

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

### PUBLIC ACCESS LINE SERVICE

Service providing facilities for a customer owned coin operated telephone ("COCOT").

### PUBLIC SAFETY ANSWERING POINT ("PSAP")

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

### RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

### REFERRAL PERIOD

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

### RESALE OF SERVICE

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without `adding value') for profit.

### SAME PREMISES

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 145  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### SELECTIVE ROUTING ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

### SERVING CENTRAL OFFICE

The central office from which local service is furnished.

### SHARING

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

### STATION

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

### SUSPENSION

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

### SYNCHRONOUS

Transmission in which there is a constant time interval between bits, characters or events.

### T-1 SYSTEM

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

### TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

### TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

### TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 146  
Revision: 0  
Superseding Revision:

## SECTION 11 - EXPLANATION OF TERMS (cont'd)

### TIE LINE

A dedicated line connecting two switchboards or dial systems.

### TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

### TD TONE DIAL SIGNALING ("TD")

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

### TWO WAY

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

### USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 147  
Revision: 0  
Superseding Revision:

Section 12      - BILLING AND COLLECTION SERVICES

12.1.1      Billing Name and Address Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Telephone Company.

BNA Service is provided for the sole purpose of permitting the customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone.

The customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

BNA Service is provided on both a manual and a mechanized basis. On a manual basis, the information will be provided by voice telecommunications or by mail, as appropriate. On a mechanized basis, the information will be entered on magnetic tape containing recorded customer messages.

BNA information is furnished for sent-paid, collect, bill to third number, 700 and 900 service messages and messages charged to a calling card that is resident in the Telephone Company's database. In addition, BNA information for messages originated from data terminal numbers (DTNs) for data communications services is furnished on a manual basis only.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 148  
Revision: 0  
Superseding Revision:

## 12.1 Billing Name and Address Service

### 12.1.2 Undertaking of the Telephone Company

(A) A request for information on over 100 and up to 500 telephone numbers should be mailed to the Telephone Company. The Telephone Company will provide the response by first class U.S. Mail within ten (10) business days.

(B) Upon receipt of a magnetic tape of recorded customer messages, the Telephone Company will, at the request of the customer, provide BNA service on a mechanized basis. The tape of messages may be provided by the customer or, where the customer subscribes to Recording Service, may be the output from that service. The Telephone Company will enter the BNA information on the recorded message tape and send the tape to the customer by first class U.S. Mail. Other methods of delivering the data may be negotiated, and charges based on cost will apply.

The Telephone Company will provide a response to customer-provided tapes by mail within six (6) business days of receipt. The Telephone Company will process and mail tapes which are the output of Recording Service every fifth business day.

(C) The Telephone Company will specify the format in which requests and tapes are to be submitted.

(D) The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Telephone Company records, including non-published and non-listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Telephone Company will provide an indicator on the confidential records.

(E) The Telephone Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message originated.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 149  
Revision: 0  
Superseding Revision:

## 12.1 Billing Name and Address Service (Cont'd)

### 12.1.3 Obligations of the Customer

(A) With each order for BNA Service, the customer shall identify the authorized individual and address to receive the BNA information.

(B) A customer which orders BNA Service on a mechanized basis and which intends to submit tapes of record messages for processing must provide the Telephone Company with an acceptable test tape or transmission which includes all call types for which BNA information may be requested.

(C) The customer shall institute adequate internal procedures to insure that BNA information, including that related to non-published and non-listed numbers, is used only for the purpose set forth in this tariff and that BNA information is available only to those customer personnel or agents with a need to know the information. The customer must handle all billing name and address information designated as confidential by the Telephone Company in accordance with Telephone Company's procedures concerning confidential information. The Telephone Company will provide to the customer a statement of its procedures concerning confidential information.

(D) The customer shall not publicize or represent to others that the Telephone Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA service.

(E) When the customer orders BNA Service for both interstate and intrastate messages, the projected percentage of interstate use must be provided in a whole number to the Telephone Company. The Telephone Company will designate the number obtained by subtracting the projected interstate percentage from 100 ( $100 - \text{projected interstate percentage} = \text{intrastate percentage}$ ) as the projected intrastate percentage.

This whole number percentage will be used by the Telephone Company to apportion the rates and nonrecurring charges between interstate and intrastate in those circumstances where the recorded message detail is not sufficient to permit the Telephone Company to determine the appropriate jurisdiction. This percentage will remain in effect until a revised report is received as set forth following.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 150  
Revision: 0  
Superseding Revision:

## 12.1 Billing Name and Address Service (Cont'd)

### 12.1.3 Obligations of the Customer (Cont'd)

#### (E) (Cont'd)

Effective on the first of January, April, July and October of each year, the customer may update the jurisdictional report. The customer shall forward to the Telephone Company, to be received no later than 20 calendar days after the first of each such month, a revised report showing the interstate percentage of use for the past three months ending the last day of December, March, June and September, respectively. Except where jurisdiction can be determined from the recorded message detail, the revised report will serve as the basis for the next three months billing and will be effective on the bill date in the following month (i.e., February, May, August and November). No prorating or back billing will be done based on the report. If the customer does not supply the report, the Telephone Company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the Telephone Company will assume the percentages to be the same as those provided in the order for service.

(F) The Telephone Company shall use reasonable efforts to provide accurate and complete lists. The Telephone Company makes no warranties, expressed or implied, as to the accuracy or completeness of these lists.

### 12.1.4 Rate Regulations

(A) Service Establishment Charges apply for the initial establishment of BNA service on a manual basis, for the initial establishment of BNA service on a mechanized basis and for establishment of a Master BNA List for a customer.

(B) A charge applies for each request for BNA information for a telephone number or DTN number on a manual basis. A charge applies for each message processed to supply BNA information on a mechanized basis.

The Telephone Company will keep a count of the requests and of the messages processed. The Telephone Company will bill the customer in accordance with these counts whether or not the Telephone Company was able to provide BNA information for all requests and messages.

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 151  
Revision: 0  
Superseding Revision:

12.1 Billing Name and Address Service (Cont'd)

12.1.4 Rate Regulations (Cont'd)

(C) Where the recorded message detail is sufficient to determine a message is an intrastate message, the rates set forth in the rate section, following, apply to each such message.

Usage for which the recorded message detail is insufficient to determine jurisdiction will be prorated by the Telephone Company between interstate and intrastate.

The percentages provided in the reports as set forth in 12.1.2(E) preceding will serve as the basis for prorating the charges. The intrastate charges are determined as follows: For usage sensitive (i.e. requests or messages processed) chargeable rate elements, multiply the intrastate percent times actual use times the stated tariff rate.

(D) When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.

(E) Rates:

Service Establishment Charge \$1,000

Query Charge per Telephone Number \$ 0.10

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 152  
Revision: 0  
Superseding Revision:

Section 13 CURRENT RATES

13.1 CONNECTION CHARGES

13.1.1 SERVICE CONNECTION CHARGES

Line Connection Charge	
Residence (per Line)	\$125.00
Business (per Line)	\$125.00
Feature Change Charge	
Residence (per Line)	\$15.00
Business (per Line)	\$15.00
PIC Change Charge	
Residence (per Line)	\$5.00
Business (per Line)	\$5.00

13.1.2 RESTORAL CHARGE

Residence (per Line)	\$40.00
Business (per Line or Trunk)	\$40.00

13.1.3 MOVES, ADDS AND CHANGES

Residence Install Order Charge - Per Order	\$125.00
Residence Record Order Charge - Per Order	\$45.00
Residence Service Order Charge - Per Order	\$45.00
Business Install Order Charge - Per Order	\$125.00
Business Record Order Charge - Per Order	\$45.00
Business Service Order Charge - Per Order	\$45.00

13.1.4 CHARGES ASSOCIATED WITH PREMISES VISIT

13.1.4.1 Technician Dispatch Charge

Residence (per Line)	\$125.00
Business (per Line)	\$125.00

13.1.4.2 Customer Not Ready Charge

Residence (per Line)	\$85.00
Business (per Line)	\$85.00

13.1.4.3 Inside Wire Maintenance and Installation

a) Inside Wire Installation Charge (Per Hour)	\$75.00
b) Flat Jack Installation Charge	
Per order, per premises	
- 1 <sup>st</sup> Jack	\$75.00
- Each Additional	\$60.00
c) Inside Wire Maintenance – Silver	
Residence (per Line)	\$5.00
Business (per Line)	\$5.00
d) Inside Wire Maintenance – Gold	
Residence (per Line)	\$10.00
Business (per Line)	\$10.00

13.1.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Residence (per Line)	\$0.50
Business (per Line)	\$4.31

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 153  
Revision: 0  
Superseding Revision:

CURRENT RATES (cont'd)

13.2 REGIONAL CALL PLAN RATES

TO> FROM	Nassau	NYC	Rockland	E.Suffolk	W.Suffolk	L.West	U.West	Gr/Byram
Initial Nassau	HR	.15	.15	.15	.15	.15	.15	.15
Additional	HR	.15	.15	.15	.15	.15	.15	.15
Initial NYC	.15	HR	.15	.15	.15	.15	.15	.15
Additional	.15	HR	.15	.15	.15	.15	.15	.15
Initial Rockland	.15	.15	HR	.15	.15	.15	.15	.15
Additional	.15	.15	HR	.15	.15	.15	.15	.15
Initial E.Suffolk	.15	.15	.15	HR	.15	.15	.15	.15
Additional	.15	.15	.15	HR	.15	.15	.15	.15
Initial W.Suffolk	.15	.15	.15	.15	HR	.15	.15	.15
Additional	.15	.15	.15	.15	HR	.15	.15	.15
Initial L.West	.15	.15	.15	.15	.15	HR	.15	.15
Additional	.15	.15	.15	.15	.15	HR	.15	.15
Initial U.West	.15	.15	.15	.15	.15	.15	HR	.15
Additional	.15	.15	.15	.15	.15	.15	HR	.15
Initial Gr/Byram	.15	.15	.15	.15	.15	.15	.15	HR
Additional	.15	.15	.15	.15	.15	.15	.15	HR

First 60 seconds / additional per minute rate billed in six second increments (for example, the rate for a call 1 minute and six seconds in length is  $\$0.15 + (\$0.15/10) = \$0.15 + \$0.015 = \$0.165$  rounded to nearest cent equals  $\$0.17$ ). HR indicates a home region or local call.

13.2.1 Per Call Service Charges

The following service charges apply to Regional Toll calls for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Maximum</u>
Customer Dialed Calling Card	\$3.00
Person to Person	\$3.75
3rd Number Billed	\$3.00
All other Operator Assistance	\$3.75

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 154  
Revision: 0  
Superseding Revision:

CURRENT RATES (cont'd)

13.3 CLASS SERVICES

13.3.1 Monthly Rates

Descriptions for this service are located in Section 6, Residential Network Switched Service, and Section 7, Business Network Switched Service .

13.3.2 Connection Charges \$60.00

13.4 BUSY VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request \$2.50

Interrupt Charge, each request \$3.50

13.5 NATIONAL DIRECTORY ASSISTANCE SERVICE

Per query, \$1.25

13.6 LOCAL OPERATOR SERVICE

	<u>Business</u>	<u>Residential</u>
Local Operator Assistance, per call:	\$0.85	\$0.85
Collect- Customer Dialed, per call:	\$1.00	\$1.00
Collect - Operator Dialed, per call:	\$2.50	\$2.50
Bill to 3rd Party - Operator Dialed, per call:	\$2.50	\$2.50
Person to Person - Customer Dialed:	\$3.50	\$3.50
Person to Person - Operator Dialed:	\$3.50	\$3.50
Call Completion	\$1.00	\$1.00

13.7 STAND ALONE VOICEMAIL SERVICE

Per Individual Mail Address (up to 100 Mail Addresses):

	<u>Residence</u>	<u>Business</u>
Nonrecurring Connection Charge:	\$20.19	\$20.19
Monthly Recurring Charges:		
- Each Service Line	\$6.95	\$12.95
- Voice Mail Option, per line	\$6.95	\$12.95

Over 100 Mail Addresses: Individual Case Basis

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone Effective Date:  
February 28, 2019

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Revision: 1  
Superseding Revision: 0

CURRENT RATES (cont'd)

13.8 BLOCKING SERVICE

	<u>Nonrecurring Charge</u>	
900 and 700 Blocking		
- Residential	\$0.00	
- Business (up to 200 lines)	\$0.00	
900, 976 and 700 Blocking		(C)
- Residential	\$0.00	
- Business (up to 200 lines)	\$0.00	
		<u>Recurring Charge</u>
Domestic & International Long Distance Restriction		
- Residential	\$5.25	
- Business (up to 200 lines)	\$5.25	
Local Toll Restriction		
- Residential	\$5.25	
- Business (up to 200 lines)	\$5.25	
Full Restriction		
- Residential	\$5.25	
- Business (up to 200 lines)	\$5.25	

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

Connection charges apply as specified in Section 3 of this tariff.

13.9 CUSTOMIZED NUMBER SERVICE

Set-up Charges

Residential Customer	Reserved for future use
Business Customer	Reserved for future use

13.10 LISTING SERVICES

Description	Cross Reference	Effective Rate
Residential Non- Published Listing		\$2.95
Residential Additional Listing		\$2.95
Business Non- Published Listing		\$5.00
Residential Additional Listing		\$6.99

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: July 1, 2023

Leaf: 156  
Revision: 3  
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CURRENT RATES (cont'd)

12.11 Residential Rates

Service (per month)	Cross Reference	Effective Rate
Basic Residential Service Plan,	6.2.1.2	\$15.80
Flat Rate Residential Service Plan	6.2.2.2	\$23.00
Lifeline plans receive a discount of \$20.30		
BigTalk Plans	6.3.1.4	
BigTalk Local		\$61.29 .....(D)
BigTalk Metro		\$62.29 .....(D)
BigTalk USA		\$66.79 .....(D)
Offnet Surcharge		\$5.00 .....(D)
Lifeline plans receive a discount of \$20.30 .....(D)		
Talk Plans	6.3.2.4	
CityTalk		\$63.00 .....(I)
MetroTalk		\$58.99 .....(D)
NationTalk		\$64.99 .....(D)
Offnet Surcharge		\$5.00
Lifeline plans receive a discount of \$20.30		
Skywire, Metroline and HomeConnex Residential Service		.....(N)
Unlimited USA:		

Borough Park, Brooklyn	\$44.99
Williamsburg, Brooklyn	\$44.99
Rockland County, NY	\$49.99
Monroe, NY	\$44.99

Second lines are 14.99. Third lines and above are 9.99. Lifeline plans receive a discount of \$20.30 (N)

All prices above include all taxes and fees ..... (N)

Features	6.2.3.2	
Regular Multiline Hunting		\$4.95
Call Waiting		\$8.76
Three Way Calling		\$3.19
Caller ID with Name		\$7.13
Speed Dial 8		\$4.67
Call Waiting ID with Name Call Forwarding		\$5.63
Anonymous Call Rejection		\$4.67
Call Forward Busy		\$3.38
Call Forward No Answer		\$2.95
Call Forward Busy/No Answer		\$2.95
Distinctive Ring		\$2.95
Speed Dial 30		\$3.94
Repeat Dial		\$4.80
Voicemail		\$3.38
Call Return (*69)		\$4.67
Selective Forwarding		\$2.95
Ultra Call Forward		\$3.03
Caller ID		\$5.25
Automatic Redial		\$2.95
		\$4.50
Feature Packages, per month		
Package of 2		\$9.99
Package of 3		\$13.99

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: July 1, 2023

Leaf: 156.1  
Revision: 0

12.12 Residential Usage

Local usage within New York City, untimed, per call	\$0.09	(M)
Local Usage within New York City Bundle, for up to 90 hours per month, per month	\$19.99	(M)
Additional usage in excess of 90 hours per month, applies to all flat rate plans:		(M)
Local calls, per minute	\$0.01	(M)
Regional calls, per minute	\$0.099	(M)
Intrastate Toll, per minute	\$0.079	(M)
Interstate toll, per minute	\$0.059	(M)

Xchange Telecom LLC  
PSC Tariff No. 2 – Telephone  
Effective Date: October 12, 2018

Leaf: 157  
Revision: 0  
Superseding Revision:

CURRENT RATES (cont'd)13.13 Business Rates

Service (per month)		Non Recurring Charge	Monthly Rate
Basic Business Service Plan, per line	6.2.1.2	\$58.56	\$14.59
Usage Charges, per minute:			
Local Calling	\$0.015		
Local Toll/Regional	\$0.050		
Domestic Long Distance	\$0.049		

## Features, per line, per month

	Included in Basic Service
Three Way Calling	\$4.67
Call Forward	\$4.67
Call Forward - Busy	\$2.48
Call Forward - No Answer	\$2.25
Call Forward Busy/No Answer (included with voicemail)	\$3.56
Call Waiting	\$8.76
Call Waiting ID Deluxe	
Distinctive Ringing	\$7.13
1st Additional Number	\$5.65
2nd Additional Number	\$5.65
Regular Hunting	Included in Basic Service
Speed Dial	
8 Number List	\$4.67
30 Number List	\$7.79
Anonymous Call Rejection	\$3.38
Call Return (*69)	\$3.38
Selective Forwarding	\$3.03
Class Features (per line, per month)	
Caller ID with Name	\$7.13
Busy Redial	\$3.38