

AT&T Communications of New York, Inc.
P.S.C. No. 27 -- Telephone
Local Exchange Services
Effective Date: December 31, 2021

Section 7
Leaf No. 1
Revision: 1
Superseding Revision: 0

SECTION 7 - AT&T LOCAL EXCHANGE SERVICES¹ - DESCRIPTIONS

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7.1 DESCRIPTION

7.1.1 General

AT&T Local Exchange Services provide a Customer with an analog, voice-grade telephonic communications channel that can be used to originate or terminate one call at a time. Business lines (main or additional) are provided for connection of Customer-provided key system or single-line terminal equipment such as station sets or facsimile machines to the Company's network.

AT&T Local Exchange Services also provide Customers with the option to select analog trunks, which are designed to handle high traffic volumes associated with connection to Customer provided Private Branch Exchange (PBX) equipment or capable key system. The Customer may opt to utilize business trunks for outgoing calls only (DOD), incoming calls to an attendant (One-way In Local Trunk), incoming calls without utilizing an attendant (DID) or a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo-Attendant Trunk). Direct Inward Dialing (DID) service allows incoming calls to be terminated directly to an end user behind a PBX or capable key system. When DID service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. AT&T Local Exchange Services are available where facilities and operating systems exist. AT&T Local Exchange Services include Touch Tone.

¹ Effective December 31, 2021, AT&T will no longer accept new, add, or change orders and will not renew service agreements for AT&T Business Local Exchange Service Lines and Trunks associated with AT&T Business Network Service. Following the expiration of an existing customer's contract term agreement, AT&T will provide the service on a month-to-month basis until it is discontinued. During any month-to-month service period, AT&T may change the rates, terms, and conditions upon notification.

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES¹ - DESCRIPTIONS

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7.1 DESCRIPTION

7.1.1 General

Customers utilizing AT&T Local Exchange Services must subscribe to a sufficient number of lines/trunks to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of lines/trunks required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of lines/trunks cause interference, the Company shall have the right to discontinue service without prior notification to the Customer.

AT&T Local Exchange Services may be offered in conjunction with an associated long distance service provided by AT&T as described in Sections 7.8 through 7.14. Customers who order AT&T Local Exchange Services associated with long distance service offering as described in Sections 7.8 through 7.14 are eligible to receive the rates and charges as shown in Sections 8.1 through 8.9, 8.11, 8.12, and 8.14. All other AT&T Local Exchange Services Customers will be charged as shown in Section 8.1 through 8.3, 8.10 and 8.13.

7.1.2 Monthly Recurring Charges

AT&T Local Exchange Services are subject to monthly recurring charges on a per-line or per-trunk basis. Customers who order AT&T Local Exchange Services associated with ACC Business¹ will be charged as shown in Section 8.17.

¹ Effective December 31, 2021, AT&T will no longer accept new, add, or change orders and will not renew service agreements for AT&T Business Local Exchange Service Lines and Trunks associated with AT&T Business Network Service. Following the expiration of an existing customer's contract term agreement, AT&T will provide the service on a month-to-month basis until it is discontinued. During any month-to-month service period, AT&T may change the rates, terms, and conditions upon notification.

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES - DESCRIPTIONS

7.1 DESCRIPTION (Cont'd)

7.1.3 Non-Recurring Charges

- A. Installation Charge (C)

AT&T Local Exchange Services are subject to a non-recurring Installation Charge on a per-line or per-trunk basis unless otherwise specified.

- B. Service Order Charge (C)

Requests for ordering, connecting, installing, changing or moving of telecommunications services that relate to AT&T Local Exchange Services under this offer are subject to non-recurring Service Order Charges on a per order basis. Service Order Charges do not apply to disconnection of service.

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¹ Effective October 22, 2008, the ACC Business Service associated with AT&T Local Exchange Service provided under this tariff will be grandfathered, and will not be available to new customers. Customers with this service provided under this tariff, will continue to receive the service pursuant to the terms and conditions of their contract, until their current contract term expires. Upon expiration of the customer's current contract term and if the customer does not disconnect the service or subscribe to a stand alone term plan for the service, if available, customer will be billed at the month-to-month non-term rate.

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7.1 DESCRIPTION (Cont'd)

7.1.3 Non-Recurring Charges (Cont'd)

C. Line/Trunk Move or Add with Dispatch

Adds and moves to an existing Local Service line or trunk that require dispatch of Company personnel to a Customer location are subject to non-recurring charges on a per-site, per-hour basis, with a one hour minimum charge per-site, beginning from the time when the Company's employee or contractor enters the Customer's location. Should the service call exceed one hour, the customer will be assessed charges in 15-minute increments until the service call is completed. Such dispatch services may include, but are not limited to, work with Company on-premise equipment, the demarcation point, or the facilities which is done after the initial installation of service.

D. Feature Change Charge

Feature change charges are applied to an existing Local Service line when the customer requests to add or change a standard feature. This charge is assessed per-line and for each occurrence. In addition, a Service Order Charge will apply on a per-order basis with any feature change charges.

E. Record Order Charge

A Record Order Charge is applied to existing Local Service Customers who initiated a change to their billing records, including but not limited to a suspension of services, change in mailing address of billing party, change in name of billing party, or an addition or change of calling card or intraLATA calling plan services. A Service Order Charge is not charged with a Record Order Charge. For changes applied to directory listings, see non-recurring directory listing charges in Section 8.3.

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7.1 DESCRIPTION (Cont'd)

7.1.3 Non-Recurring Charges (Cont'd)

F. Pre-Installation Cancellation Charge

Pre-Installation Cancellation Charge is assessed when a Customer, after accepting a customer-concurred due (CCD) date from the service provider, cancels the entire Local Service order prior to completed installation. This charge also applies when the Customer accepts only partial installation of the Local Service order at the accepted CCD date and further installation must be scheduled for a later date.

G. 25 Pair Termination Block Charge

A 25 Pair Termination Block Charge is assessed if the Customer requires an RJ21X hand-off device to be installed in order to obtain AT&T Local Exchange Services from the Company.

H. PIC Change Charge

A PIC Change Charge applies to existing Local Exchange Service Customers who request a change in the PIC destination for pre-subscription of intraLATA services. The charge is applied on a per-line or per-trunk basis. When a change in both the intraLATA and interLATA designation is made, the interLATA PIC Change Charge applies.

I. Expedite Charges

Notwithstanding any other provision of this tariff, rates and charges may be increased by the Company to an amount equal to the rate charged by the incumbent LEC for expediting service. The rates and charges are applicable to each AT&T local customer per service expedite.

Refer to Price List.

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES - DESCRIPTIONS

7.2 FEATURES

7.2.1 General

Optional features are available with AT&T Local Exchange Services. Customers may order features individually or as part of a Feature Package, as shown below. Feature Packages are not available with ACC Business. Monthly Recurring Charges associated with features are applied on a per-line basis, and are in addition to any other applicable charges. Usage charges also apply to some features. The Company is not responsible for the compatibility of products and services of outside vendors. The following optional features and feature packages may be ordered:

- A. Call Forward Busy - This feature allows the customer to designate a telephone number to which their calls will be forwarded to in the event that their number is already in use. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.
- B. Call Forward No Answer - This feature allows the customer to designate a telephone number to which their calls are forwarded to after a predetermined time with no answer. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.
- C. Call Forward Variable - This feature enables a customer to program their telephone to forward their calls to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.
- D. Call Waiting/Cancel Call Waiting - The Call Waiting feature enables a customer already on a call to be notified of another call by the sound of a Call Waiting tone. The customer depresses the switch hook to answer the new call, placing the original call on hold. The Cancel Call Waiting feature enables a customer to deactivate the Call Waiting feature. There is no additional charge for the Cancel Call Waiting feature.
- E. Speed Dialing 8 - This feature allows the customer to use 1-digit speed calling to complete calls. Up to 8 numbers can be stored in memory.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

- F. Three Way Calling - This feature allows the customer to connect a third party call to an existing call. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.
- G. Feature Packages
 - 1) Feature Package 1 includes:
Call Forward Variable and Three Way Calling.
 - 2) Feature Package 2 includes:
Call Forward Variable, Three Way Calling, Call Waiting/Cancel Call Waiting.
 - 3) Feature Package 3 includes:
Call Forward Variable, Three Way Calling, Call Waiting/Cancel Call Waiting, Call Forward Busy, Speed Dialing 8.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

- H. Caller Id - This feature permits the display of a caller's telephone number on a Customer Premise Equipment display unit. Calling party information may indicate the directory number of the calling party or show that the number of the calling party is private or unavailable.
- I. Caller ID Blocking-Per Line - A calling party may block the passage of his/her telephone number or associated main listed name to users of any Local Service.

The Customer must contact the Telephone Company's business office to order Caller ID Blocking-Per Line. The purchase of Caller ID is not required. All calls are automatically blocked when a customer subscribes to line blocking unless the blocking feature is deactivated.

If a Customer subscribes to line blocking, he/she can deactivate blocking by dialing a special code (*82) prior to placing a call. Blocking will be deactivated for that outgoing call only.

Caller ID Blocking-Per Line is provided without charge.

- J. Caller ID Blocking-Per Call - Caller ID blocking is also available on a per call basis. Caller ID Blocking Per Call is automatically enabled for all customers with AT&T Local Exchange Services. The purchase of Caller ID is not required.

Caller ID Blocking-Per Call is activated by dialing a special code (*67) prior to placing a call. Blocking will be activated for that outgoing call only.

Caller ID Blocking-Per Call is provided without charge.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

- K. Anonymous Call Rejection- (ACR) This feature allows the subscriber to automatically reject calls from callers who block delivery of their name or telephone number. Customers activate Anonymous Call Rejection by pressing *77. Customers cancel ACR by pressing *87. It does not block calls from numbers that are unavailable. By turning on this application, you may inadvertently block calls you wish to receive. (T)

Blocked calls or calls marked private are routed to an announcement that will indicate that the called party is not accepting calls from parties with private numbers. Anonymous Call Rejections will be automatically provisioned (free of charge) to all AT&T Local Service Caller ID services customers. (T)

- L. Caller ID with Name - This feature permits the display of a listed name associated with telephone number from which the call is being made. The name and number will be delivered to a customer-provided display device.
- M. Caller ID with Call Waiting - This feature provides customers the ability to see the number or the name of the calling party while engaged in a telephone conversation. Customers must subscribe to both Caller ID and Call Waiting features. When customers subscribe to Caller ID with Call Waiting, they receive the functionality of both Call Waiting and Caller ID along with an alert signal indicating that another caller is attempting to call. There is no additional charge for Caller ID with Call Waiting.
- N. Distinctive Ring Service - This feature enables the customer to have two telephone numbers assigned to a single analog line. Each telephone number will have a unique ringing pattern. Customers have the option of having the additional telephone number listed in the directory.
- O. Remote Access to Call Forwarding (RACF) - This feature allows a customer to activate/deactivate the automatic transfer of their incoming calls to another telephone number. Users subscribing to RACF must also have or subscribe to Call Forward Variable feature. RACF requires a local dial-in telephone number be provided to the customer. Customer uses a four-digit PIN to access the call-forwarding feature. The user gains remote access to the Call Forward Variable feature from a touch-tone telephone at a remote location.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

- P. Selective Call Rejection - This feature allows the customer to prevent calls from an unwanted caller whose number has been added to the customer's selective call rejection list. Customers can activate Selective Call Rejection by pressing *60. Customers can cancel Selective Call Rejection by pressing *80. Once activated, unwanted telephone numbers are routed to a recorded message informing the caller that the called party does not wish to accept their call. Up to 31 telephone numbers may be stored.
- Q. Call Transfer -- This feature allows a subscriber to transfer an established call to any other line without requiring the assistance of an operator or attendant. The user is responsible for all usage charges associated with the transferred call for the duration of the call.
- R. Call Trace -- This feature permits the user to activate an immediate trace of a prank or harassing call by hanging up and dialing *57. When Call Trace is initiated, the Customer's telephone number and the telephone number of the last received calling party number are captured and made available to the Customer's local law enforcement agency. After dialing *57, the Customer receives a recording indicating the trace was successful. The Customer may then call Customer's local law enforcement agency to pursue further action. The Company does not represent that any local law enforcement officials will take action with regard to the traced call. The charge for Call Trace is assessed on a per use basis. The Customer will be charged only for successful traces.

In addition to, and not in limitation of, the provisions in Section 2.2, the Company's liability, if any, other than for its gross negligence or willful misconduct, with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with the success or failure of Call Trace, shall not exceed the charge that the Customer incurred for Call Trace. Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the use of Call Trace.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

- S. Repeat Dial - This feature allows the user to redial the last number dialed. To activate this feature, the user dials *66. The last number dialed will then be redialed for up to 30 minutes and the user will be signaled with a special ring if the called number becomes available. The user will be charged each time this feature is activated regardless of whether the called party answers. Calls completed with this feature will be subject to all appropriate local, local toll and/or long distance charges. The following limitations apply to the Repeat Dial function when used with other features:
1. Call Forwarding: Repeat Dialing may be denied when used to call numbers with Call Forwarding features.
 2. The following types of calls will be denied when Repeat Dialing is initiated: 911, 411, 611, Directory Assistance calls, Operator Assisted calls, and Partial dials. (C)
 3. The following types of calls may be marked invalid: 800, 900, and 20+ digit calls
 4. 3-Way Calling: Repeat Dialing will only work for the first party called, not for the second.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

T. Call Return - This feature redials the number of the most recent incoming call to the Customer's telephone number. This feature is activated when the user dials *69. The number of the most recent incoming call will then be dialed for up to 30 minutes and the user will be signaled with a special ring if the called number becomes available. The user will be charged each time this feature is activated, regardless of whether the called party answers. Calls completed with this feature will be subject to all appropriate local, local toll and/or long distance charges. This feature cannot be activated when the number of the most recent incoming call has call or line blocking or is otherwise unavailable. The following limitations apply to the Call Return function:

1. 3-Way Calling: Call Return will only work for the first party called, not for the second.
2. Call Return will not work to call a customer who has Call Forwarding Variable, or to call a toll-free, 900 or private number.
3. Repeat Dialing cannot be used right after Call Return is used, unless the user dials an outgoing call.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

U. Remote Call Forwarding-Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station). Calls forwarded with this feature will be subject to all appropriate local, local toll and/or long distance charges from the call forwarding location to the terminating station. Limitations are as follows: (C)

1. Remote Call Forwarding service is offered subject to the availability of suitable facilities.
2. RCF service is not offered where the terminating number is a coin or coinless pay telephone.
3. The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

U. Remote Call Forwarding (Cont'd)

4. Transmission quality may vary depending on the distance and routing necessary to complete a call. Since RCF service "tandems" two calls into one call, normal transmission quality is not assured for calls forwarded via RCF. Nonetheless, the resulting transmission performance will generally meet the RCF customer's voice-grade needs. Service arrangements which tandem more than two calls into one are more likely to result in unacceptable transmission quality; therefore, the Company will not knowingly forward calls via RCF to another telecommunications service arranged for permanent call forwarding. This policy can be administered only at the time RCF is ordered, and applies only in the forwarding direction.

The services to which RCF calls are forwarded are provided independent of the RCF service and may not be within the Company's jurisdiction. Further, such services can be changed subsequent to the provision of an RCF service. Consequently, it is impractical to assure that such increased tandem forwarding never occurs.

Where the Company is aware of such a service configuration, it reserves the right to modify such arrangements. Modifications may include, but are not limited to, changing the associated forwarded-to number or termination of the RCF service. The RCF customer will be responsible for normal tariff charges for such changes.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

U. Remote Call Forwarding (Cont'd)

5. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
6. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the call forwarding location or facilities at the terminating station line are needed, the customer will, where appropriate, be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.
7. When the Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
8. Remote Call Forwarding will be limited to five access paths from the RCF Customer's primary business telephone number.
9. Calls can only be forwarded to the Customer's primary business telephone location.

The minimum contract period for this service is one month. The charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used. Remote Call Forwarding is only available with ACC Business and AT&T Business Network Service.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

- V. Speed Dialing-30* - This feature allows the customer to use two- digit speed calling to complete calls. Up to 30 numbers can be stored in memory. Speed Dial 30 is only available with ACC Business and AT&T Business Network Service. (C)
- W. Preferential Hunt - This feature enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group. Preferential Hunt is available to customers with two or more lines.
- * Effective May 13, 2007, Speed Dial 30 is not available to newly subscribed AT&T Business Network customers.

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

X. Incoming Call Redirect Option

Incoming Call Redirect (ICR) provides automated redirection of incoming calls to a predesignated back-up site during T1 or PBX failures or when all trunks are busy. This option is available with DS1-Digital Facilities^{1,2}, ISDN PRI^{1,2} and Digital Trunks^{1,2} service only. (C)

ICR can redirect all or only pre-selected DID numbers, depending on the customer's application. Calls are redirected to another set of telephone numbers (Destination Numbers), and can route to the LEC trunks at the same location or distant locations. A separate route index will be set up for the redirection of selected DID numbers. Redirected calls will route to a single number at the pre-designated back-up site, and will deliver the original calling number if the back-up site is configured for PRI and Calling Party Number. It is the responsibility of the customer to obtain any necessary permission for the use of any Destination Number.

If ICR is ordered at two or more sites that provide back up to one another, the back up telephone number cannot be a number which can be redirected.

ICR is limited to a maximum of ten simultaneous redirected calls per T1, a maximum of twenty-four simultaneous calls for trunk groups of one to four T1s, and a maximum of forty-eight simultaneous calls for trunk groups of five T1s or more. A maximum of two (2) trunk groups per location can be equipped with ICR.

Customers will be responsible for all usage charges associated with redirected calls.

Refer to the PRICE LIST

¹ Effective December 30, 2015, DS-1 Digital Facilities, Digital Trunks and only ISDN-PRI Service provisioned over Dedicated Entrance Facility (DEF) and ACCU-Ring services are no longer available to new customers or for contract renewals. (N)

² Effective June 1, 2016, existing customers with DS-1 Digital Facilities, Digital Trunks and only ISDN PRI Service provisioned over Dedicated Entrance Facility (DEF) and ACCU-Ring services may retain their existing service, but may not conduct moves, adds or changes to the service on or after June 1, 2016. Existing customers with services provided under an unexpired contract will continue to receive the service pursuant to the terms and conditions of their contract until their current contract term expires. Upon expiration of such customer's contract, AT&T will provide the service on a month-to-month basis, subject to the limitations on moves, adds and changes described above. (N)

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7.2 FEATURES (Cont'd)

7.2.1 General (Cont'd)

Y. Local Number Portability

Local Number Portability (LNP) provides end users of telecommunication service, where facilities permit, the ability to retain their existing telephone number when switching from one local exchange service provider to another provided that the end user Customer remains within the same rate center.

LNP provides for the completion of all calls to ported telephone numbers, as described above, regardless of where the call originates.

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7.3 EXCHANGE AREAS

Exchange Area designations are specified in Section 3.1.1 of this tariff.

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7.4 DIRECTORY LISTINGS

Customers who subscribe only to the outbound calling service (DOD) of AT&T Local Exchange Services are not provided with Directory Listings. Customers who subscribe to either Direct Inward Dialing (DID) or One-way Inward Trunk service of AT&T Local Exchange Services receive Directory Listing(s) as follows:

7.4.1 General

Customers shall provide the Company with information for all Directory Listings.

The Company will include the Customer's Main Listings in the white and yellow page directories, and offer Additional Listings to the Customer at an additional charge(s). The Customer must identify its Non-Published and Non-Listed business telephone numbers for directory purposes.

The Company is not liable for damages arising from errors or omissions in the making up or printing of directories, in the submission or specification of listing information for purposes of Directory Assistance or other industry databases, or in accepting Listings as presented by the Customer.

If a Customer that subscribes to AT&T Local Exchange Services under this tariff for the purpose of resale to other Parties, wishes to obtain Directory Listings for its end users, the Customer must provide the Company with all information necessary for such listings in the form required by the Company. The Company will not accept such information directly from the Customer's end users, and will not gather such information for the Customer. AT&T shall not be liable to the Customer's end users for any damages arising from errors or omissions in connection with such Directory Listings.

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7.4 DIRECTORY LISTINGS (Cont'd)

7.4.1 General (Cont'd)

A. Main Listings

The Customer will receive one free Main Listing, per location, in the alphabetical section of the directory that serves the Customer's location. Business Customers will receive a single white page and a single yellow page listing.

B. Additional Listings

The term Additional Listing denotes any white page listing, regardless of form, in addition to the Main Listing. A monthly rate applies for each Additional Listing. Additional Listings may be any of the following:

1. If the Customer is a partnership or a firm, names of partners or members of the firm;
2. If the Customer is a corporation, names of officers of the Corporation
3. For any business establishment, names of associates or employees of the establishment or other listings as agreed to by the Company.

Additional Listings also may be the bona fide names of firms or corporations, which the Customer owns or controls or is duly authorized to represent, or names under which business is regularly conducted.

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7.4 DIRECTORY LISTINGS (Cont'd)

7.4.2 Non-Published Listings

A. General

Non-Published telephone numbers are not listed in directories or Directory Assistance records available to the general public.

B. Regulations

The Company will enable incoming calls only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.3, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a Non-Published Listing in the directory or disclosing said Listing to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Published Listing for the affected period.

Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the Non-Published Listing or the disclosing of said Listing to any person.

Pursuant to Section 91(7) of the Public Service Law, where the customer requests protection of his or her identity in connection with the customer's purchase of telephone service and the customer a) is a victim of domestic violence, as defined in Section 459-a of the New York Social Services Law, and b) for whose benefit any order of protection, other than a temporary order of protection, has been issued by a court of competent jurisdiction. This waiver of charges shall be for the duration of the applicable, non-temporary, order. A customer requesting such an accommodation may be required to provide a copy of the order of protection to the Telephone Company. Any Non-Published Listings provided under this Paragraph 7.4.2 shall conform to all the same requirements of other Non-Published Listings, as described in this Section 7.4. (N)
(N)
(N)
(N)
(N)
(N)
(N)
(N)

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7.4 DIRECTORY LISTINGS (Cont'd)

7.4.3 Non-Listed Listings

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

In addition to, and not in limitation of, the provisions in Section 2.3, the Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to the Customer for damages associated with publishing the telephone number of Non-Listed Listing in the directory, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have incurred for that Non-Listed Listing for the affected period.

Except as provided above, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the Non-Listed Listing.

7.4.4 Installation/Change Charge

An Installation/Change Charge is a non-recurring charge applicable to customer-requested changes of a Non-Published or Non-Listed listing. This charge also applies to the installation of a Non-Published or Non-Listed listing after the initial installation of the Customer's local service. Changes to published listings are not subject to an Installation/Change Charge.

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7.5 LOCAL OPERATOR SERVICE

7.5.1 Local Directory Assistance

Allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Local Directory Assistance Call. In addition to the Local Directory Assistance Service Charge, a surcharge will apply when a Customer bills the Local Directory Assistance Call to a Calling Card or to a third party or requests operator assistance to place a call to Local Directory Assistance.

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7.6 OPERATOR ASSISTANCE

7.6.1 Operator Station Service Charge

An Operator Station service charge applies when calls are completed with the assistance of a Company operator, except as specified for Customer-Dialed Calling Card Station class of service. (C)

7.6.2 Customer Dialed Calling Card Station

Customer-Dialed Calling Card Station charges apply when calls are originated and billed as specified below. Customer-Dialed Calling Card Station charges do not apply when: (1) the Customer dials the appropriate AT&T access code and does not enter the called number prior to the call timing out and being transferred to a live AT&T operator or the automated operator system; or (2) the Customer dials an AT&T designated number for completion of Customer-Dialed Calling Card Calls, but fails to respond to system prompts and must be transferred to a Company operator.

A. Customer Dialed/Automated

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer Dialed Calling Card Calls) plus the desired telephone number and completes the call without the assistance of a live AT&T operator or the automated operator system (except in the case of calls made from a rotary phone) and the call is billed to a Calling Card, or

B. Customer Dialed & Operator Assisted

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, an AT&T designated number for completion of Customer dialed Calling Card Calls) plus the telephone number desired but uses Company operator assistance that is limited to recording the Calling Card number for billing purposes, or

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7.6 OPERATOR ASSISTANCE (Cont'd)

7.6.2 Customer Dialed Calling Card Station (Cont'd)

C. Customer Dialed - Operator Must Assist

The Customer dials the appropriate AT&T access code (e.g., 0, 10288+0, or an AT&T-designated desired telephone number and (1) the local exchange Operator Services equipment capability precludes the Customer from completing the call without the assistance of a Company Operator and the call is billed to the Customer's Calling Card, or (2) the Customer's Calling Card number, when input, is not the accepted length to be automatically validated and requires operator intervention.

D. Types of Calling Cards

Each of the preceding types of calls is further classified based upon the type of calling card that is used for billing purposes, as follows:

a. AT&T CIID/891 Card

An AT&T Calling Card which contains a billing number issued to AT&T in the Card Issuer Identifier (CIID) or "891" international format or "personal choice" format.

b. Calling Card other than the AT&T CIID/891 Card

1) Local Exchange Company Calling Card

A calling card issued by a Local change Company that is accepted by AT&T for the billing of calls over its Network.

2) Commercial Credit/Charge Card

A credit/charge card issued by a non-carrier that is accepted by AT&T for the billing of calls over its Network.

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7.6 OPERATOR ASSISTANCE (Cont'd)

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7.6.3 Operator Assistance Local Usage Rates

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Operator Assistance Local Usage rates apply to Operator-handled local calls. Calls are billed in one-minute increments, with an initial billing period of one minute.

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7.7 DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service is furnished in the state of New York and allows the Customers and Users of the Company's Local Exchange Services to obtain directory assistance in determining telephone numbers within the LATA in which they subscribe to such service by calling the Directory Assistance operator. It does not apply to directory assistance calls for points outside the LATA in which the caller is located.

7.7.1 Application of Charges

Directory Assistance charges apply on a per-call basis, with a maximum of two requested telephone numbers allowed per call. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers. A Directory Assistance call charged to a calling card will be billed the appropriate operator charge, plus the charge for Directory Assistance. (C)

Exemptions

No charge applies for:

1. Calls for Directory Assistance originating from coin telephones.
2. Calls for Directory Assistance from Users who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to physical or mental limitations. To obtain such exemption, the Customer shall provide the name, address, telephone number and nature of the limitation for each individual requiring the exemption. The Company shall treat information contained on the exemption records as confidential. The Customer shall notify the Company when the need for an exemption no longer exists.

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7.7 DIRECTORY ASSISTANCE SERVICE (Cont'd)

7.7.2 Credit

A credit will be given for calls to Directory Assistance when the Customer experiences poor transmission or is cut-off during the call, the Customer is given an incorrect telephone number, or the Customer inadvertently misdials. To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

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7.8 RESERVED FOR FUTURE USE

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7.9 RESERVED FOR FUTURE USE

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7.10 RESERVED FOR FUTURE USE

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7.11 OneNet Option¹

This section describes rates and charges for AT&T Local Exchange Services offered in conjunction with AT&T OneNet Long Distance service. The OneNet Option is described in AT&T's Business Service Guide.

7.11.1 Rating of Calls:

Individual calls will be measured with a minimum 3 minute initial period and additional 1 minute increment.

Rounding of Charges

If the computed usage charges or credit for such charges include one-half cent or more, the fraction is rounded up to the next highest cent. Fractions of less than one-half cent are rounded down to the next whole cent, unless the cost of the call would total less than \$.01. The minimum charge for each local call made by a OneNet customer is \$.01.

¹ Effective October 22, 2008, the AT&T OneNet Option Service associated with AT&T Local Exchange Service provided under this tariff will be grandfathered, and will not be available to new customers. Customers with this service provided under this tariff, will continue to receive the service pursuant to the terms and conditions of their contract, until their current contract term expires. Upon expiration of the customer's current contract term and if the customer does not disconnect the service or subscribe to a stand alone term plan for the service, if available, customer will be billed at the month-to-month non-term rate.

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7.11 OneNet Option (Cont'd)

7.11.2 Rates and Charges:

Rates and Charges for OneNet Option can be found in Sections 8.1 through 8.3 and 8.7.

7.11.3 Time Periods:

Day, Evening and Night/Weekend rates apply as follows for OneNet Option calls:

<u>Rate Period</u>	<u>From</u>	<u>To, But Not Including</u>	<u>Days Applicable</u>
Day	8:00 AM	5:00 PM	Monday - Friday
Eve	5:00 PM	11:00 PM	Sunday - Friday
N/W	11:00 PM	8:00 AM	All days
	8:00 AM	11:00 PM	Saturday
	8:00 AM	5:00 PM	Sunday

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7.12 Reserved for Future Use

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7.13 Reserved for Future Use

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7.13 Reserved for Future Use (Cont'd)

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7.13 Reserved for Future Use (Cont'd)

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7.13 Reserved for Future Use (Cont'd)

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7.13 Reserved for Future Use (Cont'd)

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7.14 AT&T Business Network¹ (C)

This section describes rates and charges for AT&T Local Exchange Services offered in conjunction with AT&T Business Network service. The AT&T Business Network Long Distance service is described in this state's Custom Network Services Tariff, P.S.C. No. 22.

7.14.1 ABN Advantage Plan*¹ (C)

Customers subscribing to ABN Advantage Plan must also subscribe to ABN Advantage Plan long distance service as described in Section 9 of the Custom Network Service tariff and AT&T's Business Services Guide.

ABN Advantage Plan offers unlimited local calling and long distance interstate and intrastate calling usages (as specified in Section 9 of the Custom Network Service tariff) for a flat monthly rate, up to the Minutes of Use ("MOU") Caps specified in Section 9. Usage above the MOU Cap will be charged at the per-minute rate specified in the PRICE LIST. Customers may commit to take service for terms of 1, 2, 3, 4 or 5 year term commitments available to ABN Advantage Plan customers.

ABN Advantage Plan has two rate plans depending on the customer's Revenue Commitment under the ABN Advantage Plan long distance service as specified below:

Plan A - Revenue Commitment between \$2500 and \$69,999

Plan B - Revenue Commitment \$70,000 and above.

Pricing will vary by plan and term commitment, as specified in the PRICE LIST.

- * ABN Advantage Plan may no longer be ordered after June 22, 2005. Existing customers with ABN Advantage Plan in effect or on order prior to June 22, 2005 may continue their current plan under existing conditions.

¹ Effective December 31, 2021, AT&T will no longer accept new, add, or change orders and will not renew service agreements for AT&T Business Local Exchange Service Lines and Trunks associated with AT&T Business Network Service. Following the expiration of an existing customer's contract term agreement, AT&T will provide the service on a month-to-month basis until it is discontinued. During any month-to-month service period, AT&T may change the rates, terms, and conditions upon notification. (N)

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7.14 AT&T Business Network (Cont'd)

7.14.1 ABN Advantage Plan (Cont'd)

A. Rating of Calls:

Individual calls will be measured with a minimum 3 minute initial period and additional 1 minute increment.

B Rates and Charges:

Rates and Charges for AT&T Business Network can be found in Sections 8.1 through 8.3 and 8.14.

C. Time Periods:

Day, Evening and Night/Weekend rates apply as follows for AT&T UniPlan OneRate calls:

<u>Rate Period</u>	<u>From</u>	<u>To, But Not Including</u>	<u>Days Applicable</u>
Day	8:00 AM	5:00 PM	Monday - Friday
Eve	5:00 PM	11:00 PM	Sunday - Friday
N/W	11:00 PM	8:00 AM	All days
	8:00 AM	11:00 PM	Saturday
	8:00 AM	5:00 PM	Sunday

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7.14 AT&T Business Network (Cont'd)

7.14.2 ABN Premier Bundle¹ (C)

ABN Premier Bundle may not be ordered on or after September 1, 2011. Customers who ordered the bundle before September 1, 2011 may keep it at their current location, may add lines and locations, and may keep the service if they move locations.

ABN Premier is a bundle arrangement that provides an array of AT&T Affiliate products and services including AT&T Mobility Voice, and is ordered directly through AT&T's on-line Mobility web portal. Customer must agree to a 2-year ABN Premier term agreement and purchase on-line in order to qualify. Early Termination Fees may apply. The charges for local services are as specified in the Price List.

See the AT&T Business service guide for complete service description, explanation of service usage, and terms and conditions.

7.14.3 AT&T Business Network Express¹ (C)

AT&T Business Network Express is a bundle service arrangement which requires the Customer to enter into a term contract for an array of regulated and non-regulated products provided by multiple AT&T affiliates. The service is offered under a 2 year or 3 year term. Customer must contract for a minimum number of products across affiliates to be eligible. Early Termination Fees applies. The charges for ABN Express local services which are included in the bundle are as specified in the Price List.

Calling Card service is not available under this offer.

¹ Effective December 31, 2021, AT&T will no longer accept new, add, or change orders and will not renew service agreements for AT&T Business Local Exchange Service Lines and Trunks associated with AT&T Business Network Service. Following the expiration of an existing customer's contract term agreement, AT&T will provide the service on a month-to-month basis until it is discontinued. During any month-to-month service period, AT&T may change the rates, terms, and conditions upon notification. (N)

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES - DESCRIPTIONS

7.15 AT&T Local Exchange Services-DS-1 Digital Facilities^{1,2} (C)

Description

AT&T Local Exchange Services-DS-1 Digital Facilities is a digital Private Branch Exchange (PBX), key system, or hybrid device to the AT&T Local Service Switch Port.

The Customer may opt to utilize AT&T Local Exchange Services-DS-1 Digital Facilities for outgoing calls only (DOD), incoming calls terminated directly to an end user behind a PBX or capable key system (DID), a combination of both incoming calls to an attendant and outgoing calls (Two-way Combo), or a combination of both incoming calls directly to an end user and outgoing calls (DID/DOD). When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. AT&T Local Exchange Services-DS-1 Digital Facilities is available where facilities and operating systems exist. AT&T Local Exchange Services-DS-1 Digital Facilities includes Touch-Tone.

DS-1 Digital Facilities may be provisioned as a standalone service or provisioned over an existing or new AT&T ACCU-Ring facility, Dedicated Entrance Facility (DEF) or Ultravailable Ring (UVN). Rates and charges are listed in the PRICE LIST.

Customers utilizing AT&T Local Exchange Services-DS-1 Digital Facilities must subscribe to a sufficient number of DS1 facilities to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of DS-1 facilities required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of DS-1 facilities cause interference, the Company shall have the right to discontinue service without prior notification to the Customer.

¹ Effective December 30, 2015, this service is no longer available to new customers or for contract renewals. (N)

² Effective June 1, 2016, existing customers with this service may retain their existing service, but may not conduct moves, adds or changes to the service on or after June 1, 2016. Existing customers with services provided under an unexpired contract will continue to receive the service pursuant to the terms and conditions of their contract until their current contract term expires. Upon expiration of such customer's contract, AT&T will provide the service on a month-to-month basis, subject to the limitations on moves, adds, and changes described above. (N)

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7.15 AT&T Local Exchange Services-DS-1 Digital Facilities

Description

AT&T Local Exchange Services-DS-1 Digital Facilities is offered in conjunction with an associated long distance service offering provided by AT&T: AT&T Business Network or OneNet Option.

At the Company's discretion, the Company may reconfigure the Customer's service to another service provided by AT&T or one of its affiliates authorized to provide you with AT&T Service prior to November 17, 2005, if the Customer's usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling on trunks configured for Inbound and Outbound calling functionality, (2) equals or exceeds an average call duration of 10 minutes per call for inbound calling, (3) equals or exceeds CCS (one hundred call seconds or one hundred seconds of telephone conversation) loading of 32 CCS, or (4) equals or exceeds 300,000 minutes of use for inbound calling per DS-1 facility.

The Customer will be charged rates for the alternative service as defined in the applicable tariff. The Company reserves the right to audit the Customer's usage for the above conditions.

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7.15 AT&T Local Exchange Services-DS-1 Digital Facilities (cont'd)

Description (cont'd)

Upon detection of any of the four conditions stated above, the Company will inform the Customer by written notice of its intention to reconfigure the Customer's service and identifying the alternative service available for the Customer's calling pattern. First Class U.S. Mail will send written notice at least 30 days prior to the actual reconfiguration of service. The Customer must either return the written notice indicating its acceptance of the reconfiguration and its associated rates or may terminate the service commitment or contract. Notice of the Customer's desire to accept the alternative service or cancel the service commitment or contract must be provided in writing to the Company prior to the end of the 30-day notice period. If no notice is received the service will be terminated.

After reconfiguration to the alternative service, if the Customer's usage changes so that it no longer exceeds the criteria stated above, the Customer may request that the Company reconfigure the service back to the original service, with its associated rates and features. The Company will review the request and, upon determination that usage no longer exceeds the above criteria after two full billing periods, reconfigure the Customer's service back to the original service within 30 days.

7.15.1 Monthly Recurring Charges

AT&T Local Exchange Services-DS-1 Digital Facilities is subject to monthly recurring charges on a DS1 facilities basis as shown in Section A.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers.

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7.15 AT&T Local Exchange Services-DS-1 Digital Facilities (cont'd)

7.15.2 Usage Rates

Usage rates for AT&T Local Exchange Services-DS-1 Digital Facilities ordered in conjunction with AT&T Business Network are the same as the AT&T Local Exchange Services AT&T Business Network usage rates as shown in Section 8.14 of this state's local tariff.

Usage rates for AT&T Local Exchange Services-DS-1 Digital Facilities ordered in conjunction with OneNet Option are the same as the AT&T Local Exchange Services OneNet Option usage rates as shown in Section 8.7 of this state's local tariff.

7.15.3 Non-Recurring Charges

- a) Installation Charge - AT&T Local Exchange Services-DS-1 Digital Facilities are subject to a non-recurring Installation Charge unless otherwise specified.
- b) Change Order Charge - Change Order Charge applies to each Service Order, excluding installation orders, issued that requires provisioning.

7.15.4 Directory Listings

Directory Listings are available with AT&T Local Exchange Services DS-1 Digital Facilities as described in AT&T Local Exchange Services Section 7.4 preceding.

7.15.5 Local Operator Service - Local Operator Service is available with AT&T Local Exchange Services DS-1 Digital Facilities as described in AT&T Local Exchange Services Section 7.5 preceding.

7.15.6 Directory Assistance Service - Directory Assistance Service is available with AT&T Local Exchange Services DS-1 Digital Facilities as described in AT&T Local Exchange Services Section 7.7 preceding.

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7.15 AT&T Local Exchange Services-DS-1 Digital Facilities (cont'd)

7.15.7 High Cap DS-1 Digital Facilities

DS-1 Digital Facilities can be reconfigured to support high volumes of inbound calling. High Cap DS-1 Digital Facilities is a high volume inbound calling option that: 1) supports a maximum of two rate centers DS1 facility or T1 trunk, 24 DSOs, within the AT&T designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 MOU per month. The customer will be charged rates for High Cap DS-1 Digital Facilities Service as listed in the PRICE LIST. The Company reserves the right to audit the customer's DS-1 Digital Facilities usage for the above conditions.

The customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the AT&T network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of High Cap trunks to satisfy the call completion criteria listed above.

1) High Cap Customer Access Requirements

High Cap DS-1 Digital Facilities supports inbound calling only and does not include outbound calls to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The customer is responsible for securing individual business lines, or other appropriate facilities to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N=2-9) or other special service codes that may be created, or
- Calls to 0 and 00

High Cap is intended solely for the purposes of providing local and intraLATA non-toll access into a customer's location.

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES - DESCRIPTIONS

7.16 AT&T Local Exchange Services-ISDN PRI^{1,2}

(C)

Description

AT&T Local Exchange Services-ISDN PRI is an optional service arrangement for local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). AT&T Local Exchange Services-ISDN PRI is a high capacity access path for communications providing voice or data transmission over the Company's exchange network. AT&T Local Exchange Services-ISDN PRI is available where facilities and operating systems exist.

AT&T Local Exchange Services-ISDN PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID) and Direct Outward Dialing (DOD). It can also be used as loop transport for circuit switched data.

ISDN describes the end-to-end digital telecommunications network architecture that provides for the simultaneous access, transmission, and switching of voice, data, and imaging services. These functions are provided via channeled transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems that connect Primary Rate Interface (PRI) lines to their serving central office.

¹ Effective December 30, 2015, only ISDN PRI Service provisioned over Dedicated Entrance Facility (DEF) and ACCU-Ring services are no longer available to new customers or for contract renewals.

(N)

² Effective June 1, 2016, existing customers with only ISDN PRI Service provisioned over Dedicated Entrance Facility (DEF) and ACCU-Ring services may retain their existing service, but may not conduct moves, adds or changes to the service on or after June 1, 2016. Existing customers with services provided under an unexpired contract will continue to receive the service pursuant to the terms and conditions of their contract until their current contract term expires. Upon expiration of such customer's contract, AT&T will provide the service on a month-to-month basis, subject to the limitations on moves, adds, and changes described above.

(N)

(N)

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES - DESCRIPTIONS

7.16 AT&T Local Exchange Services-ISDN PRI (Cont'd)

Description (Cont'd)

AT&T Local Exchange Services-ISDN PRI is provisioned on the 1.544 megabits per second (MBPS) bandwidth and uses ISDN architecture of 23 B or bearer channels and 1 D or data channel (Primary) or 24 B channels (Secondary) to provide the Customer with the capabilities of simultaneous access, transmission, and switching of voice, data, and imaging services via channeled transport.

The B Channel is a 64 kilobits per second (KBPS) channel used for information transfer between users and may be used in conjunction with circuit-switched service. The D Channel is a 64 KBPS per second channel that carries signaling and control for the B channels. A backup D Channel is available as part of a 23B+Backup D PRI Arrangement which automatically takes over for a failed D Channel.

Call-by-Call Service Selection provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to access multiple services on a per-call basis. With this optional feature, separate facilities are not needed for individual services such as DID and DOD. Separately obtained customer premise equipment is required to signal the local serving central office as to what type of services to access for each call.

Customers utilizing AT&T Local Exchange Services-ISDN PRI must subscribe to a sufficient number of facilities to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company. The number of facilities required to handle adequately such traffic will be determined by Company measurements. In the event that an inadequate number of facilities cause interference, the Company shall have the right to discontinue service without prior notification to the Customer.

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7.16 AT&T Local Exchange Services-ISDN PRI (Cont'd)

Description (cont'd)

AT&T Local Exchange Services-ISDN PRI is offered in conjunction with the following long distance service provided by AT&T and is described in this tariff: AT&T Business Network or OneNet Option.

ISDN PRI may be provisioned as a standalone service or provisioned over an existing or new AT&T ACCU-Ring facility, Dedicated Entrance Facility (DEF) or Ultravailable Ring (UVN). Rates and charges are listed in the PRICE LIST.

AT&T Local Exchange Services-ISDN PRI is offered to Customers who use up to 300,000 inbound minutes of use. At the Company's discretion, the Company may reconfigure the Customer's service to another service provided by AT&T or one of its affiliates authorized to provide you with AT&T Service prior to November 17, 2005, if the Customer's usage meets one or more of the following criteria: (1) equals or exceeds 90% utilization for inbound calling on trunks configured for Inbound and Outbound calling functionality, (2) equals or exceeds an average call duration of 10 minutes per call for inbound calling, (3) equals or exceeds CCS (one hundred call seconds or one hundred seconds of telephone conversation) loading of 32 CCS, or (4) equals or exceeds 300,000 minutes of use for inbound calling per DS-1 facility. The Customer will be charged rates for the alternative service as defined in the applicable tariff. The Company reserves the right to audit the Customer's usage for the above conditions.

Upon detection of any of the four conditions stated above, the Company will inform the Customer by written notice of its intention to reconfigure the Customer's service and identifying the alternative service available for the Customer's calling pattern. First Class U.S. Mail will send written notice at least 30 days prior to the actual reconfiguration of service. The Customer must either return the written notice indicating its acceptance of the reconfiguration and its associated rates or may terminate the service commitment or contract. Notice of the Customer's desire to accept the alternative service or cancel the service commitment or contract must be provided in writing to the Company prior to the end of the 30-day notice period. If no notice is received the service will be terminated.

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7.16 AT&T Local Exchange Services-ISDN PRI (Cont'd)

Description (cont'd)

After reconfiguration to the alternative service, if the Customer's usage changes so that it no longer exceeds the criteria stated above, the Customer may request that the Company reconfigure the service back to the original service, with its associated rates and features. The Company will review the request and, upon determination that usage no longer exceeds the above criteria after two full billing periods, reconfigure the Customer's service back to the original service within 30 days.

7.16.1 Original Called Number (OCN)*

This feature, which must be ordered for specific ALS ISDN PRI trunks, places the callers original dialed digits into the OCN field of the selected ISDN message for inbound calls which have been forwarded one or more times. These ISDN messages, containing OCN information, will be transmitted over the designed Data-Channels (D-Channels, primary, secondary, and back up on the ISDN trunk.

Refer to the PRICE LIST

7.16.2 Monthly Recurring Charges

AT&T Local Exchange Services-ISDN PRI is subject to monthly recurring charges on facilities as shown in Section A.

DID number blocks are subject to monthly recurring charges for the initial block of 20 numbers and for each additional block of 10 numbers.

* Effective May 13, 2007, Original Called Number (OCN) is not available to newly subscribed AT&T Business Network customers.

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7.16 AT&T Local Exchange Services-ISDN PRI (Cont'd)

7.16.3 Usage Rates

Usage rates for AT&T Local Exchange Services-ISDN PRI ordered in conjunction with AT&T Business Network are the same as AT&T Local Exchange Services AT&T Business Network usage rates as shown in Section 8.14 of this tariff. Usage rates for AT&T Local Exchange Services-ISDN PRI ordered in conjunction with OneNet Option are the same as AT&T Local Exchange Services OneNet Option usage rates as shown in Section 8.7 of this tariff.

7.16.4 Non-Recurring Charges

1. Installation Charge

AT&T Local Exchange Services-ISDN PRI is subject to a non-recurring Installation Charge unless otherwise specified.

2. ISDN Facility Change Order Charge

ISDN Facility Change Order Charge applies to each Service Order, excluding installation orders, issued that requires provisioning.

7.16.5 Directory Listings

Directory Listings are available with AT&T Local Exchange Services ISDN PRI as described in AT&T Local Exchange Services Section 7.4 preceding.

7.16.6 Local Operator Service

Local Operator Service is available with AT&T Local Exchange Services ISDN PRI as described in AT&T Local Exchange Services Section 7.5 preceding.

7.16.7 Directory Assistance Service

Directory Assistance Service is available with AT&T Local Exchange Services ISDN PRI as described in AT&T Local Exchange Services Section 7.7 preceding.

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7.16 AT&T Local Exchange Services-ISDN PRI (Cont'd)

7.16.8 High Cap ISDN PRI

At the Company's discretion, the Company may reconfigure the customer's service from ALS ISDN PRI to High Cap ISDN PRI Service if the customer's ALS ISDN PRI usage meets one or more of the following criteria: 1) supports a maximum of two rate centers per PRI facility or T1 trunk, 23B+ 1D channel, within the AT&T designated service area, 2) supports inbound calling only, 3) equals or exceeds an average call duration of 10 minutes per call, 4) equals or exceeds CCS loading of 32 CCS, and 5) equals or exceeds 200,000 minutes of use (MOU), per PRI, per month. The customer will be charged rates for High PRI Service as listed in the PRICE LIST. The Company reserves the right to audit the customer's ALS ISDN PRI usage for the above conditions.

The customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the AT&T network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of High Cap ISDN PRI trunks to satisfy the call completion criteria listed above.

1) High Cap ISDN PRI Customer Access Requirements

High Cap ISDN PRI support inbound calling only, and does not include outbound calling to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The customer is responsible for securing individual business lines, or other appropriate facilities, to access these services and/or codes, including:

- Conference Calls,
- Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N=2-9) or other special service codes that may be created, or
- Calls to 0 and 00

High Cap ISDN PRI is intended solely for the purposes of providing local and intraLATA non-toll access into a customer's location.

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7.17 Reserved for Future Use

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7.18 Reserved for Future Use

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7.19 Reserved for Future Use

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7.20 Reserved for Future Use

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7.21 Reserved for Future Use

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7.22 ALS DIGITAL TRUNKS^{1,2}

(C)

Digital Trunks service is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. Digital Trunks service is delivered via a DS-1 (1.544 Mbps) facility providing up to 23 voice-grade DSO communications channels.

The customer may opt to utilize Digital Trunks service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the customer elects to utilize Digital Trunks service for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key system. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of trunks or channels to satisfy the call completion criteria listed above.

Refer to the PRICE LIST for rates and charges.

¹ Effective December 30, 2015, this service is no longer available to new customers or for contract renewals. (N)

² Effective June 1, 2016, existing customers with this service may retain their existing service, but may not conduct moves, adds or changes to the service on or after June 1, 2016. Existing customers with services provided under an unexpired contract will continue to receive the service pursuant to the terms and conditions of their contract until their current contract term expires. Upon expiration of such customer's contract, AT&T will provide the service on a month-to-month basis, subject to the limitations on moves, adds, and changes described above. (N)

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7.23 INTEGRATED ACCESS SERVICE^{1,2} (C)

Integrated Access Service provides Local Voice Services on a customer's spare capacity AT&T channelized Static Integrated Network Access (SINA) or Frame Relay T1 or Frame Relay T1 access channels. The SINA or Frame Relay T1 or Frame Relay T1 access arrangement will include AT&T Local Services via Integrated Business Lines and Trunks and Integrated Digital Trunks. The service provides direct inward dialing capability as well as outward calling capabilities. Service charges are billed on a monthly basis, and are based on the service area in which the customer is located. The features and corresponding rates available for use with Business Lines and Trunks and Digital Trunks are also available for use with Integrated Access Service. There is no minimum channel size requirement for Integrated Access Service.

A. Integrated Business Lines and Trunks Service

Integrated Business Lines and Trunks service provides a customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Integrated Business Lines and Trunks service is provided for connection to customer-provided single-line terminal equipment such as station sets or facsimile machines. Integrated Business Lines and Trunks service is offered as either business lines, key lines, or business trunks. Customers utilizing Integrated Business Lines and Trunks service must subscribe to a sufficient number of access lines to handle adequately the volume of traffic offered (received or originated) without interfering with any of the services offered by the Company.

For Integrated Business Trunks service, the customer's M24/Channel Bank must provide DS-0 analog connections to an analog trunk card. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface. Channel Bank is not included with Integrated Access Service.

For Integrated Business Lines service, the customer's M24/Channel Bank must provide individual analog line side interface to each of the customer's station equipment such as single line telephone sets. The Local Network Service interface to the customer will be the SINA T1 or Frame Relay T1 interface.

¹ Effective May 13, 2007, Integrated Access Service is not available to newly subscribed AT&T Business Network customers or for contract renewals. (T)
(C)

² Effective June 1, 2016, existing customers with this service may retain their existing service, but may not conduct moves, adds or changes to the service on or after June 1, 2016. Existing customers with services provided under an unexpired contract will continue to receive the service pursuant to the terms and conditions of their contract until their current contract term expires. Upon expiration of such customer's contract, AT&T will provide the service on a month-to-month basis, subject to the limitations on moves, adds, and changes described above. (N)
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(N)

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7.23 INTEGRATED ACCESS SERVICE (Cont'd)

B. Integrated Digital Trunks Service

Integrated Digital Trunks service is a fractional digital switched service that provides trunk connections from an end user's Private Branch Exchange or capable Key System to the Company Switch Port. The customer may opt to utilize Integrated Digital Trunks service for outgoing calls only (DOD), incoming calls only (DID), or a combination of both inbound and outbound calls. When the customer elects to utilize Integrated Digital Trunks service for both inbound and outbound calls, they may choose Two-Way service which allows incoming calls to an attendant only or they can elect to utilize DID/DOD service which allows incoming calls to be terminated directly to an end user behind a PBX or capable Key System. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company. Per subscribed Rate Center, the customer is required to subscribe to a sufficient number of trunks or channels so as not to degrade the Company's network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the customer to increase the number of Integrated Digital Trunks or channels to satisfy the call completion criteria listed above.

Customers subscribing to this service must have AT&T channelized SINA or Frame Relay T1 with spare channels and M24 Multiplexing, and must have CPE Multiplexer equipment that provides voice trunk and/or channel signaling.

For Integrated Digital Trunks, the customer's M24/Channel Bank must provide a T1 interface to the customer's digital trunk interface in the PBX.

Refer to the PRICE LIST for rates and charges.

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7.23 INTEGRATED ACCESS SERVICE (Cont'd)

Customers subscribing to this service are required to pay the monthly recurring rates for Integrated Digital Trunks, Business Lines and Business Trunks Services as specified in the PRICE LIST whether or not all implemented, optional, or enhanced features are activated at the time of initial installation of Integrated Access Service. A non-recurring charge will apply when a customer elects to activate any implemented or optional feature subsequent to initial installation. Optional features carry an additional monthly recurring charge and an additional initial installation fee.

A customer may elect to subscribe to Integrated Access Service optional features at initial installation or subsequent to initial installation, subject to the applicable recurring and additional non-recurring charges.

Standard line treatment options for blocking apply to all lines, as well as standard 4 digit dialing plans for internal Integrated Access Service system calling.

All features offered for use with AT&T Business Lines and Trunks and AT&T Digital Trunks are available for use with Integrated Access Service at the rates and charges specified in the PRICE LIST.

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7.24 Reserved for Future Use (T)

Effective July 14, 2012, the regulations and prices applicable to Integrated Network Connection Service (INCS) are hereby canceled and withdrawn. (N)
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(D)

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7.25 SECONDARY EXCHANGE SERVICE*

Secondary Exchange Service enables an ALS DS-1 Digital Facilities, ALS ISDN PRI or AT&T Business Trunks service customer to originate calls from a remote calling Secondary exchange within the customer's LATA (Originating Secondary Exchange service), and receive calls as if they were being placed to the Secondary exchange calling area (Terminating Secondary Exchange service). Secondary Exchange Service customers remain responsible for all DS-1 Digital Facilities, ISDN PRI or Business Trunks service calls utilizing Secondary Exchange Service.

Secondary Exchange service is only available in conjunction with ALS DS-1 Digital Facilities, ALS ISDN PRI or AT&T Business Trunks services.

The Secondary exchange must 1) be in the same LATA as the customer's local calling area, 2) be in a rate center where AT&T also provides local service, and 3) be served by the same AT&T switch as the Customer's local calling area.

The customer must designate separate trunk groups for primary local service and Secondary Exchange service. These trunk groups can be within the same T1.

- * Effective May 13, 2007, Secondary Exchange Service is not available to newly subscribed AT&T Business Network customers.

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7.25 SECONDARY EXCHANGE SERVICE* (Cont'd)

The Billing Telephone Number assigned to the Secondary trunk group will correspond to the assigned Secondary rate center. DID Secondary numbers, up to a maximum of 20 DID numbers per trunk, can be ordered on this trunk group. Customers requiring more than 20 DID numbers must order additional Secondary trunk groups. A maximum of 3 trunk groups are allowed per trunk.

The customer's premises must have a customer provided compatible Private Branch Exchange (PBX) system or multiline terminating system and the customer must assign separate dial-out service to the Secondary Exchange trunk group(s) than to the customer's primary local service (e.g., dial "9" for primary local service and Dial "8" for Secondary Exchange Service).

Secondary Exchange Service does not provide access to 911 service. The customer is responsible for programming their PBX to route 911 calls over the customer's primary local service trunk groups.

Secondary Exchange Service charges are in addition to ALS DS-1 Digital Facilities, ALS ISDN PRI or AT&T Business Trunks service charges.

Refer to the PRICE LIST

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SECTION 7 - AT&T LOCAL EXCHANGE SERVICES - DESCRIPTIONS

7.26 ALTERNATE ENHANCED REDIRECT SOLUTION (AERS)

(T)

7.26.1 Description

Alternate Enhanced Redirect Solution will provide customers the ability to redirect incoming telephone numbers in the event their primary location is unavailable. AERS also provides the additional capability to redirect incoming traffic to a predefined redirect option within two minutes of completing the control call. Customers will be able to define and control how to route critical calls in the event of an emergency.

AERS provides the capability for the customer to predefine redirect telephone numbers for each incoming telephone number at their location. Calls can be redirected to any ten-digit North American Number Plan (NANP) telephone including toll-free numbers. The customer controls when to invoke and when to restore AERS via a telephone number or control activation number. However, the customer cannot revise the predefined redirect options without a service order.

The customer can create up to nine options including eight redirect options for each Customer Group. A Customer Group is a list of incoming telephone numbers and the customer can have up to 20 Customer Groups per customer location dependent on the total number of telephone numbers being redirected.

When a redirect option is invoked, all incoming telephone numbers within the Customer Group will be redirected to their respective numbers. Customers must use service orders to update Customer Group telephone numbers or redirect options within the Customer Group.

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7.26 ALTERNATE ENHANCED REDIRECT SOLUTION (AERS) (Cont'd)

7.26.1 Description (Cont'd)

The location that receives the redirected calls must have sufficient lines and associated facilities to handle the estimated or actual number of calls without interfering with the exchange or toll service. In the event that there is interference with exchange or toll service, AT&T reserves the right to disconnect any redirect option immediately.

The customer controlled redirect option is available for business lines and trunks as well as incoming telephone numbers to a PBX or other CPE.

AERS calls must be redirected to a customer designated location or telephone number, an Interexchange carrier's point of presence, a voice mail system, an announcement, or an auto attendant system. A redirected telephone number cannot be used to trigger a call to be redirected to another redirecting telephone number.

It is the responsibility of the customer to obtain, when appropriate, any necessary permission of the party to whom the calls will be redirected. AT&T assumes no liability to the customer for the redirecting of calls.

AERS is not to be used by customers to avoid toll charges. If a customer is using this service to avoid such charges, AT&T reserves the right to disconnect the service immediately and bill all appropriate toll charges.

Charges for the call between customer numbers equipped with redirection and the number to which the calls are redirected are the responsibility of the customer. The customer will be billed on a usage per call/minutes of use (MOU) basis or flat rates based on MOU.

Refer to the PRICE LIST for rates and charges.

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7.26 ALTERNATE ENHANCED REDIRECT SOLUTION (AERS) (Cont'd)

7.26.2 Limitations

- A. AERS supports redirection of incoming call traffic only. It does not provide an alternate means for outbound calling in the event there is a failure in the local loop. In addition, AERS will not protect against failures in the local serving office.
- B. Due to technical limitations, AERS cannot redirect calls that are placed within internal company private network.

Example: An AERS customer whose incoming Telephone Numbers (ITNs) are part of a private network could have calls from outside parties sent to the Redirected Telephone Number (RTN) for that ITN, but calls from other stations on the customer's private network (i.e. an employee in another office) would continue to be completed to the ITN.

Calls to ITNs that have been subscribed to a Terminating Switched Access Arrangement or Access Value Arrangement cannot be redirected under AERS. Additionally, AERS may not be able to redirect calls in cases where the ITN is subject to authorization/account codes, Toll Deny, or similar dialing limitations for the origination of calls.

- C. Each AERS Customer Group must be maintained for a minimum of twelve (12) full months of billing. In the event that an AERS Customer Group is terminated for any reason before completing a full twelve (12) months of billing, a Disconnect Charge as stated in the Rate List shall be applied for each such terminated Customer Group.