

Global Crossing Local Services, Inc.
P.S.C. NO 7 - TELEPHONE
Competitive Local Exchange Carrier Service
Effective Date: April 1, 2019

Section 3
Leaf 1
Revision 0
Superseding Revision:

3. SERVICE DESCRIPTION AND RATES

3.1 Resold Enhanced Business Service

3.1.1 Access Line and Communications Package

Resold Enhanced Business Service is a specialized service available to single or multi-line business customers. REBS consists of a resold measured business access line combined with a customized communications package. A minimum service term of one year is required of all Option 1 REBS subscribers while a minimum service term of one month is required of all Option 2 customers. REBS is furnished subject to the availability of local exchange carrier facilities. In addition to the following rates and charges, the customer is responsible for all federal, state, and local taxes, fees and surcharges.

(a) Access Line Rates

Access lines are billed one month in advance.

	Option 1		Option 2	
	Min.	Max.	Min.	Max.
Per month	\$0.00	\$50.00	\$0.00	\$60.00

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(b) Local Usage Charges

The Usage Charges listed below apply to local calling. All calls are rounded to the next higher additional billing increment and subject to a minimum billing of the initial billing increment.

Billing Increment, in minutes:

	Option 1						Option 2					
	Day		Evening		Night		Day		Evening		Night	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Init'l	1	1	1	1	1	1	1	1	1	1	1	1
Add'l	1	1	1	1	1	1	1	1	1	1	1	1

Rate per Billing increment:

	Option 1						Option 2					
	Day		Evening		Night		Day		Evening		Night	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Init'l	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00
Add'l	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00

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(c) Customized Communications Packages

Customized communications packages consist of the following features. Customers may also select individual optional features to complement the packages:

Option 1
Basic Package
Touch Tone
Call Pick-up
Intercom
Call Hold
Call Transfer

Option 2
Basic Package
Touch Tone
Hunting

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(c) Customized Communications Packages (Cont'd)

(1) Additional Optional Features

	Option1		Option 2	
	Min.	Max.	Min.	Max.
Call Forwarding	\$0.00	\$15.00	\$0.00	\$15.00
Call Forwarding- Don't Answer	\$0.00	\$10.00	\$0.00	\$10.00
Call Forwarding-Busy	\$0.00	\$10.00	\$0.00	\$10.00
Call Forwarding- Busy/Don't Answer	\$0.00	\$10.00	\$0.00	\$10.00
Call Forwarding-Remote	\$0.00	\$15.00	\$0.00	\$15.00
3-Way Calling	\$0.00	\$15.00	\$0.00	\$15.00
Speed Dialing	\$0.00	\$15.00	\$0.00	\$15.00
Expanded Speed Dialing	\$0.00	\$15.00	\$0.00	\$15.00
Call Waiting	\$0.00	\$15.00	\$0.00	\$15.00
Call ID	\$0.00	\$15.00	\$0.00	\$15.00
Inside Wire Maintenance	\$0.00	\$15.00	\$0.00	\$15.00
Any 2 Features	\$0.00	\$30.00	\$0.00	\$30.00
Any 3 Features	\$0.00	\$45.00	\$0.00	\$45.00

a. Per Activation Features

There are no connection charges associated with the following features:

	Per Activation		Per Month	
	Min.	Max.	Min.	Max.
Call Return	\$0.00	\$3.00	\$0.00	15.00
Automatic Redial	\$0.00	\$3.00	\$0.00	15.00
Call Trace *	\$0.00	\$3.00	N/A	N/A
Three Way Calling	\$0.00	\$5.00	N/A	N/A

- Charge applies for successful activation only.

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(c) Customized Communications Packages (Cont'd)

(2) Additional Optional Features, (Cont'd.)

Directory Listings

	Option 1		Option 2	
	Min.	Max.	Min.	Max.
Non-published Number*	\$0.00	\$5.00	\$0.00	\$5.00
Initial White Page listing	\$0.00	\$5.00	\$0.00	\$5.00
Add'l White Page listing	\$0.00	\$5.00	\$0.00	\$5.00
Vanity number	\$0.00	\$15.00	\$0.00	\$15.00

(3) Term Discount

Customers who commit to two or three-year service terms receive the following term discounts off their monthly access line rates.

	Option 1		Option 2	
	Min.	Max.	Min.	Max.
2-year	0%	50%	0%	50%
3-year	0%	50%	0%	50%

*This charge may be waived under the Terms and Conditions as defined in Section 3.1.1.g.1 of this tariff.

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3.1.1 Access Line and Communications Package (Cont'd)

(d) Terms and Conditions

- (1) The Company will, as a service to the customer, arrange for listing the customer's telephone number in the local telephone directory, such listing to consist of one line of standard type in the directory. In the absence of gross negligence or willful misconduct, the Company will not be liable to the customer, or any third party, for any claims, damages, or otherwise, but not limited to any omitted listings from or erroneous listings in the local telephone directory due to the negligence on the part of the Local Exchange Carrier. When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from the publishing of a non-published number in a directory or its disclosure to someone. If, in error, the telephone number is published in a directory, the Company's only obligation is to credit or refund any monthly charges the customer paid for non-published service.

Pursuant to Section 91, subdivision 7 of public service law, the Company will waive the otherwise applicable charges for a nonpublished telephone listing, where the customer requests protection of its identity in connection with the customer's purchase of telephone service and the customer is a victim of domestic violence, as defined in section 459(a) of the social services law, and 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. Any nonpublished listing provided will conform to all the same requirements of other nonpublished listings. A customer requesting such an accommodation shall provide a copy of the order of protection to the Company.

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(d) Terms and Conditions, (Cont'd.)

- (2) When a customer chooses to place a local operator service call, a Directory Assistance call (including Call Completion), or an information services provider call via their incumbent LEC, the customer shall be solely liable for such calls, including any and all charges related to such calls when the charges are initially billed to the Company by the LEC or information services provider. When a customer elects to make or receive calls via a carrier other than the Company, the customer shall be solely liable for such calls, any and all charges related to such calls (when the charges are initially billed to the Company by the information services provider or other carrier) plus a 10% rebilling charge.
- (3) The customer shall be liable for payment for new local access line costs or other time and material charges imposed on the Company by a LEC as a prerequisite for installing or maintaining the customer's service, and not already recovered via the Company's existing recurring or nonrecurring charges.
- (4) Customers may presubscribe their REBS local access lines to their interLATA and intraLATA long distance carrier of choice. Following the customer's initial presubscription of each line, any subsequent change will incur a PIC Change Charge.

	Option 1		Option 2	
PIC Change Charge	Min.	Max.	Min.	Max.
IntraLATA	\$0.00	\$10.00	\$0.00	\$10.00
InterLATA	\$0.00	\$10.00	\$0.00	\$10.00
InterLATA/intraLATA	\$0.00	\$20.00	\$0.00	\$20.00

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(e) Nonrecurring Charges

	Option 1		Option 2	
	Min.	Max.	Min.	Max.
Service Activation Fee, per line	\$0.00	\$25.00	\$0.00	\$25.00
Multiple Line Service Activation Fee	\$0.00	150.00	\$0.00	\$150.00
Line Install Charge, first line	\$0.00	150.00	\$0.00	\$150.00
Line Install Charge, each add'l*	\$0.00	150.00	\$0.00	\$150.00
Feature Install Charge	\$0.00	\$100.00	\$0.00	\$100.00
Intercept Service	\$0.00	\$50.00	\$0.00	\$25.00
Service Restoral Charge	\$0.00	\$100.00	\$0.00	\$100.00

*at time of an initial line install

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3.1.2 Blocking Service[1]

Blocking for 900/976-type services will be provided automatically to all Option 1 customers at no charge.

Calls placed to numbers beginning with the 976 prefix by Option 2 customers will be blocked. In addition, at initial installation of service, customers may also request call blocking for the following at no additional charge:

- i. 700/900/976
- ii. 3rd number billed and collect
- iii. Toll restrict
- iv. Toll restrict plus

[1] Pursuant to the NY PSC May 17, 2018 Order in Case 17-C-0278, effective August 15, 2018.

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3.1.2 Blocking Service (Cont'd)

Requests for blocking or unblocking subsequent to initial installation of service will incur a Feature Installation Charge per exchange grouping.

The customer will be given free per call restrict unless the customer chooses all call restrict. Per call blocking will be provided at no charge. Per line blocking will be provided at no charge at the time of the initial installation; however, a Feature Install Charge will be imposed on subsequent per line blocking requests.

	Option1		Option 2	
	Min.	Max.	Min.	Max.
Toll Restrict	\$0.00	\$10.00	\$0.00	\$10.00
Toll Restrict Plus	\$0.00	\$10.00	\$0.00	\$10.00
Third Number Billed & Collect	\$0.00	\$10.00	\$0.00	\$10.00

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3.1 Resold Enhanced Business Service (Cont'd)

3.1.3 Automatic Number Identification (ANI) Services

The Company may 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 customer's call or transaction, or for performing a service directly related to the telephone customer's original call or transaction.
- (2) The ANI recipient may offer to any telephone customer with whom the ANI recipient has a n established customer relationship, a product or service that is directly related to products or services previously purchased by the telephone customer from the ANY 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 customer 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 customer permitting such resale or disclosure.

Issued in compliance with the New York Public Service Commission Order in Case 89-C-191 and 90-C-0165, issued and effective March 30, 1994.

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3.1.3 Automatic Number Identification (ANI) Services (Cont'd)

- (5) Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.
- (6) Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after 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 - hour period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

Violations of any of the foregoing terms and conditions by the Company may result in Commission prosecution of penalty and enforcement proceedings pursuant to Sections 24, 25 and 26 of the Public Service Law.

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3.1.4 Schools and Libraries Discount Program

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase Company services offered in this tariff at a discount 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 Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for services for schools and Libraries, issued June 25, 1997. The Rules codified at 47 Code of Federal Regulation (C.F.R) 54.500 et. Seq.

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

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3.1.4 Schools and Libraries Discount Program (Cont'd)

(1) Obligation of Eligible Schools and Libraries

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.

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.

Services requested will be used for educational purposes.

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

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3.1.4 Schools and Libraries Discount Program (Cont'd)

(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.

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3.1.4 Schools and Libraries Discount Program (Cont'd)

(3) Discounted Rates for Schools and Libraries

- (a) Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- (b) The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- (c) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other Federal approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

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3.1.4 Schools and Libraries Discount Program (Cont'd)

(4) Schools and Libraries Discount Matrix

How Disadvantaged	% Discount Level	
	Urban Discount	Rural Discount
% of students eligible for national school lunch program		
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	9

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3.1.5 Operator Services and Directory Assistance

(1) Directory Assistance Description

- (a) The customer may access Directory Assistance for the purpose of determining phone numbers within its local calling area by calling the Directory Assistance Operator. A maximum of two number requests per call will be allowed.
- (b) The customer will have the option of utilizing Directory Assistance Call Completion for the option of placing a call to the number requested.

(2) Rates

- (a) For all calls to directory assistance, the following charge will apply:

	Minimum	Maximum
Per call	\$0.75	\$3.00

- (b) For all requests for Directory Assistance Call Completion, the following additional charge will apply:

	Minimum	Maximum
Per call	\$0.30	\$2.00

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3.1 Resold Enhanced Business Service (Cont'd.)

3.1.6 Private Branch Exchange (PBX) Service

Multi-line telephone systems used in conjunction with PBX Trunks which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.7.A.

Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section 2.5.7.B. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

The Company's PBX Service uses PBX Trunks to connect to a customer PBX system or other similar equipment. Standard trunk configurations include Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and Combination Trunks. This service provides customers with unrestricted local calling and Carrier Access. The Company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks. Service is billed based on monthly usage, together with monthly recurring charges. Installation charges also apply. Depending on facilities, optional features noted elsewhere in this tariff may or may not be available.

(1) PBX Usage Rated Trunks	Min Monthly Recurring	Max Monthly Recurring
PBX Trunk 1st Trunk	\$0.00	\$79.00
PBX Trunk Add'l	\$0.00	\$79.00
	Min Nonrecurring	Max Nonrecurring
Installation 1st Trunk	\$0.00	\$200.00
Installation Add'l Trunk	\$0.00	\$140.00

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3.1.6 Private Branch Exchange (PBX) Service (Cont'd)

(2)	Change in Type of Service Charge	Min Monthly Recurring	Max Monthly Recurring
	Per 1st Trunk	\$0.00	\$58.00
	Per Add'l Trunk	\$0.00	\$58.00
(3)	Service Restoral Charge		
	Per Trunk	\$0.00	\$198.00
(4)	Trunk Service Conversion Charge		
	Per Trunk	\$0.00	\$38.00

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(5) Private Branch Exchange Optional Features

	Min. Monthly Recurring Charge	Max Monthly Recurring Charge	Min. Monthly Nonrecurring Charge	Max Monthly Nonrecurring Charge
Call Forward Variable	\$0.00	\$14.00	\$0.00	\$30.00
Call Hunting Charge	\$0.00	\$14.00	\$0.00	\$71.00
3rd Number Blocking	\$0.00	\$14.00	\$0.00	\$30.00
Change Call Blocking	\$0.00	\$14.00	\$0.00	\$30.00
Change Class Blocking	\$0.00	\$14.00	\$0.00	\$30.00
Caller ID	\$0.00	\$22.00	\$0.00	\$30.00
Ground Start	\$0.00	\$14.00	\$0.00	\$30.00
Toll Restrict & Blocking	\$0.00	\$14.00	\$0.00	\$30.00
Call Hunting Change	\$0.00	\$14.00	\$0.00	\$71.00
Touch Tone	\$0.00	\$3.25	\$0.00	\$30.00
Caller ID Blocking per Line	\$0.00	\$14.00	\$0.00	\$30.00

(6) Directory Listings

	Min. Monthly Recurring Charge	Max Monthly Recurring Charge
Non-published Telephone Number*	\$0.00	\$6.00
Non-Directory Listed Number	\$0.00	\$6.00
Initial White Pages Listing	\$0.00	\$6.00
Additional White Pages Listing	\$0.00	\$6.00
Cross Reference Listing	\$0.00	\$6.00
Extra Line Listing	\$0.00	\$7.00
Foreign Line Listing	\$0.00	\$6.00
Directory Listings Nonrecurring Charge	Min. \$0.00	Max \$85.00

*This charge may be waived under the Terms and Conditions as defined in Section 3.1.1.g.1 of this tariff.

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Global Crossing Local Services, Inc.
P.S.C. NO 7 - TELEPHONE
Competitive Local Exchange Carrier Service
Effective Date: April 1, 2019

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3. SERVICE DESCRIPTION AND RATES

3.1 Resold Enhanced Business Service 3.1.6 Private Branch Exchange (PBX) Service (Cont'd)

(7) Local Usage Charges

The Usage Charges listed below apply to local calling. All calls are rounded to the next higher additional billing increment and subject to a minimum billing of the initial billing increment.

Billing Increment, in seconds:

	Option 1						Option 2					
	Day		Evening		Night		Day		Evening		Night	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Init'l	00	300	00	300	00	300	00	300	00	300	00	300
Add'l	00	60	00	60	00	60	00	60	00	60	00	60

Rate per Billing increment:

	Option 1						Option 2					
	Day		Evening		Night		Day		Evening		Night	
	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min	Max
Init'l	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00
Add'l	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00	\$0.00	\$1.00

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3. SERVICE DESCRIPTION AND RATES

3.1 Resold Enhanced Business Service (Cont'd.)

3.1.7 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID Service transmits the dialed digits for all incoming calls allowing the customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX trunks. One additive charge applies for each DID-equipped PBX trunk. Telephone numbers are only furnished in blocks of 20 and 100 numbers. Blocks of number groups will be determined at the sole discretion of the Company's resources. Whenever possible, the Company will attempt to provide telephone numbers arranged consecutively in a group but will not guarantee nor accept responsibility for provision of such an arrangement within or between a block of 20 and/or 100 numbers. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The customer has no property rights to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end-office. The Company reserves the right to change such numbers, or the end office designation associated with such numbers, or both, assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

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- 3.1 Resold Enhanced Business Service (Cont'd.)
3.1.7 Direct Inward Dial (DID) Service (cont'd)

Where all numbers in a number group have not been connected for service, the customer is responsible for providing interception of calls to vacant or non-working assigned station lines or telephone numbers by means of attendant intercept or recorded announcement service. The Company will not terminate these numbers to an intercept message on the customer's behalf.

Trunks	Min. Nonrecurring	Max. Nonrecurring	Min. Monthly Recurring	Max. Monthly Recurring
DID CO Termination- Initial	\$0.00	\$888.00	\$0.00	\$153.00
DID CO Termination- Add'l	\$0.00	\$888.00	\$0.00	\$153.00
For 20 DID				
Station Numbers, per Block, Initial	\$0.00	\$700.00	\$0.00	\$153.00
Station Numbers, per Block, Add'l	\$0.00	\$700.00	\$0.00	\$153.00
For 100 DID				
Station Numbers, per Block, Initial	\$0.00	\$700.00	\$0.00	\$153.00
Station Numbers, per Block, Add'l	\$0.00	\$700.00	\$0.00	\$153.00

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3. SERVICE DESCRIPTION AND RATES

3.1 Resold Enhanced Business Service (Cont'd.)

3.1.8 Miscellaneous Charges

The customer shall be responsible for payment of the following charges for services based upon the type of work performed at the customer's request. The customer will be advised of said charge prior to completion of service and will be given the option to contract an independent technician to complete the work.

	Minimum	Maximum
Service Order Charge	\$20.00	\$80.00
Expedite Charge	\$75.00	\$175.00

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