

Level 3 Communications, LLC
PSC NO. 9 - TELEPHONE
Interexchange Service
Effective Date: October 16, 2019

Section 3
Leaf 1
Revision: 0
Superseding Revision:

3. INTRASTATE INTEREXCHANGE SERVICES

3.1 GENERAL

Carrier provides resold interexchange telecommunications services, including, direct-dialed, message telecommunications services (MTS), 800 Service, and calling card services. Calls are rated based on the duration of the call. Carrier does not charge for service on a mileage basis.

3.2 CALCULATION OF USAGE RATES

- A. Billing for calls placed over Carrier's network is based in part on the duration of the call. Unless otherwise stated herein, calls are billed in one-minute initial and one-minute additional increments. Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch. A call is terminated when either party (called or calling) hangs up.
- B. Rates are not distance sensitive. As such, unless otherwise indicated, mileage bands are not applicable to the services offered.
- C. Unless otherwise indicated, rates do not vary depending upon day or the time of day (Day, Evening, and Night/Weekend).

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3.3 POSTPAID CALLING CARD SERVICE

Postpaid calling card service is available to Customers of Carrier's long-distance services. Customers will reach Carrier's network via a toll-free number. A Customer who elects to use this service will pay the tariffed rates for calls charged to the card. Charges for such calls appear on the Customer's regular monthly bill. Postpaid Calling Card calls are billed in one-minute initial and one-minute additional increments.

Usage Sensitive Charges (Rate Per Minute):

| Rate For All Rate Periods: | Min. | Max. |
|----------------------------|----------|----------|
| | \$0.2500 | \$0.4500 |

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3.4 PREPAID CALLING CARD SERVICE

Prepaid debit card service is a prepaid long distance calling card service, under which Customers purchase cards in predetermined amounts for long distance usage. Customers access the service by dialing a Company specified access code. As a Customer accesses the service, usage rates and taxes are automatically deducted from the remaining card balance. Customers are notified with a usage remaining message each time a call is placed. Customers will also receive a reminder message when the balance of the card reaches one (1) minute of usage. Calls in progress will be terminated if the balance on the Pre-paid card is insufficient to cover the charges associated with the call. When the card balance reaches zero, the user must purchase another card or have the card recharged pursuant to instructions the Company provides to users purchasing the cards. Calls are billed in initial and additional one-minute increments, with any fractional portion of call rounded up to the next highest billing increment. Calls are measured and consumed on a per unit basis.

Usage Sensitive Charges (Rate Per Minute):

| Rate For All Rate Periods: | Min. | Max. |
|----------------------------|----------|----------|
| | \$0.2500 | \$0.4500 |

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3.5 TOLL-FREE SERVICES

800/888 Service is an inbound-only service in which callers located within the State may place toll-free calls to a telephone in the 800/888 area code assigned to the Customer. 800 Service is available on both a switched and dedicated basis. 800/888 Service calls are billed in one second initial and additional increments.

Usage Sensitive Charges (Rate Per Minute):

| Monthly Usage Volume | Day | | Non-Day | |
|----------------------|-------------|-------------|-------------|-------------|
| | <u>Min.</u> | <u>Max.</u> | <u>Min.</u> | <u>Max.</u> |
| Less than \$2,500 | \$0.1030 | \$0.2010 | \$0.1030 | \$0.2000 |
| \$2,500 - \$5,000 | \$0.0890 | \$0.0950 | \$0.0890 | \$0.0950 |
| Over \$5,000 | \$0.0780 | \$0.0890 | \$0.0780 | \$0.0940 |

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3.6 MESSAGE TELECOMMUNICATIONS SERVICE

Message Telecommunications Service ("MTS") is a communications service which is available for use by Customers twenty-four (24) hours a day. MTS enables a User of an exchange line to place to any station on the public switched telecommunications network bearing an NPA/NXX designation associated with points outside the Customer's Local Calling Area, but within the boundaries of the State of New York. MTS is available on a switched basis with a minimum monthly usage requirement of \$100.00. The \$100.00 requirement applies to any monthly MTS usage. The minimum requirement may also be met by the purchase of any other product offered by Company. The minimum requirement cannot be met by either nonrecurring or recurring MTS charges. The requirements may not be met by other taxes or surcharges. In any month where the Customer does not incur the minimum requirement of services, the Customer will be billed the difference between the actual usage and \$100.00.

Switched Access Service:

Usage Sensitive Charges (Rate Per Minute):

| | <u>Min.</u> | <u>Max.</u> |
|------------|-------------|-------------|
| 1+ Calling | \$0.0000 | \$0.3000 |

Dedicated Access Service:

Usage Sensitive Charges (Rate Per Minute):

| Monthly Usage Volume | Day | | Non-Day | |
|----------------------|-------------|-------------|-------------|-------------|
| | <u>Min.</u> | <u>Max.</u> | <u>Min.</u> | <u>Max.</u> |
| Less than \$2,500 | \$0.1030 | \$0.1250 | \$0.1030 | \$0.1250 |
| \$2,500 - \$5,000 | \$0.0890 | \$0.1020 | \$0.0890 | \$0.1020 |
| Over \$5,000 | \$0.0780 | \$0.0940 | \$0.0780 | \$0.0940 |

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3.7 OPERATOR ASSISTED SERVICES

Description

Operator Handled Calling Services are provided to Customers and Users of Company-provide d Exchange Access Services, and to Customers and Users of exchange access lines which the Customer subscribes to the Company's interexchange outbound calling services.

IntraLATA calls may be placed on an Operated Assisted basis. The surcharges for Operator Assisted calls are set forth below and apply in addition to any other applicable usage charges.

| | Per Minute Charge | Operator Assisted Surcharge Per Call |
|---------------------------------|--------------------------|---|
| | Min Max | Min Max |
| Station-to-Station | \$0.00 \$0.80 | \$0.00 \$4.20 |
| Third Number Billing | \$0.00 \$0.80 | \$0.00 \$5.00 |
| Collect Calls | \$0.00 \$0.80 | |
| Automated Surcharge | \$0.00 \$3.00 | |
| Operator Assisted Surcharge | | \$0.00 \$5.00 |
| Person-to-Person, Intrastate | \$0.00 \$0.80 | \$0.00 \$13.00 |
| Busy Line Verify, Intrastate | \$0.00 | \$0.00 \$13.00 |
| Busy Line Interrupt, Intrastate | \$0.00 | \$0.00 \$26.00 |

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3.8 DIRECTORY ASSISTANCE

Description

Directory Assistance is available to Customers of Company's calling services. Customers may obtain directory assistance in determining telephone numbers by calling the Directory Assistance operator. An undiscounted per call charge will be applied to each call each month for information as to a NY telephone number within the state.

Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Credit Allowance

A credit allowance will be given to those Customers who comply with the following provisions. A credit allowance will be given; i.e., the charge that would otherwise apply will be waived when:

- A. the Customer experiences poor transmission or is cut-off during the call to Directory Assistance;
- B. the Customer is given an incorrect telephone number by the Directory Assistance operator; or
- C. the Customer has inadvertently misdialed and has reached Directory Assistance for the wrong area code. To obtain such a credit/ waiver, the Customer must promptly notify his or her Customer Service Representative.

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3.8 DIRECTORY ASSISTANCE Credit Allowance (Cont'd)

- D. Customers who have been certified in writing as unable to access or use a manual directory because of a visual or other physical impairment are eligible to receive a credit which will be applied against the per-call charge and any applicable operator-assistance surcharges for domestic Directory Assistance as specified in this tariff. This certification must be made by a licensed physician, optometrist, appropriate federal or state agency, or appropriate private agency. Upon request, Company's Customer Service will furnish applicants with a certification form.
- E. The written certification of visual or other physical impairment must be provided to Company's Customer Service Center or, at Company's election, proof of certification, as defined above, may be provided to, and maintained on file with, the Customer's Local Exchange Carrier.
- F. Credits may be used by: 1) the visually or otherwise physically impaired Customer; 2) an organization established specifically for the purpose of assisting the visually or otherwise physically impaired; or 3) a business where all owner(s) and/or employees of the business on the premises at which a call originates have been certified as visually or otherwise physically impaired. Credits will apply only to directory assistance calls, including any operator-assistance surcharges necessary to complete those calls, that originate from and are billed to the telephone number of the certified visually or otherwise physically impaired person or organization. Only one telephone number per location is entitled to this credit. A maximum of fifty directory assistance calls, including operator-assistance surcharges, per monthly billing period will be eligible for the credit. The actual credit for any one call to directory assistance (including operator-assistance surcharges) shall not exceed \$5.00.

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3.8 DIRECTORY ASSISTANCE (Cont'd)

Directory Assistance is available to Customers of Company's calling services. Customers may obtain directory assistance in determining telephone numbers by calling the Directory Assistance operator. An undiscounted per call charge will be applied to each call each month for information as to a NY telephone number within the state.

| | <u>Min.</u> | <u>Max.</u> |
|--------------------------------------|-----------------|-----------------|
| Directory Assistance Intrastate | \$0.00 per call | \$1.80 per call |
| Directory Assistance Interstate | \$0.00 per call | \$2.85 per call |
| Directory Assistance Call Completion | \$0.00 per call | \$4.50 per call |
| Per Minute Charge | \$0.00 per call | \$1.20 per call |

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