

Talk America, LLC  
NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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*This Tariff NY PSC Tariff No. 2 – Telephone, Issued by Talk America, LLC, Cancels and Replaces in its Entirety NY Tariff No. 2 – Telephone issued by Talk America, Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services.*

Talk America, LLC

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL COMMUNICATIONS SERVICES WITHIN  
THE STATE OF NEW YORK

Applicable in New York State

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 2  
Revision: 0  
Superseding Revision:

LOCAL EXCHANGE SERVICES TARIFF

---

TABLE OF CONTENTS

SECTION 1 – APPLICATION OF TARIFF..... 4

SECTION 2 – GENERAL RULES AND REGULATIONS ..... 5

SECTION 3 - CONNECTION CHARGES..... 49

SECTION 4 - SUPPLEMENTAL SERVICES ..... 54

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES ..... 75

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES ..... 138

SECTION 7 – SPECIAL SERVICES AND PROGRAMS ..... 193

SECTION 8 - SPECIAL ARRANGEMENTS ..... 200

SECTION 9 – LOCAL CALLING AREAS ..... 204

SECTION 10 – REGIONAL CALLING WITHIN NEW YORK METRO LATA ..... 205

SECTION 11 – EXPLANATION OF TERMS ..... 213

ADDENDUM .....CURRENT RATES

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 3  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

EXPLANATION OF NOTES

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 4  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 1 - APPLICATION OF TARIFF

#### 1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by Talk America Inc. as follows:

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

##### 1.1.1 Service Territory

The Company will provide resold service in New York State.

##### 1.1.2 Availability

Service is available where facilities permit.

#### 1.2 Contacting the Public Service Commission:

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

##### 1. By Phone:

Helpline (for complaints/inquiries):

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

##### 2. Online:

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

##### 3. By Mail:

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 5  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS

#### 2.1 Use of Facilities and Service

##### 2.1.1 Obligation of the Company

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

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

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 6  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 Use of Facilities and Service, (Cont'd.)

2.1.2 Limitations on Liability

A. Indemnification by Customer

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

B. Customer-Provided Equipment

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 7  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 Use of Facilities and Service, (Cont'd.)

2.1.2 Limitations on Liability, (cont'd.)

C. Use of Facilities of Other Companies

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

- D. No third party provider or their directors, officers or employees that are directly or indirectly associated with the Company's performance of our services shall be liable to the Customer for any special, indirect, incidental, consequential, reliance, exemplary, punitive or other damages arising out of a service failure.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 8  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.1 Use of Facilities and Service, (Cont'd.)

##### 2.1.3 Use Of Service

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

##### 2.1.4 Use and Ownership of Equipment

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

##### 2.1.5 Directory Errors

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

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

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



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 9  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.1 Use of Facilities and Service, (Cont'd.)

2.1.5 Directory Errors, (Cont'd.)

- B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- E. Definitions: As used in Paragraphs A, B, C, and E above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- F. Notice: Such allowances or credits as specified in Paragraphs A, B, and C above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 10  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.2 Minimum Period of Service

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

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 11  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.3 Flexible Pricing

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

The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.

Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.

A rate shall not be changed unless it has been in effect for at least thirty (30) days.

A Customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The Customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 12  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.4 Payment for Service Rendered

##### 2.4.1 Responsibility for All Charges

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

##### 2.4.2 Deposits

Subject to special provisions as may be set forth below and in Sections 2.8 and 2.9 of this Tariff, any applicant or Customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the Customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the Customer.

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

##### A. Interest on Deposits

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

##### B. Inadequate Deposit

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 13  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Payment for Service Rendered, (Cont'd.)

2.4.2 Deposits, (Cont'd.)

C. Return of Deposit

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

2.4.3 Payment of Charges

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 14  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Payment for Service Rendered, (Cont'd.)

2.4.3 Payment of Charges, (Cont'd.)

A. SpeedPay

If the Customer's account is delinquent or when the Customer calls the Company's business office to make payment arrangement, the Customer will be given the option to pay via electronic payment system, SpeedPay. The Customer electing SpeedPay will be notified in advance of an additional SpeedPay processing fee of \$5.00. The Customer whose service has been disconnected may be required to reestablish service using SpeedPay and will be assessed the \$5.00 SpeedPay processing fee.

2.4.4 Return Check Charge

When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge of \$10.00.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 15  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.4 Payment for Service Rendered, (Cont'd.)

2.4.5 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received within twenty (20) days, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.
- D. Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 16  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.4 Payment for Service Rendered, (Cont'd.)

##### 2.4.6 Customer Overpayments

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

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

#### 2.5 Installation Service

The Company provides a Half-Day Installation Plan, which offers Customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a Customer premise visit. In the case of any inconsistency with the regulations in Part 603.15 of 16 NYCRR for installation service, the rules of the Commission shall prevail.

#### 2.6 Access to Customer's Premises

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



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 17  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.7 Telephone Surcharges

##### 2.7.1 General

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

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

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

##### 2.7.3 Village or Municipal Surcharge On Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The percentage rate of the surcharge in each locality where such a surcharge applies is listed in the Rate Schedule at the end of this tariff. The surcharge rate schedule shall be filed at least fifteen business days before the effective date. The effective date of the rate schedule shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the rate schedule. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly within 5 business days.

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 18  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.7 Telephone Surcharges, (Cont'd.)

2.7.4 Metropolitan Commuter Transportation District Tax Surcharge

In the counties listed below, a surcharge to recover the expense related to the Temporary Metropolitan Transportation Business Tax Surcharge (MTA) Tax is imposed in addition to all recurring and nonrecurring rates and charge for all intrastate services except charges collected for sent-paid coin telephone messages, check return and late payment charges.

Applicable Counties: New York City Counties  
Bronx, Kings, New York, Queens, Richmond  
Duchess County  
Nassau County  
Orange County  
Putnam County  
Rockland County  
Suffolk County  
Westchester County

The applicable MTA Tax rate is shown in the Rate Schedule attached to this Tariff.

2.7.5 State Universal Service Fee Surcharge (SUSF)

On August 17, 2012, the New York State Public Service Commission allowed the Telephone Company's contribution to the New York State Universal Service Fund (NYUSF) to be recovered from the end-user, as Ordered in Case 09-M-0527. The applicable SUSF will be assessed by the Telephone Company through a monthly surcharge applied to the customer's bills for local services. The surcharge will not be applied to taxes or other surcharges. Annual fund amount assessments are determined by the Fund Administrator. If the Company has collected its annually assessed amount prior to the end of the calendar year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by PSC Order.

State Universal Service Fee Surcharge – 0.1515414%

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 19  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service

2.8.1 Suspension or Termination for Nonpayment

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

- A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the Customer.
- B. Suspension will not be made until at least 8 days after written notification has been mailed to the Customer and 20 days before the termination notice.

Telephone service shall only be suspended during the hours between 8:00 AM and 4:00 PM, Monday through Thursday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 20  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service, (Cont'd.)

2.8.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

- A. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- B. Nonpayment for service for which a bill has not been rendered;
- C. Nonpayment for service which have not been rendered;
- D. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 633 of 16 NYCRR.

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

- E. Nonpayment of backbilled amounts as outlined in Section 2.10.11.

2.8.3 Verification of Nonpayment

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

- A. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- B. The Company has checked the Customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the Customer's account as of the opening of business on that day.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 21  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service, (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment

A. General

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

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the Customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the Customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the Customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a Customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the Customer satisfies the indebtedness within 20 days after written notification. See Section 2.9.7 regarding Deferred Payment Agreements.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 22  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service, (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment, (Cont'd.)

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

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

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

C. Abandonment or Unauthorized Use of Facilities

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 23  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.8 Suspension or Termination of Service, (Cont'd.)

2.8.4 Termination For Cause Other Than Nonpayment, (Cont'd.)

C. Abandonment or Unauthorized Use of Facilities, (Cont'd.)

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

- a. No charge shall apply for the period during which service had been terminated, and
- b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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

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

2.8.5 Emergency Termination of Service

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 24  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 Additional Provisions Applicable to Business Customers

2.9.1 Application of Rates

- A. Business rates as described in Section 6 and shown in Current Rates apply to service furnished:
  - 1. In office buildings, stores, factories and all other places of a business nature;
  - 2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the Customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
  - 3. At any location when the listing or public advertising indicates a business or a profession;
  - 4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
  - 5. At any location where the Customer resells or shares exchange service;
- B. The use of business facilities and service is restricted to the Customer, Customers, agents and representatives of the Customer, and joint users.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 25  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.9 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.9.2 Telephone Number Changes

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

The Company reserves all rights to the telephone numbers assigned to any Customer. The Customer may order a Customized Number where facilities permit for an additional charge as specified in Section 4 of this Tariff.

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

2.9.3 Deposits

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

2.9.4 Dishonored Checks

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 26  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.10 Additional Provisions Applicable to Residential Customers

##### 2.10.1 Application of Rates

Residential rates as described in Section 5 and shown in Attachment A apply to service furnished in private homes or apartments (including all parts of the Customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

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

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

##### 2.10.2 Telephone Number Changes

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

The Company reserves all rights to any telephone number assigned to a Customer for local service. The Customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 27  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.3 Deposits

A. General

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

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

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 28  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.3 Deposits, (Cont'd.)

B. Customers Exempt from Deposits

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 29  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.3 Deposits, (Cont'd.)

C. Recent Payment History

A Customer who has a recent payment history (within the preceding twelve months) with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A Customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the Customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements, 2.9.7 below.)

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

D. Prepayment of Services

Charges for facilities and services are due monthly in advance.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 30  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.4 Installment Billing For Nonrecurring Charges

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

Installment billing is subject to the following restrictions:

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 31  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.5 Adjusted Payment Schedule

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

2.10.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the Customer no later than 6 business days after the date of the bill.
- B. After issuing the written notification in accordance with 2.10.1, at least one attempt shall be made during non-working hours to contact the residential Customer by telephone before the scheduled date of suspension/termination.
- C. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the Customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 32  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

##### 2.10.7 Deferred Payment Agreements

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

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

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

##### 2.10.8 Dishonored Checks

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

##### 2.10.9 Suspension or Termination - Abandonment

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



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 33  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.10 Suspension or Termination - Medical Emergencies

In the event of a medical emergency as defined in 16NYCRR, Sec. 633.5, an additional 30 days will be allowed for a residential Customer before suspension or termination. A medical certificate as defined in 16NYCRR, Sec. 633.5, must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the Customer will be able to defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the Customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill.

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

- A The Customer is known to or identified to the Company as being blind or disabled, as defined in 16NYCRR, Sec. 633.5, or
- B. the Customer is 62 years of age or older, and all other residents of the Customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 34  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.10 Additional Provisions Applicable to Residential Customers, (Cont'd.)

2.10.11 Back-billing for Residential Customers

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 35  
Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.11 Allowances for Interruptions In Service

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

##### 2.11.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the Customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
  - 1. if interruption continues for less than 24 hours:
    - a. 1/30th of the monthly rate if it is the first interruption in the same billing period.
    - b. 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
  - 2. if interruption continues for more than 24 hours:
    - a. if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 36  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 Allowances for Interruptions In Service, (Cont'd.)

2.11.1 Credit for Interruptions, (Cont'd.)

C. (Cont'd.)

2. (Cont'd.)

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 37  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 Allowances for Interruptions In Service, (Cont'd.)

2.11.1 Credit for Interruptions, (Cont'd.)

D. Credit to Customer

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

E. "Interruption" Defined

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

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

Interruptions Over 24 Hours and Less than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1 full day for each 24 hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Interruptions Over 72 Hours. Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than 30 days' credit will be allowed for any one month period.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 38  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 Allowances for Interruptions In Service, (Cont'd.)

2.11.1 Credit for Interruptions, (Cont'd.)

F. Credit to Customer

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 39  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.11 Allowances for Interruptions In Service, (Cont'd.)

2.11.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. Interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the Customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- B. Interruptions due to the failure or malfunction of non-Company equipment, including service connected to Customer provided electric power;
- C. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- D. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- E. Interruptions of service due to circumstances or causes beyond the control of the Company.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 40  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.12 Automatic Number Identification

2.12.1 Regulations

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

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established Customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 41  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.12 Automatic Number Identification

2.12.1 Regulations, (Cont'd.)

- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- E. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 42  
Revision: 0  
Superseding Revision:

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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.12 Automatic Number Identification, (Cont'd.)

##### 2.12.2 Terms and Conditions

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

#### 2.13 Schools and Libraries Discount Program

##### 2.13.1 General

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

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

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NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.13 Schools and Libraries Discount Program, (Cont'd.)

2.13.2 Regulations

A. Obligation of eligible schools and libraries

1. Request for service

- (i) 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.
- (ii) 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.
- (iii) Service requested will be used for educational purposes.
- (iv) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

B. Obligations of the Company

- 1. 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.
- 2. 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).
- 3. 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.

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.13 Schools and Libraries Discount Program, (Cont'd.)

##### 2.13.3 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 federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- D. The discount matrix for eligible schools, libraries and consortia is included as an attachment to this tariff.

#### 2.14 Special Pricing Arrangements

Customized service packages at negotiated rates may be furnished on a case-by-case basis in response to requests by Customers of the Company for proposals or for competitive bids. Service offered under this tariff provision will be provided to Customers pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis and are listed in the Addendum to this tariff with the following information: (1) the LATA in which the Customer is located, (2) the horizontal and vertical distance from the central office to the Customer's premises, (3) the type of service, (4) the price of the service, (5) the number of lines (circuits) being used and (6) the length of the contract terms.

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.15 Health Care Providers Support Programs

##### 2.15.1 General

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

##### 2.15.2 Regulations

- A. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- B. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- C. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.
- D. Responsibility of eligible health care providers
  - 1. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.15 Health Care Providers Support Programs, (Cont'd.)

2.15.2 Regulations, (Cont'd.)

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

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

E. Responsibility of the Company

1. The Company shall offer the rates and charges as specified in Section 3, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in A preceding.
2. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
3. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

#### 2.15 Health Care Providers Support Programs, (Cont'd.)

##### 2.15.3 Rates and Charges

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

- A. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial Customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- B. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- C. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

#### 2.16 Customer Referral Program

All active and local and long distance Customers in good payment standing may refer new Customers and receive a credit of \$20.00 for each new local telephone Customer who pays a minimum of 90% of their first invoice and \$10.00 for each new long distance Customer who pays a minimum of 90% of their first invoice.

The credit will be applied to the referring Customer's invoice and unused portions of the credit will be carried over to the following billing statement.

Talk America, LLC  
NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.17 Caller ID Unblocking\*

2.17.1 311 / 911 Caller ID Unblocking

The City of New York 311 Call Center provides consolidated access to non-emergency municipal services and information 24 hours per day, 365 days per year. Callers have the ability to access City departments and services by using the 311 abbreviated dialing code instead of dialing a particular seven-digit number. In certain circumstances, calls to the 311 Call Center involve emergencies of various levels. In these instances, the Call Center will transfer the call to the 911 Emergency Call Center. If the caller has activated Caller ID Blocking, either on a per-call or per-line basis, the 911 Emergency Call Center operator will be unable to determine the caller's location. Thus, by Order dated April 18, 2003 (Case 03-C00171), the New York Public Service Commission directed that, for reasons of public safety, Caller ID Blocking shall be unblocked on all calls to the 311 Call Center. This ruling applies only to calls to the 311 Call Center and not to any other municipal office.

2.17.2 211 / 911 Caller ID Unblocking

The City of New York 211 Call Center provides a means of accessing community information and referral services within the Five Boroughs. Callers dialing 211 from telephones located within New York City will reach the Call Center where the calls will be routed to call takers trained to provide basic health and human services information. In certain circumstances, calls to the 211 Call Center may involve emergencies of various levels. In these instances, the Call Center will transfer the call to the 911 Emergency Call Center. If the caller has activated Caller ID Blocking, either on a per-call or per-line basis, the 911 Emergency Call Center operator will be unable to determine the caller's location. By Order dated May 28, 2008 (Case 07-C-1091), the New York Public Service Commission directed that, for reasons of public safety, Caller ID Blocking shall be unblocked on all calls to the 211 Call Center. This ruling applies only to calls to the 211 Call Center and not to any other municipal office.

\* Caller ID Blocking is deactivated for calls to 211 or 311 or 911 in the New York exchange only.



Talk America, LLC  
NY PSC No. 2 – Telephone  
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---

LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority

(N)

2.18.1 General

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

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

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

(N)

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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

(N)

2.18.1 General, (Cont'd.)

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

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

(N)

Talk America, LLC  
NY PSC No. 2 – Telephone  
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---

LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

(N)

2.18.2 TSP Request Process

A. Restoration

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

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

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

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

(N)

Talk America, LLC  
NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

(N)

2.18.2 TSP Request Process, (Cont'd.)

B. Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2.24.2.A above for restoration priority assignment except for the following differences. The user should:

Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.24.2.A.1 above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

Verify that the Company cannot meet the service due date without a TSP assignment.

Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

(N)

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NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

- 2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (N)  
(Cont'd.)
- 2.18.3 Responsibilities of the End-User
- End-users or entities acting on their behalf must perform the following:
- A. Identify telecommunications services requiring priority.
  - B. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
  - C. Accept TSP services by the service due dates.
  - D. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
  - E. Pay the Company any authorized costs associated with priority services.
  - F. Report to the Company any failed or unusable services with priority levels.
  - G. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
  - H. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation. (N)

Talk America, LLC  
NY PSC No. 2 – Telephone  
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---

LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (Cont'd.)

(N)

2.18.4 Responsibilities of the Company

The Company will perform the following:

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

(N)

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NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - GENERAL RULES AND REGULATIONS, (CONT'D.)

2.18 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service Priority, (N)  
(Cont'd.)

2.18.5 Preemption

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

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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 3 - CONNECTION CHARGES

#### 3.1 Connection Charge

##### 3.1.1 General

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

	<u>Residential</u>	<u>Business</u>
Minimum	\$ 30.00	\$ 75.00
Maximum	\$120.00	\$300.00

##### 3.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the Customer's exchange.
- B. No charge applies for one change in the class of Residential service, provided that the change is ordered within 90 days of the initial connection of the Customer's exchange service.
- C. From time to time the Company may waive or reduce the Connection Charge in conjunction with a special limited promotion.

#### 3.2 Restoral Charge

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

	<u>Residential</u>	<u>Business</u>
Minimum	\$ 5.00	\$ 5.00
Maximum	\$80.00	\$150.00 (I)



Talk America, LLC  
 NY PSC No. 2 – Telephone  
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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 3 - CONNECTION CHARGES, (CONT'D.)

#### 3.3 Moves, Adds and Changes

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

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

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

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

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

<u>Residential Charge, Per:</u>	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$50.00	\$50.00	\$50.00

<u>Business Charge Per:</u>	<u>Move</u>	<u>Add</u>	<u>Change</u>
Minimum:	\$ 5.00	\$ 5.00	\$ 5.00
Maximum:	\$75.00	\$75.00	\$75.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

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---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 3 - CONNECTION CHARGES, (CONT'D.)

#### 3.4 Charges Associated with Premises Visit

##### 3.4.1 Terms and Conditions

The Customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at Customer request, the charge to be billed is the amount quoted to the Customer for the work requested.

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residential and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

- 2 to 6 pair inside wire
- Faceplates
- RJ11C, RJ14C, RJ11W and RJ14W type station jacks
- Staples, screws, nail, tape, connectors, etc.

##### 3.4.2 Trouble Isolation Charge

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

	<u>Minimum</u>	<u>Maximum</u>
Per Premises Visit, per hour* Residential:	\$10.00	\$ 75.00
Per Premises Visit, per hour* Business:	\$10.00	\$100.00

\* - billed in quarter hour increments.

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Revision: 0  
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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.4 Charges Associated with Premises Visit, (Cont'd.)

3.4.3 Inside Wire Maintenance and Installation

The Customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

A. Inside Wire Installation Charge

Installation Charges apply when a Customer requests new noncomplex wire and jack installation or requests existing noncomplex wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

Material is included in each time increment charge.

Jack Installation Charge, Per Order	<u>Minimum</u>	<u>Maximum</u>
- 1st Jack	\$1.00	\$75.00
- Each Additional, Prewired	\$1.00	\$25.00
- Each Additional, Unwired	\$1.00	\$75.00
Wire Installation Charge		
- Per wall, per wire pull, Residential	\$10.00	\$75.00
- Per wall, per wire pull, Business	quote	quote

B. Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a Customer requests noncomplex wire and jack maintenance. Material is included in the hourly charge.

Per Premises Visit, Per Hour	<u>Minimum</u>	<u>Maximum</u>
Residential	\$10.00	\$75.00
Per Premises Visit, Per Hour Business	quote	quote

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 53  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 3 - CONNECTION CHARGES, (CONT'D.)

3.5 Primary Interexchange Carrier Change Charge

The Customer will incur a charge each time there is a change in the long distance carrier associated with the Customer's line after the initial installation of service.

<u>Minimum:</u>	<u>Maximum</u>
\$0.00	\$5.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Revision: 0  
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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 4 - SUPPLEMENTAL SERVICES

#### 4.1 Custom Calling Service

##### 4.1.1 General

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

##### 4.1.2 Description of Features

###### A. Three Way Calling/Call Hold

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.1 Custom Calling Service

4.1.2 Description of Features, (Cont'd.)

B. Call Forwarding

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

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

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

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

Call Forwarding - Variable allows the Customer to choose to reroute incoming calls to another specified telephone number. The Customer must activate and deactivate this feature.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 56  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.1 Custom Calling Service, (Cont'd.)

4.1.2 Description of Features, (Cont'd.)

C. Call Waiting/Cancel Call Waiting

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

D. Distinctive Ringing

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

E. Regular Multiline Hunting

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

F. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 57  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

#### 4.1 Custom Calling Service, (Cont'd.)

##### 4.1.2 Description of Features, (Cont'd.)

##### G. Internet Call Waiting

Internet Call Waiting allows the Customer to manage their incoming calls while logged on to the Internet. When a Customer is on the Internet and receives a call, a small window pops up on the computer screen with the name and number of the caller and four disposition options for the call. The options are as follows:

Accept the call  
Send the call to voice mail  
Place the call on hold  
Forward the call  
Ignore the call/time-out

##### H. 900/976 Block

900/976 Block blocks calls to 900 and 976 numbers.

##### 4.1.3 Rates and Charges

The following minimum / maximum rates apply to A La Carte Optional Features and to Optional Calling Features available to Bundled Customers.

##### A. Monthly Recurring Charges\*

	<u>Minimum</u>	<u>Maximum</u>
Residential, Per Line, Per Feature	\$0.00	\$10.00
Business, Per Line, Per Feature	\$0.00	\$10.00

##### B. Per Use Features\* \$0.00 \$2.00

\*Except Per Use Features - Per Use Features are not included in feature packages.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 58  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.1 Custom Calling Service, (Cont'd.)

4.1.3 Rates and Charges, (Cont'd.)

B. Connection Charges

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

Minimum:	\$00.00
Maximum:	\$60.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 59  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

#### 4.1 Custom Calling Service, (Cont'd.)

##### 4.1.3 Rates and Charges, (Cont'd.)

##### C. FiberTRENX Optional Calling Features

The following features are only available to Customers subscribing to bundled service plans that include the FiberTRENX Optional Calling Features.

	Monthly Recurring Charge	
	<u>Minimum</u>	<u>Maximum</u>
FiberTRENX Service	\$1.25	\$5.00
Basic Standard Features		
Consultation Hold	\$0.00	\$5.00
Call Transfer	\$0.00	\$5.00
Three-Way Calling	\$0.00	\$5.00
Automatic Call Back	\$0.00	\$5.00
Call Forwarding Variable	\$0.00	\$5.00
Call Hold	\$0.00	\$5.00
Speed Calling 30	\$0.00	\$5.00
Selectable Standard Features		
Intercom	Free	\$5.00
Call Forwarding (Busy/Don't Answer)	Free	\$5.00
Call Pick-Up	Free	\$5.00
Call Restriction Options	Free	\$5.00
Distinctive Ringing	Free	\$5.00
Hunting	Free	\$5.00
Call Waiting - Originating/Terminating	Free	\$5.00
Tone Block / Cancel Call Waiting	Free	\$5.00
Optional Features		
Call Block	\$0.75	\$4.00
Call Park	\$0.75	\$4.00
Caller ID	\$3.25	\$13.00
Directed Call Park	\$0.75	\$5.00
Last Number redial	\$0.75	\$5.00
Remote Access Forward	\$2.25	\$11.00
Repeat Call	\$0.75	\$10.00
Return Call	\$0.75	\$10.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 60  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.1 Custom Calling Service, (Cont'd.)

4.1.3 Rates and Charges, (Cont'd.)

D. Value Phone Plan Features

The following features are available only to Customers subscribed to the Value Phone Plan residential bundled service.

1. Features Offered on a Monthly Basis

(a) Nonrecurring Feature Installation Charge

See Section 4.1.3.B.

(b) Monthly Recurring Charges

<u>Optional Calling Feature</u>	<u>Minimum</u>	<u>Maximum</u>
Caller ID Manager With Name	\$2.87	\$11.50
Remote Call Forwarding	\$5.00	\$10.00
Call Block	\$1.87	\$ 7.50
Call Waiting	\$1.87	\$ 7.50
Call Forward Variable	\$1.62	\$ 6.50
Anonymous Call Rejection	\$1.37	\$ 5.50
Speed Dial 8	\$0.00	\$ 5.00
3-Way Calling	\$0.00	\$ 5.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 61  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.2 CLASS Services

4.2.1 General

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

4.2.2 Description of Features

A. Call ID

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 62  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.2 CLASS Services

4.2.2 Description of Features, (Cont'd.)

B. Automatic Redial

The Automatic Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

The Automatic Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Redialed:

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

## LOCAL EXCHANGE SERVICES TARIFF

## SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

## 4.2 CLASS Services, (Cont'd.)

### 4.2.2 Description of Features, (Cont'd.)

### C. Automatic Recall

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

#### D. Customer Originated Trace

Customer Originated Trace allows Customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the Customer can use this application to combat nuisance calls.

### 4.2.3 Rates and Charges

The following minimum / maximum rates apply to A La Carte Optional Features and to Optional Calling Features available to Bundled Customers.

### A. Monthly Recurring Charges\*

	<u>Minimum</u>	<u>Maximum</u>
Residential, Per Line, Per Feature	\$0.00	\$10.00
Business, Per Line, Per Feature	\$0.00	\$10.00

B.	Per Use Features*	\$0.00	\$2.00
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\*Except Per Use Features - Per Use Features are not included in feature packages.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 64  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.2 CLASS Services, (Cont'd.)

4.2.3 Rates and Charges, (Cont'd.)

B. Connection Charges

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

Minimum:	\$00.00
Maximum:	\$40.00

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective Customers within 90 days of the establishment of the new feature. See Section 4.3 Service and Promotional Trials, below.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 65  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.3 Service and Promotional Trials

4.3.1 Description

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

4.3.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible Customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible Customers, except those Customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A Customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, Customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible Customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A Customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, Customers that do not contact the Company will be disconnected from the service.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per Customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 66  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

#### 4.4 Busy Verification and Interrupt Service

##### 4.4.1 Description

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

##### 4.4.2 Rate Application

###### A. A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls.

B. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

##### 4.4.3 Rates and Charges

			<u>Minimum</u>	<u>Maximum</u>
Verification	Charge, Each		\$ 0.01	\$5.00
Request				
Interrupt Charge, Each Request			\$ 0.01	\$5.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 67  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.5 Directory Assistance Service

4.5.1 Description

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

4.5.2 Regulations

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.5 Directory Assistance Service, (Cont'd.)

4.5.3 Rates and Charges

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

	<u>Minimum</u>	<u>Maximum</u>
Per Call	\$ 0.01	\$2.00

4.5.4 Directory Assistance Call Completion

Directory Assistance Call Completion is a service available to Customers who call the Directory Assistance Operator. After the operator provides the requested number, the operator will request whether the Customer wishes the operator to complete the call to the requested number. If the operator completes the call for the Customer, the following charge applies:

Per Directory Assistance Call Completed by the Operator	<u>Minimum</u>	<u>Maximum</u>
	\$0.00	\$2.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.6 Local Operator Service

4.6.1 Description

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

4.6.2 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Customer Dialed Calling Card Station	\$0.00	\$0.40
Billed to Third Number	\$0.00	\$1.33
Person to Person	\$0.00	\$3.49
All Other	\$0.00	\$1.58

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.7 Blocking Service

4.7.1 Description

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

- A. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- B. 976 Central Office Code Blocking - allows the subscriber to block placement of all calls to numbers with a 976 central office code (i.e. XXX-976-XXXX). (C), (D)  
(C), (D)
- C. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- D. Blocking Service is available where equipment and facilities permit.

Talk America, LLC  
NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.7 Blocking Service

4.7.2 Rates and Charges

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

900 and 700 Blocking	Nonrecurring Charge	
	<u>Minimum</u>	<u>Maximum</u>
- Residential	\$0.00	\$ 0.00
- Business (up to 200 lines)	\$0.00	\$15.00
976 Blocking	(C), (D)	
- Residential	\$0.00	\$ 0.00
- Business (up to 200 lines)	\$0.00	\$70.00

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

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.8 Nonpublished Service

4.8.1 Description

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

4.8.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonpublished number only when the caller dials direct or gives the operator the number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number nonpublished, 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 publishing a nonpublished number in the directory or otherwise disclosing a nonpublished number. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonpublished service.

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.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished service or the disclosing of said number to any person.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.8 Nonpublished Service, (Cont'd.)

4.8.3 Rates and Charges

There is a monthly charge for each nonpublished service. This charges does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

Nonpublished service charge

	Minimum	Maximum
Monthly Recurring Charge:	\$2.50	\$11.00
Nonrecurring Charge	See Section 3.3	



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.9 Nonlisted Service

4.9.1 Description

Nonlisted service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

4.9.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a nonlisted number.

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 publishing a nonlisted number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted service or the disclosing of said number to any person.

4.9.3 Rates and Charges

There is a monthly charge for each nonlisted service. This charges applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

	Minimum	Maximum
Monthly Recurring Charge:	\$1.50	\$6.00
Nonrecurring Charge	See Section 3.3	

Talk America, LLC  
NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.10 Critical Facilities Administration Service

(N)

4.10.1 General Description of Service

Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits, provided by the Company. Customer may request an enhance design layout record or may request a schematic/map layout (Circuit Layout Record). The request must be made in writing by authorized personnel. If the Company is acting as the Prime Contractor, the Company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

4.10.2 Customer Obligations

- A. Customers' circuits must be federally registered as TSP circuits.
- B. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits."
- C. Customers must pay the appropriate tariff charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the Customer.
- D. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential.

(N)

Talk America, LLC  
NY PSC No. 2 – Telephone  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.10 Critical Facilities Administration Service, (Cont'd.)

(N)

4.10.3 Obligations of the Company

- A. The Company will maintain data and restrict access by each Customer to information relative to that Customer's subscribed circuits.
- B. The Company will identify the physical path of each subscribed circuit so as to allow the Customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit.
- C. The Company will maintain facilities associated with subscribed circuits in such a manner as to ensure that the Customer is notified of any change in the physical routing of its subscribed circuit(s).
- D. The Company will make available physical path information for newly provisioned subscribed circuits to the Customer within 5 business days after the circuit has been installed, and within 15 business days for existing TSP circuits.
- E. If Customer has previously obtained documentation as the physical path of a subscribed circuit, the Company will provide at least 24-hour advance notification to the Customer of any planned moves, changes, or rearrangements that affect the physical path of a subscribed circuit. Communications regarding unplanned activity will be provided within 24 hours following the change.
- F. The Company will make available updated information regarding the revised physical path of subscribed circuits to the Customer within 5 business days following planned actions, and within 15 business days following unplanned activities.
- G. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
- H. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the Customer within ninety days of the restoration of service.

(N)

Talk America, LLC  
NY PSC No. 2 – Telephone  
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Superseding Revision:

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 4 - SUPPLEMENTAL SERVICES, (CONT'D.)

4.10 Critical Facilities Administration Service, (Cont'd.)

(N)

4.10.4 Rates

- A. For each request submitted, the Customer will be charged appropriate engineering costs incurred by the Company. Upon Customer request, the Company will give the Customer a good faith estimate of the costs for the request, which may include charges by a connecting carrier for the service.

(N)

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

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## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES

#### 5.1 General

Residential Network Switched Service provides a residential Customer with a connection to the Company's switching network which enables the Customer to:

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
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---

LOCAL EXCHANGE SERVICES TARIFF

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SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates

The following Residential Network Switched Service Options are offered:

Residential Flat Rate Service  
Residential Message Rate Service

All Residential Network Switched Service may be connected to Customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following Custom Calling Service and CLASS features as listed in Section 5 of this tariff are offered to Residential Network Switched Service Subscribers.

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional voice mail and service features. Message charges apply to Message Rated Service, in addition to other rate elements described above.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 77  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.1 Flat Rate Service\*

A. Description

Flat Rate Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified in Section 10.

Each Flat Rate Service line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, Customer-provided station set or facsimile machine.

Each Flat Rate Service Line has the following characteristics:

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

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 78  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.1 Flat Rate Service, (Cont'd.)\*\*

##### B. Rates and Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge	See Section 3	
Monthly Recurring Charges		
- Each Service Line (including Local Usage within Primary Calling Area) *	\$ 1.00	\$45.00

##### - End-User Common Line (EUCL) Recovery Charge

A monthly recurring charge applies to recovery of End User Common Line charges billed to the Company by the incumbent LEC, pursuant to the Company's federal rate schedules.

##### - Combination Charge

A monthly Combination Charge applies to each line to allow the Company to combine elements into a service offering available to Customers in the State of New York.

	<u>Minimum</u>	<u>Maximum</u>
UNE-P Combination Charge	\$0.00	\$20.00
Total Resale Combination Charge	\$0.00	\$20.00

\* See Section 10 for definition of primary calling area and rate groups.

*\*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 79  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.2 Message Rate Service\*

Message Rate Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period. Local calling areas are as specified in Section 10.

A. Description

Each Message Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Message Rate Service lines are provided for connection to a single, Customer-provided station set or facsimile machine.

Each Measured Rate Port has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: Two-way, In-Only, or Out-Only, as specified by the Customer.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 80  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.2 Message Rate Service, (Cont'd.)\*

##### B. Rates and Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff.

Charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's line based on the total number of calls during the billing period.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge		See Section 3
Monthly Recurring Charges		
- Each Base Service Line	\$1.00	\$25.00

##### Combination Charge

A monthly Combination Charge applies to each line to allow the Company to combine elements into a service offering available to Customers in the State of New York.

	<u>Minimum</u>	<u>Maximum</u>
UNE-P Combination Charge	\$0.00	\$20.00
Total Resale Combination Charge	\$0.00	\$20.00

##### C. Message Usage Charges

	<u>Minimum</u>	<u>Maximum</u>
Per Message	\$.01	\$.15

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 81  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service\*

A. General

1. The Company offers basic local exchange service only as part of a bundle or package of telecommunications services to residential Customers.

Any unlimited long distance calling plan is strictly for typical residential applications and is subject to the following restrictions: no more than ten lines per location may have such plan; no unlimited plan shall be used in connection with auto-dialers, internet dialing, fax blasting, telemarketing, call centers, party lines, or similar activities. Incidental calling for dial-up internet access, data, and fax applications is permitted up to a maximum of 5,000 minutes within any one month's invoice. Usage beyond this threshold is presumed to be inconsistent with typical residential voice applications and is strictly prohibited. If Cavalier determines that the usage is inconsistent with the usage restrictions described herein, Cavalier may take immediate action to enforce the restrictions, including, but not limited to service suspension, re-billing at Cavalier's standard long distance rates, and transition to a message-rate long-distance service at Cavalier standard rates.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 82  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service\*

A. General, (Cont'd.)

2. Combination Charge, (cont'd.)

A Combination Charge applies to each line to allow the Company to combine elements into a service offering available to Customers in the State of New York.

	Monthly Recurring Charge	
	<u>Minimum</u>	<u>Maximum</u>
UNE-P Combination Charge	\$0.00	\$20.00
Total Resale Combination Charge	\$0.00	\$20.00

3. Additional Lines

Bundled Service Customers may purchase multiple line or add lines to existing services, up to a total of ten (10) lines. The bundle rates below apply to the primary line. Each additional line will be billed at the rate specified for additional lines in the Local and Bundle package(s) below.

*\*As of December 31, 2011, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 83  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

A. General, (Cont'd.)

4. Vacation Hold Discount\*

Vacation Hold allows Customers a discount when they are not using their local residential bundled service. Customers will be eligible for Vacation Hold Service after three months of service and if their account is in good standing. The minimum period for Vacation Hold is 1 month and the maximum length of time the discount can be applied is 6 consecutive months per year. Customers can only receive the discount one time per year based on the anniversary date. A one time fee applies to initiate the Vacation Hold Discount. The Vacation Hold Discount will automatically be disconnected upon usage or at the end of the specified end period whichever comes first. Lines on the Vacation Hold Discount will be blocked from making long distance calls during the period of the discount.

	<u>Minimum</u>	<u>Maximum</u>
a. Nonrecurring Charge	\$7.00	\$50.00
b. Monthly Recurring Discount	\$15.00	\$100.00
c. Monthly Recurring Discount for Each Additional Line		
	<u>Minimum</u>	<u>Maximum</u>
	\$10.00	\$50.00

*As of June 30, 2003, this offering is only available to Customers currently subscribed to this Vacation Hold Discount at current locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 84  
 Revision: 0  
 Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### A. General, (Cont'd.)

##### 5. Vacation Hold Discount II\*

Vacation Hold Discount II provides local residential bundled service Customers a 40% discount off of their monthly recurring usage charges when they are not using their bundled service. Customers will be eligible for Vacation Hold Service II after three (3) months of service and if their account is in good standing. The minimum period for Vacation Hold Discount II is one (1) month and the maximum length of time the discount can be applied is six (6) consecutive months per year. Customers can only receive the discount one time per year based on the anniversary date. A one time fee applies to initiate the Vacation Hold Discount II. The Vacation Hold Discount II will automatically be disconnected upon usage or at the end of the specified end period whichever comes first. Lines on the Vacation Hold Discount II will be blocked from making long distance calls during the period of the discount.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Charge	\$7.50	\$40.00

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 85  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

B. Local Bundle I\*

1. Local Bundle I includes the following services:

- 200 minutes of long distance service (including region to region calling);
- All Custom Calling and CLASS (except Voice Mail, Three Way Calling and Custom Ringing and excluding the features that are priced on a per call basis); and
- Unlimited Local Calling (Home Region).

2. Usage Charges:

For intraLATA and interLATA toll calls in excess of allowance, see the Company's New York Long Distance Tariff.

3. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$125.00
Zone 2	\$25.00	\$125.00
Zone 3	\$25.00	\$125.00

4. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 86  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### C. Local Bundle II\*

##### 1. Local Bundle II includes the following services:

- All Custom Calling and CLASS (except Voice Mail, Three Way Calling and Custom Ringing and excluding the custom calling features that are priced on a per call basis);
- Unlimited IntraLATA Calling (including region to region calling); and
- Unlimited Local Calling (Home Region).

##### 2. Usage Charges:

For intraLATA and interLATA toll calls in excess of allowance, see the Company's New York Long Distance Tariff.

##### 3. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$125.00
Zone 2	\$25.00	\$125.00
Zone 3	\$25.00	\$125.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 87  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### D. Local Bundle III\*

##### 1. Local Bundle III includes the following services:

- 200 minutes of long distance service (including region to region calling);
- All Custom Calling and CLASS (except Voice Mail, Three Way Calling and Custom Ringing and excluding the custom calling features that are priced on a per call basis); and
- Unlimited Local Calling (Home Region).

##### 2. Usage Charges

For intraLATA and interLATA toll calls in excess of allowance, see the Company's New York Long Distance Tariff.

##### 3. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$125.00
Zone 2	\$25.00	\$125.00
Zone 3	\$25.00	\$125.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 88  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

E. Local Bundle IV\*

1. Local Bundle IV includes the following services:

- 200 minutes of long distance service;  
  
-All Custom Calling and CLASS (except Voice Mail, Three Way Calling and Custom Ringing and excluding the custom calling features that are priced on a per call basis);
- Unlimited intraLATA Calling (including region to region calling);
- Unlimited Local Calling (Home Region).

Additional lines are available to Local Bundle IV Customers at rates specified below. Usage on additional lines is provided at the supplemental usage rates specified in the Company's Long Distance Tariff. This line may be equipped with the same Customer Calling and CLASS features which are ordered for the primary line.

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 89  
 Revision: 0  
 Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### E. Local Bundle IV\*, (cont'd.)

##### 2. Usage Charges

For intraLATA and interLATA toll calls in excess of allowance, see the Company's New York Long Distance Tariff.

##### 3. Monthly Recurring Charge

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$125.00
Zone 2	\$25.00	\$125.00
Zone 3	\$25.00	\$125.00
Each Additional Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$125.00
Zone 2	\$25.00	\$125.00
Zone 3	\$25.00	\$125.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 90  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

F. Local Bundle VII\*\*

1. Local Bundle VII includes the following services:

- 600 minutes of interLATA (intrastate and interstate) long distance service to any other Customer who subscribes to local and long distance services from the Company;
- All Custom Calling and CLASS (except Three Way Calling and Custom Ringing and excluding the custom calling features that are priced on a per call basis); Voice Mail; and
- 600 minutes Local Calling and intraLATA calling.

2. Usage Charges

- a. For intraLATA and interLATA toll calls in excess of allowance, see the Company's New York Long Distance Tariff.
- b. For local usage in excess of the allowance, the following per minute rate applies:

<u>Per Minute</u>	<u>Minimum</u>	<u>Maximum</u>
Local Usage	\$0.010	\$0.050

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 91  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

F. Local Bundle VII\*\*, (cont'd.)

3. Monthly Recurring Charge, Per Line\*

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$125.00
Zone 2	\$25.00	\$125.00
Zone 3	\$25.00	\$125.00

\* less MRC Discount, when applicable

4. Nonrecurring Charges listed in Section 3 apply.

*\*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 92  
 Revision: 0  
 Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### F. Local Bundle VII\*, (Cont'd.)

##### 5. Combined Service Discount

As long as the Customer's local service remains presubscribed to the Company's long distance service, the following discount is applied to the monthly recurring charge.

			<u>Minimum</u>	<u>Maximum</u>
Monthly	Recurring	Charge	\$1.00	\$2.00
Discount				

##### 6. Additional Lines

Additional lines are available to Local Bundle VII Customers at rates specified below. Usage on additional lines is provided at the supplemental usage rates specified in the Company's New York Long Distance Tariff. This line may be equipped with the same Customer Calling and CLASS features which are ordered for the primary line.

Monthly Recurring Charge for each additional line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$10.00	\$100.00
Zone 2	\$10.00	\$100.00
Zone 3	\$10.00	\$100.00

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 93  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### G. Local Bundle VIII (Freedom Plan)\*

##### 1. Local Bundle VIII (Freedom Plan) includes the following services:

- 200 minutes of interLATA long distance interstate or intrastate calling;
- All Custom Calling and CLASS features, including Voice Mail, Three Way Calling and Custom Ringing and excluding the Custom Calling features that are priced on a per call basis;
- Unlimited IntraLATA Calling;
- Unlimited Local Calling; and
- 1000 minutes member to member calling.

##### 2. Usage Charges

For interLATA toll calls in excess of allowance, see the Company's New York Toll Tariff

##### 3. Monthly Recurring Charge

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$30.00	\$120.00
Zone 2	\$30.00	\$120.00
Zone 3	\$40.00	\$160.00
Each Additional Line		
Zone 1	\$15.00	\$60.00
Zone 2	\$15.00	\$60.00
Zone 3	\$20.00	\$70.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 94  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### H. Local Bundle IX (United Plan)\*

##### 1. Local Bundle IX (United Plan) includes the following services:

- All Custom Calling and CLASS features, including Voice Mail, Three Way Calling and Custom Ringing and excluding the Custom Calling features that are priced on a per call basis;
- Unlimited IntraLATA Calling;
- Unlimited Local Calling; and
- 1000 minutes of interLATA long distance service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company.

##### 2. Usage Charges

For intraLATA and interLATA toll calls in excess of allowance, see the Company's New York Long Distance Tariff.

##### 3. Monthly Recurring Charge

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$20.00	\$120.00
Zone 2	\$20.00	\$120.00
Zone 3	\$30.00	\$160.00
Each Additional Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$10.00	\$60.00
Zone 2	\$10.00	\$60.00
Zone 3	\$15.00	\$70.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*As of June 2, 2002, this service is grandfathered and only available to existing Customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 95  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### I. Local Bundle X (United 1000 Plan)\*

##### 1. Local Bundle X (United 1000 Plan) includes the following services:

- 1000 minutes of local calling, per line / per month. Calls in excess of the allowance are \$0.01 per minute.
- Three Custom Calling or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Voice Mail is available to United 1000 Plan Customers at \$5.95 per month/per line.
- Unlimited local, intraLATA and interLATA long distance service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company.

2.	Per Minute Rate	<u>Minimum</u>	<u>Maximum</u>
	Local Calling in excess of the 1000 minute allowance	\$0.005	\$0.050
	IntraLATA Toll	\$0.025	\$0.150
	InterLATA Toll	See the Company's Toll Tariff	

3.	Monthly Recurring Charge, Per Line		
	Initial Line	<u>Minimum</u>	<u>Maximum</u>
	Zone 1	\$11.00	\$100.00
	Zone 2	\$11.00	\$100.00
	Zone 3	\$12.00	\$100.00
	Each Additional Line		
	Zone 1	\$11.00	\$100.00
	Zone 2	\$11.00	\$100.00
	Zone 3	\$12.00	\$100.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\*As of November 26, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 96  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### J. Local Bundle XI (United Unlimited Plan)\*

1. Local Bundle XI (United Unlimited Plan) includes the following services:

- Unlimited local voice calling, per line, per month.
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Voice Mail is available to United Unlimited Plan Customers at \$5.95 per month/per line.
- Unlimited intraLATA or interLATA long distance voice service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company.

##### 2. Per Minute Rate

	<u>Minimum</u>	<u>Maximum</u>
Local Calling in excess of the 5000 minute allowance	\$0.005	\$0.050
IntraLATA Toll	\$0.025	\$0.150

##### 3. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\*As of November 26, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 97  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### K. Local Bundle XII (United Unlimited Plus Plan)\*

1. Local Bundle XII (United Unlimited Plus Plan) includes the following services:

- Unlimited local or intraLATA voice calling, per line, per month.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis.
- Unlimited local, intraLATA or interLATA voice long distance service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company.

2. Per Minute Rate  
IntraLATA Toll \$0.025 \$0.200  
InterLATA Toll See Company's Toll Tariff
3. Monthly Recurring Charge, Per Line

Initial Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

Each Additional Line

Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

4. Nonrecurring Charges listed in Section 3 apply.

*\* As of November 26, 2002, this service is grandfathered and only available to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 98  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### L. Local Bundle XIII (United 1000 Plan B) \*

##### 1. Local Bundle XIII (United 1000 Plan B) includes the following services:

- 1000 minutes of local voice calling, per line / per month.
- Three Custom Calling or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Individual features may be purchased individually. Voice Mail is available to United 1000 Plan B Customers at \$5.95 per month/per line.
- Unlimited local, intraLATA and interLATA voice long distance service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance tariff

##### 2. Per Minute Rate

	<u>Minimum</u>	<u>Maximum</u>
Local Calling in excess of the 1000 minute allowance	\$0.005	\$0.050

##### 3. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Initial Line		
Zone 1	\$11.00	\$100.00
Zone 2	\$11.00	\$100.00
Zone 3	\$12.00	\$100.00
Each Additional Line		
Zone 1	\$11.00	\$100.00
Zone 2	\$11.00	\$100.00
Zone 3	\$12.00	\$100.00

##### 4. Nonrecurring Charges listed in Section 3 apply.

*\* As of January 26, 2004, this offering will only be available to current Customers at current locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 99  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### M. Local Bundle XIV (United Unlimited Plan B) \*

1. Local Bundle XIV (United Unlimited Plan B) includes the following services:

- Unlimited local voice calling, per line, per month.
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Voice Mail is available to United Unlimited Plan B Customers at \$5.95 per month/per line.
- Unlimited intraLATA or interLATA long distance voice service, per line, per month, to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance tariff

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges listed in Section 3 apply.

*\* As of January 26, 2004, this offering will only be available to current Customers at current locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 100  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### N. Local Bundle XV (United Unlimited Plus Plan B) \*

##### 1. Local Bundle XV (United Unlimited Plus Plan B) includes the following services:

- Unlimited local and intraLATA voice calling, per line, per month.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis.
- Unlimited interLATA long distance service to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled local service are available and described in Company's long distance tariff.

##### 2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

##### 3. Nonrecurring Charges listed in Section 3 apply.

*\* As of January 26, 2004, this offering will only be available to current Customers at current locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 101  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### O. Local Bundle XVI (New York 200 Plan)\*

##### 1. Local Bundle XVI (New York 200 Plan) includes the following services:

- unlimited local voice usage;
- four (4) free Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis (additional features are available as described in Section 4.1). Voice Mail is available for an additional monthly charge.
- unlimited intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company; and two hundred (200) combined minutes of intraLATA, interLATA and interstate long distance usage to end-users who are not subscribed to Company's bundled local service

##### 2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

##### 3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 102  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

P. Bonus Line for Bundled Residential Plans\*

1. The Bonus Line for Bundled Residential Plans is available to residential Customers only who are subscribed to a Talk Residential Bundled Local Service offering (as described in Section 5.2.3) for one or more telephone lines, unless the Bundled Local Service offering specifically prohibits Customers from subscribing to the Residential Bonus Line. The Customer must remain a subscriber to a Talk Residential Bundled Local Service for one or more lines in order to stay subscribed to this service for any additional lines. The Bonus Line offering is part of a bundled local and long distance service, and all lines subscribed to this service must remain presubscribed to Talk America's interLATA and intraLATA long distance service in order to qualify for the services and rates included in this plan.

Dial Tone;

unlimited local voice usage;

features are available and charged on an individual basis, subject to availability;

-Unlimited free intraLATA and/or interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company. For long distance usage to non-member Customer will be charged the intraLATA and interLATA intrastate rates associated with its primary Talk Residential Bundled Plan.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 103  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

P. Bonus Line for Bundled Residential Plans\*, (cont'd.)

2. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 104  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

Q. Local Bundle XVII (United 1000 Plan v 1.0)\*

1. Local Bundle XVII (United 1000 Plan v 1.0) includes the following services:

- 1000 minutes of local calling per line per month.
- Three Custom Calling and/or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually. Voice Mail is available to United 1000 Plan v 1.0 Plan Customers for an additional fee.
- Unlimited local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled long distance service are available and described in Company's long distance tariff.

2. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Initial Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 105  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

R. Local Bundle XVIII (United Unlimited Plan v 1.0)\*

1. Local Bundle XVIII (United Unlimited Plan v 1.0) includes the following services:

- Unlimited local voice calling.
- Unlimited Custom Calling and/or CLASS features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually. Voice Mail is available to United Unlimited v1.0 Plan Customers for an additional fee.
- Unlimited intraLATA and interLATA long usage voice service to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled long distance service are available and described in Company's long distance tariff.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 106  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

S. Local Bundle XIX (United Unlimited Plus Plan v 1.0)\*

1. Local Bundle XIX (United Unlimited Plus Plan v 1.0) includes the following services:

- Unlimited local and intraLATA voice calling.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis. Additional features may be purchased individually. Voice Mail is available to United Unlimited Plus v1.0 Plan Customers for an additional fee.
- Unlimited interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company. Long distance usage to end-users who are not subscribed to Company's bundled long distance service are available and described in Company's long distance tariff.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 107  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

T. Local Bundle XX (United Nationwide Plan v 1.0)\*

1. Local Bundle XX (United Nationwide v 1.0) includes the following services:

- Unlimited local, intrastate (intraLATA and interLATA) voice calling.
- Unlimited Custom Calling and/or CLASS features (subject to availability) excluding the Custom Calling features that are priced on a per call basis.
- Voice Mail

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line		
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 108  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

U. Talk America Value Plan\*\*

1. Description and Limitations

The Talk America Value Plan is a flexible package-based bundled calling plan available only to residential Customers. This plan offers unlimited local voice calling for a flat monthly fee as well as optional feature packages, domestic long distance packages, and Internet access packages\* from which the Customer may select. Separate monthly and/or usage rates apply to these packages, as set forth below and in the Company's Long Distance Tariff and in the Interstate Rates, Terms, and Conditions. Customers who subscribe to the Talk America Value Plan must purchase, at a minimum, the Local Service Package and one of the Domestic Toll Packages available under the plan. The usage restrictions set forth in Section 5.2.3 apply to this plan. Customers who subscribe to the Talk America Value Plan are not eligible to purchase the Bonus Line for Residential Bundled Plans under Section 5.2.3.P. for any additional lines subscribed to Talk America.

2. Local Service Package

The Local Service Package provides unlimited local voice calling within the Customer's local calling area.

Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$20.00	\$75.00
Zone 2	\$20.00	\$75.00
Zone 3	\$30.00	\$90.00

3. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 apply.

*\*Internet access is not subject to regulation under this tariff.*

*\*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 109  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

U. Talk America Value Plan, (Cont'd.)\*

4. Feature Packages

Customers who subscribe to the Talk America Value Plan may select from three optional calling feature pricing packages, as described below:

a. Individual Feature Pricing

Customers who select this option may purchase each calling feature individually at the rates set forth in Current Rate Section 4.1.3. Features are subject to availability in the Customer's calling area.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 110  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

U. Talk America Value Plan, (Cont'd.)\*

4. Feature Packages, (cont'd.)

b. Standard Feature Package

The Standard Feature Package provides five (5) specific calling features for a flat monthly recurring charge per line. The Customer may purchase additional calling features separately at the rates set forth in Current Rate Section 4.1.3.

Features included in the Standard Feature package (subject to availability in the Customer's area) are listed below:

Caller ID	Call Waiting
Custom Toll Restriction*	3-Way Calling
Speed Dial 8	

\*Custom Toll Restriction will be provisioned on a Customer's line only if it is already provisioned on the line at the time the Customer subscribes to the Talk America Value Plan or when the Customer specifically requests this feature.

c. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$2.00	\$10.00
Zone 2	\$2.00	\$10.00
Zone 3	\$2.00	\$10.00

3. Nonrecurring Charges listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 111  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

U. Talk America Value Plan, (Cont'd.)\*

5. Domestic Toll Packages

Customers who subscribe to the Talk America Value Plan must select from among three alternative domestic toll pricing packages, as described below.

a. Pay Per Use Toll Pricing

Customers who select this long distance pricing option will be billed on a usage basis for all long distance usage. Intrastate long distance calls will be billed at the rates set forth in the Company's New York's Long Distance Tariff. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Customers who select this option will receive free long distance member-to-member calling, to all Customers who subscribe to a Talk America bundle local service calling plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 112  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

U. Talk America Value Plan, (Cont'd.)\*

5. Domestic Toll Packages, (cont'd.)

b. Statewide Toll Package

The Statewide Toll Package provides unlimited intrastate long distance calling for a fixed monthly recurring charge per line, as set forth in Company's Interexchange Services Tariff, New York Tariff No. 1. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Customers who select this option will receive free long distance member-to-member calling, to all Customers who subscribe to a Talk America bundle local service calling plan.

c. Nationwide Toll Package

The Nationwide Toll Package provides unlimited intrastate and interstate long distance calling for a fixed monthly recurring charge per line, as set forth in Company's Long Distance Tariff and in the Company's Interstate Rates, Terms and Conditions.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 113  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

V. Talk America Saves Value Plan\*\*

1. Description and Limitations

The Talk America Saves Value Plan is a flexible package-based bundled calling plan available only to residential Customers who subscribe to an existing Talk America local service calling plan and who are offered the Talk America Saves Value Plan in response to a competitive offer, in order to retain the Customer on Talk America's local service. The plan is not available to new Customers not previously subscribed to a Talk America local service calling plan.

This plan offers unlimited local voice calling for a flat monthly fee as well as optional feature packages, domestic long distance packages, and Internet access packages\* from which the Customer may select. Separate monthly and/or usage rates apply to these packages, as set forth below and in the Company's Interexchange Services Tariff, New York Tariff No. 1 and in the interstate Rates, Terms, and Conditions. Customers who subscribe to the Talk America Saves Value Plan must purchase, at a minimum, the Local Service Package and one of the Domestic Toll Packages available under the plan. The usage restrictions set forth in Section 5.2.3 apply to this plan. Customers who subscribe to the Talk America Saves Value Plan are not eligible to purchase the Residential Bonus Line for Bundled Plans under Section 5.2.3.P. for any additional lines subscribed to the Company.

2. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 of this tariff, apply.

*\*Internet access packages are not subject to regulation under this tariff.*

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 114  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

V. Talk America Saves Value Plan\*\*, (Cont'd.)

3. Local Service Package

The Local Service Package provides unlimited local voice calling within the Customer's local calling area.

Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$14.48	\$58.00
Zone 2	\$17.48	\$70.00
Zone 3	\$17.48	\$70.00

4. Feature Packages

Customers who subscribe to the Talk America Saves Value Plan may select from three optional calling feature pricing packages, as described below:

a. Individual Feature Pricing

Customers who select this option may purchase each calling feature individually at the rates set forth in the Current Rate Schedule Section 4.1.3. Features are subject to availability in the Customer's calling area.

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 115  
 Revision: 0  
 Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### V. Talk America Saves Value Plan\*, (Cont'd.)

##### 4. Feature Packages (cont'd.)

##### b. Standard Feature Package

The Standard Feature Package provides five (5) specific calling features for a flat monthly recurring charge per line. The Customer may purchase additional calling features separately at the rates set forth in Current Rate Schedule Section 4.1.3.

Features included in the Standard Feature package (subject to availability in the Customer's area) are listed below:

Caller ID	Call Waiting
Custom Toll Restriction*	3-Way Calling
Speed Dial 8	

\*Custom Toll Restriction will be provisioned on a Customer's line only if it is already provisioned on the line at the time the Customer subscribes to the Talk America Value Plan or when the Customer specifically requests this feature.

#### Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$2.50	\$10.00
Zone 2	\$2.50	\$10.00
Zone 3	\$2.50	\$10.00

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 116  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

V. Talk America Saves Value Plan\*, (Cont'd.)

5. Domestic Toll Packages

Customers who subscribe to the Talk America Saves Value Plan must select from among three alternative domestic toll pricing packages, as described below.

a. Pay Per Use Toll Pricing

Customers who select this long distance pricing option will be billed on a usage basis for all long distance usage. Intrastate long distance calls will be billed at the rates set forth in the Company's Long Distance Tariff. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Customers who select this option will receive free long distance member-to-member calling, to all Customers who subscribe to a Talk America bundle local service calling plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 117  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

V. Talk America Saves Value Plan\*, (Cont'd.)

5. Domestic Toll Packages, (cont'd.)

b. Statewide Toll Package, (cont'd.)

The Statewide Toll Package provides unlimited intrastate long distance calling for a fixed monthly recurring charge per line, as set forth in Company's Long Distance Tariff. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Customers who select this option will receive free long distance member-to-member calling, to all Customers who subscribe to a Talk America bundle local service calling plan.

c. Nationwide Toll Package

The Nationwide Toll Package provides unlimited intrastate and interstate long distance calling for a fixed monthly recurring charge per line, as set forth in Company's Toll Tariff and in the Company's Interstate Rates, Terms and Conditions.

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 118  
 Revision: 0  
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---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

##### W. Basic Local Bundle Plan\*

##### 1. Description and Limitations

The Basic Local Bundle Plan is a bundled calling plan available to residential Customers who reside in a Talk America off-net service area. To be eligible for this Plan, the Customer must select Talk America as its presubscribed long distance carrier for intraLATA and interLATA long distance calling.

This plan offers unlimited local voice calling for a flat monthly fee. Calling features are available at the rates set forth in Current Rate Schedule 4.1.3. Long distance services are priced on a usage-sensitive basis, at rates set forth in the Company's New York Long Distance Tariff and in the Interstate Rates, Terms, and Conditions. The usage restrictions set forth in Section 5.2.3.A apply to this plan.

##### 2. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$60.00
Zone 2	\$16.48	\$65.90
Zone 3	\$17.48	\$70.00

##### 3. Nonrecurring Charges listed in Section 3 apply.

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 119  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

X. Talk America Customer Value Plan\*\*

1. Description and Limitations

The Talk America Customer Value Plan is a flexible package-based bundled calling retention plan available only to off-net residential Customers served under a different Talk America bundled plan. This plan offers unlimited local voice calling for a flat monthly fee as well as optional feature packages, domestic long distance packages, and Internet access packages\* from which the Customer may select. Separate monthly and/or usage rates apply to these packages, as set forth below and in the Company's New York Long Distance Tariff and in the Interstate Rates, Terms, and Conditions. Customers who subscribe to the Talk America Customer Value Plan must purchase, at a minimum, the Local Service Package and one of the Domestic Toll Packages available under the plan. The usage restrictions set forth in Section 5.2.3.A apply to this plan. Customers who subscribe to the Talk America Customer Value Plan are not eligible to purchase the Residential Bonus Line for Bundled Plans under Section 5.2.3.P for any additional lines subscribed to Talk America.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

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---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

X. Talk America Customer Value Plan\*\*, (cont'd.)

2. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 of this tariff, apply.

3. Local Service Package

The Local Service Package provides unlimited local voice calling within the Customer's local calling area.

Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$20.00	\$60.00
Zone 2	\$20.00	\$60.00
Zone 3	\$20.00	\$60.00

\* Internet access packages are not subject to regulation under this tariff.

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 121  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

X. Talk America Customer Value Plan\*\*, (Cont'd.)

4. Feature Packages

Customers who subscribe to the Talk America Value Plan may select from two optional calling feature pricing packages, as described below:

a. Individual Feature Pricing

Customers who select this option may purchase each calling feature individually at the rates set forth in Section 4.1.3. Features are subject to availability in the Customer's calling area.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 122  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### X. Talk America Customer Value Plan\*\*, (Cont'd.)

##### 4. Feature Packages, (cont'd.)

##### b. Standard Feature Package

The Standard Feature Package provides seven (7) specific calling features for a flat monthly recurring charge per line. The Customer may purchase additional calling features separately at the rates set forth in Section 4.1.3.

Features included in the Standard Feature package (subject to availability in the Customer's area) are listed below:

Caller ID	Call Waiting
Custom Toll Restriction*	3-Way Calling
Call Return	Repeat Dialing
Speed Dial 8	

\*Custom Toll Restriction will be provisioned on a Customer's line only if it is already provisioned on the line at the time the Customer subscribes to the Talk America Value Plan or when the Customer specifically requests this feature.

##### c. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$3.00	\$14.00
Zone 2	\$3.00	\$14.00
Zone 3	\$3.00	\$14.00

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 123  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

X. Talk America Customer Value Plan\*, (Cont'd.)

5. Domestic Toll Packages

Customers who subscribe to the Talk America Customer Value Plan must select from among three alternative domestic toll pricing packages, as described below.

a. Pay Per Use Toll Pricing

Customers who select this long distance pricing option will be billed on a usage basis for all long distance usage. Intrastate long distance calls will be billed at the rates set forth in the Company's Long Distance Tariff. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Customers who select this option will receive free long distance member-to-member calling, to all Customers who subscribe to a Talk America bundle local service calling plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 124  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

X. Talk America Customer Value Plan\*, (Cont'd.)

5. Domestic Toll Packages, (cont'd.)

b. Statewide Toll Package

The Statewide Toll Package provides unlimited intrastate long distance calling for a fixed monthly recurring charge per line, as set forth in Company's New York Long Distance Tariff. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Customers who select this option will receive free long distance member-to-member calling, to all Customers who subscribe to a Talk America bundle local service calling plan.

c. Nationwide Toll Package

The Nationwide Toll Package provides unlimited intrastate and interstate long distance calling for a fixed monthly recurring charge per line, as set forth in Company's Interexchange Services Tariff and in the Company's Interstate Rates, Terms and Conditions.

*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 125  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

Y. Talk America Residential Flex Plan\*\*

1. Description

The Talk America Residential Flex Bundled Plan is available in the Buffalo market area only and includes the following:

- Unlimited local voice calling within the Customer's local calling area;
- Twelve (12) free Custom Calling Features: Caller ID, Call Waiting, Three-Way Calling, Last Call Connect, Call Blocking, Call Forwarding, Speed Dialing, Repeat Dialing, Anonymous Call Rejection, Remote Call Forwarding, Online Bill View and Voicemail\*; and
- Unlimited direct dialed long distance calling to any other Customer who also subscribes to residential bundled local services from the Company.

2. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$12.00	\$50.00
Zone 2	\$12.00	\$50.00
Zone 3	\$12.00	\$50.00

3. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 apply.

*\* Voicemail is not subject to regulation under this tariff.*

*\*\*As of September 6, 2010, this Plan is grandfathered and only available to existing Customers at existing locations without modification.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 126  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

#### 5.2 Service Descriptions and Rates, (Cont'd.)

##### 5.2.3 Residential Bundled Local Service, (Cont'd.)

#### Z. Talk America Residential Unlimited Plan\*\*

##### 1. Description

The Talk America Residential Unlimited Bundled Plan is available in the Buffalo market area only and includes the following:

- Unlimited local voice calling within the Customer's local calling area;
- Unlimited direct dialed domestic long distance; and
- Twelve (12) free Custom Calling Features: Caller ID, Call Waiting, Three-Way Calling, Last Call Connect, Call Blocking, Call Forwarding, Speed Dialing, Repeat Dialing, Anonymous Call Rejection, Remote Call Forwarding, Online Bill View and Voicemail\*.

##### 2. Monthly Recurring Charge, Per Line

	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$17.00	\$70.00
Zone 2	\$17.00	\$70.00
Zone 3	\$17.00	\$70.00

##### 3. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 apply.

\* Voicemail is not subject to regulation under this tariff.

\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 127  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AA. C2 Bundle\*

1. The C2 Bundle is available to On-Net Residential Customers only and includes the following:

Unlimited Local Voice Calling;

Unlimited Domestic Direct-Dialed Long Distance Calling;

The following Custom Calling features (subject to availability in the Customer's area):

Call Waiting	Voicemail
Anonymous Call Rejection	Speed Dialing 8
Call Blocking	Return Call (*69)
Call Forward	Repeat Dialing (*66)
Remote Call Forwarding	3-Way Calling
Caller ID With Name	900 Call Block

The Customer may purchase additional calling features separately at the rates as set forth in Section 4.1.3.

For Additional Lines, Customers have the option of either choosing another Bundle-based Unlimited Basic Line or Flex Basic Plan line or adding a featureless Basic Additional Line.

The usage restrictions set forth in Section 5.2.3.A apply to this plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 128  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AA. C2 Bundle\*

2. Monthly Recurring Charges, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$100.00
Each Featureless Basic Add'l	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$20.00	\$40.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective October 20, 2009, this Service is grandfathered and only available to existing Customers at existing locations without modification.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

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Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AB. Value Phone Plan\*\*

1. The Value Phone Plan is available to On-Net residential Customers only and includes the following:

- Unlimited local voice calling within the Customer's local calling area, subject to the usage restrictions set forth in Section 5.2.3.A.1.
- Speed Dial 8
- 3-Way Calling
- Other calling features are available with the Value Phone Plan, at rates set forth in Section 4.1.3.

Intrastate long distance calls will be billed at the rates set forth in the Company's New York Long Distance Services Tariff - NY Tariff No. 1-Telephone. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions. Standard international rates apply, as set forth in the Company's International Rates, Terms and Conditions.

This service offering cannot be combined with any promotional offerings. DSL may not be added to this service offering.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 130  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AB. Value Phone Plan\*\*

1. Nonrecurring Installation Charge

The following installation charge applies in lieu of the charges set forth in Section 3.1.1.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Installation Charge:	\$25.00	\$100.00
A \$10 credit will be applied on the Customer's sixth bill		

2. Monthly Recurring Charge	<u>Minimum</u>	<u>Maximum</u>
Per Line	\$10.00	\$40.00

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 131  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AC. Local Connect\*\*

1. Local Connect is available to On-Net residential Customers only and includes the following:

- Unlimited Local Calling, per line, per month.
- Twelve Custom Calling or CLASS features, excluding the Custom Calling features that are priced on a per call basis.
- Additional Lines - Customers have the option to add a second line that does not include calling features.
- Long Distance Calling

Intrastate long distance calls will be billed at the rates set forth in the Company's New York Interexchange Long Distance Tariff. Interstate long distance calls will be billed at the rates set forth in the Company's Interstate Rates, Terms and Conditions.

The usage restrictions set forth in Section 5.2.3.A apply to this plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 132  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AC. Local Connect\*\*, (cont'd.)

2. Rates and Charges, (cont'd.)

- a. Nonrecurring Charges as listed in Section 3.1.1 apply.
- b. Monthly Recurring Charges

	<u>Minimum</u>	<u>Maximum</u>
Each Local Connect Line	\$15.00	\$70.00

	<u>Minimum</u>	<u>Maximum</u>
Each Add'l Featureless Line	\$10.00	\$40.00

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 133  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AC. Local Connect\*\*, (Cont'd.)

3. Features

The Local Connect Feature Package provides twelve (12) specific calling features included in the flat monthly recurring charge per line.

Features included in the Local Connect Plan (subject to availability in the Customer's area) are listed below:

Call Waiting	Call Block
Call Forward	Remote Forward
Speed Dialing – 8	Return Call (*69)
Repeat Dialing (*66)	3-Way Calling
900 Call Block	Anonymous Call Rejection
Caller ID with Name	Voice Mail

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 134  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AD Complete Connect\*\*

1. Complete Connect is available to On-Net residential Customers only and includes the following:

- Unlimited Local Calling, per line, per month.
- Unlimited Domestic Direct-Dialed Long Distance Calling.
- Twelve Custom Calling or CLASS features, excluding the Custom Calling features that are priced on a per call basis.
- Additional Lines - Customers have the option to add a second line that does not include any long distance usage or calling features. Intrastate long distance calls for these lines will be billed at the rates set forth in the Company's long distance tariff. Interstate long distance calls will be billed as set forth in the Company's Interstate Rates, Terms and Conditions.

The usage restrictions set forth in Section 5.2.3.A apply to this plan.

2. Rates and Charges

- a. Nonrecurring Charges as listed in Section 3.1.1 apply.
- b. Monthly Recurring Charges

	<u>Minimum</u>	<u>Maximum</u>
Each Local Connect Line	\$22.00	\$90.00
	<u>Minimum</u>	<u>Maximum</u>
Each Add'l Featureless Line	\$10.00	\$40.00

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 135  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AD Complete Connect\*\*, (Cont'd.)

2. Rates and Charges, (Cont'd.)

- c. Company Employees receive a 50% discount on the monthly rate for this package.
- d. Friends and Family Discount is 20%. Each Employee can refer up to 2 Customers for this discount.

3 Features

The Complete Connect Feature Package provides twelve (12) specific calling features included in the flat monthly recurring charge per line.

Features included in the Complete Connect Plan (subject to availability in the Customer's area) are listed below:

Call Waiting	Call Block
Call Forward	Remote Forward
Speed Dialing – 8	Return Call (*69)
Repeat Dialing (*66)	3-Way Calling
900 Call Block	Anonymous Call Rejection
Caller ID with Name	Voice Mail

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 136  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AE. Boomer Phone Plan\*\*

1. The Boomer Phone Plan is available to On-Net residential Customers who meet the following criteria:

- Available to new or existing Customers. Existing Customers require four (4) prior consecutive months of good payment history;
- Customer must have been born prior to 1965 to be eligible for this discounted plan;

The Boomer Phone Plan includes the following:

- Unlimited Local Calling, per line, per month.
- Unlimited Domestic Direct-Dialed Long Distance Calling.
- Twelve Custom Calling or CLASS features, excluding the Custom Calling features that are priced on a per call basis.
- Additional Lines - Customers have the option to add a second line that does not include any long distance usage or calling features. Intrastate long distance calls for these lines will be billed at the rates set forth in the Company's long distance tariff. Interstate long distance calls will be billed as set forth in the Company's Interstate Rates, Terms and Conditions.

The usage restrictions set forth in Section 5.2.3.A apply to this plan.

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 137  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, (CONT'D.)

5.2 Service Descriptions and Rates, (Cont'd.)

5.2.3 Residential Bundled Local Service, (Cont'd.)

AE. Boomer Phone Plan\*\*, (Cont'd.)

2. Rates and Charges

- a. Nonrecurring Charges as listed in Section 3.1.1 apply.
- b. Monthly Recurring Charges

	<u>Minimum</u>	<u>Maximum</u>
Each Boomer Phone Plan Line	\$20.00	\$80.00

	<u>Minimum</u>	<u>Maximum</u>
Each Add'l Featureless Line	\$10.00	\$40.00

3 Features

The Boomer Phone Plan Feature Package provides twelve (12) specific calling features included in the flat monthly recurring charge per line.

Features included in the Boomer Phone Plan (subject to availability in the Customer's area) are listed below:

Call Waiting	Call Block
Call Forward	Remote Forward
Speed Dialing – 8	Return Call (*69)
Repeat Dialing (*66)	3-Way Calling
900 Call Block	Anonymous Call Rejection
Caller ID with Name	Voice Mail

*\*\*As of December 31, 2011, this service is grandfathered and available only to existing customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 138  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES

#### 6.1 General

Local Services are provided through the use of both resold and facilities based switching and transport facilities.

All nonbundled business services in this tariff are offered at a discount off of rates for monthly recurring listed in Section 7 for local recurring and local usage charges when the business Customer enters into a term commitment. The discount does not apply to nonrecurring charges, End-User Common Line Recovery charges, Combination Charges, charges associated with bundled services, operator service charges, or directory listing charges.

The business Customer who enters into a term agreement agrees that if service is discontinued before the expiration of the term indicated below, the Customer will be liable for monthly fees for the remainder of the term, based on the average of the last three months' bills or \$250 per month, whichever is greater. This does not apply for the first ninety (90) days of service.

##### 6.1.1 Option 1 - Business Standard Service

Standard Service is offered on a month to month basis at the rates specified herein.

##### 6.1.2 Option 2 - Business One Year Term

Standard Service is offered 10% below the basic monthly recurring charges and usage rates as specified herein.

##### 6.1.3 Option 3 - Business Two Year Term

Standard Service is offered 15% below the basic monthly recurring charges and usage rates as specified herein.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 139  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.1 General, (Cont'd)

6.1.4 Business Network Switched Service provide a business Customer with a connection to the Company's switching network which enables the Customer to:

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

Business Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 140  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates

The following Business Access Service Options are offered:

Basic Business Line Service  
PBX Trunks  
Centrex Service

Basic Business Line Service, and Analog PBX trunks are offered with flat rate or message rate local service, at the option of the Customer. Digital PBX Trunks are offered on a flat rate basis only.

All Business Network Switched Service may be connected to Customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 141  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.1 Basic Business Line Service\*

A. General

Basic Business Line Service provides a Customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines. Company's business services which are billed on a flat rate basis are available only for business voice use, and may not be used for other purposes, including but not limited to, placing calls using automatic dialing devices and/or for data transmission.

Each Basic Business Line has the following characteristics:

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

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 142  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.1 Basic Business Line Service, (Cont'd.)

B. Message Rate Basic Business Line Service\*

1. Description

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the Customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

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

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Connection Charge	\$1.00	\$50.00
Monthly Recurring Charges		
Each Base Service Line	\$1.00	\$25.00



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 143  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.1 Basic Business Line Service, (Cont'd.)

B. Message Rate Basic Business Line Service\*, (Cont'd)

2. Recurring and Nonrecurring Charges, (cont'd.)

Combination Charge

A monthly Combination Charge applies to each line to allow the Company to combine elements into a service offering available to Customers in the State of New York.

	<u>Minimum</u>	<u>Maximum</u>
UNE-P Combination Charge	\$0.00	\$20.00
Total Resale Combination Charge	\$0.00	\$20.00

3. Message Usage Charges

	<u>Minimum</u>	<u>Maximum</u>
Per Message	\$.01	\$.15

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 144  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.2 PBX Trunk Service\*

A. General

Analog and/or digital PBX trunks are provided for connection of Customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multiline hunting.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each Analog Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 145  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.2 PBX Trunk Service\*, (Cont'd.)

B. Flat Rate Analog PBX Trunks

1. General

Service to points within the local calling area is included in the charge for Flat Rate Analog PBX Trunk Service. Local calling areas are as specified in Section 10.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff.

	<u>Minimum</u>	<u>Maximum</u>
Nonrecurring Charge	\$10.00	\$100.00
Monthly Recurring Charges	\$10.00	\$75.00
Terminal Numbers		
1-10 lines in terminal group	\$5.00	\$15.00
11-20 lines in terminal group	\$10.00	\$25.00
21 + lines in terminal group	\$15.00	\$30.00

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 146  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.2 PBX Trunk Service\*, (Cont'd.)

C. Message Rate Analog PBX Trunks

1. Description

Message Rate Analog PBX Trunks provide the Customer with a single, analog, voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. Charges for each Message Rate PBX Truck include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's lines based on the total number of calls during the billing period. Local calling areas are as specified in Section 10.

		<u>Minimum</u>	<u>Maximum</u>
Nonrecurring	Connection	\$1.00	\$100.00
Charge			
Monthly Recurring Charges			
- Each Trunk		\$5.00	\$25.00
Terminal Numbers			
1-10 lines in terminal group		\$5.00	\$15.00
11-20 lines in terminal group		\$10.00	\$25.00
21 + lines in terminal group		\$15.00	\$30.00

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 147  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.2 PBX Trunk Service\*, (Cont'd.)

C. Message Rate Analog PBX Trunks, (Cont'd.)

3.	Message Usage Charges		
		<u>Minimum</u>	<u>Maximum</u>
	Per Message Charge	\$0.01	\$0.15
4.	Analog DID Trunks		
		<u>Minimum</u>	<u>Maximum</u>
	Nonrecurring Charge	\$50.00	\$600.00
	Monthly Recurring Charge	\$25.00	\$75.00
	DID Station Numbers		
	- Each Group of 20 Numbers	\$ 1.00	\$20.00
	- Each Group of 100 Numbers	\$10.00	\$50.00

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 148  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service

A. General

1. The Company offers basic local exchange service as part of a bundle or package of telecommunications services to its business Customers.

Any unlimited long distance calling plan is strictly for typical business applications and is subject to the following restrictions: no more than ten lines per location may have such plan; no unlimited plan shall be used in connection with auto-dialers, internet dialing, fax blasting, telemarketing, call centers, party lines, or similar activities. Incidental calling for dial-up internet access, data, and fax applications is permitted up to a maximum of 5,000 minutes within any one month's invoice. Usage beyond this threshold is presumed to be inconsistent with typical business voice applications and is strictly prohibited. If Cavalier determines that the usage is inconsistent with the usage restrictions described herein, Cavalier may take immediate action to enforce the restrictions, including, but not limited to service suspension, re-billing at Cavalier's standard long distance rates, and transition to a message-rate long-distance service at Cavalier standard rates

2. Additional Lines

Bundled Service Customers may purchase multiple lines or additional lines to existing services, up to a total of ten (10) lines. The bundled rates below apply to the primary line. Each additional line will be billed at the rate specified for additional lines in the local bundle packages below.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 149  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

B. Business Bundle Plan No. 1\*

1. Description

The Business Bundle Plan No. 1 is available to business Customers only, with a contract commitment. The Business Bundle Plan provides unlimited local and intraLATA calls, most features and optional long distance. Monthly service is billed in advance. For long distance billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

2. The Business Bundle Plan includes the following services:

- Dial Tone;
- Unlimited local service usage;
- Unlimited intraLATA usage;
- Custom Calling and Class Features, subject to availability (excluding features that are priced on a per call basis);
- Travel Card;
- Member to member calling from all lines, limited to 1000 free minutes per month per line on all lines (available only on lines with Talk long distance service and limited to Talk "Bundle" Customers)

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 150  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

B. Business Bundle Plan No. 1\*, (Cont'd.)

3. Usage Charges:

Usage charges for interLATA calling and travel card are found in the Company's New York Toll tariff.

4. Monthly Recurring Charge, Per Line

Initial Line:	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

5. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 151  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

C. Talk America Strictly Business Plan\*

1. Description

The Talk America Strictly Business Plan is available to business Customers only. The Talk America Strictly Business Plan provides unlimited voice local usage, most features and long distance. The monthly service fee is billed in advance. For long distance billing purposes calls will be billed in six (6) second increments, with a one (1) minute minimum.

2. The Talk America Strictly Business Plan includes the following services:

- Dial Tone;
- Unlimited local voice service usage;
- Custom Calling and Class Features, subject to availability (excluding features that are price on a per call basis);
- Inbound Toll Free Service;
- Travel Card;
- Member to member calling from all lines, limited to 1000 free intraLATA, interLATA, and interstate voice minutes per month per line on all lines (available only on lines with Talk long distance service and limited to Talk "Bundle" Customers); and
- Voice Mail is available to Talk America Strictly Business Plan Customers for an additional monthly charge of \$4.95 per line.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 152  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

C. Talk America Strictly Business Plan, (Cont'd.)\*

3. Usage Charges

Usage charges for interLATA, interLATA, Inbound Toll Free and Travel Card calling service are found in the Company's New York Toll tariff.

4. Monthly Recurring Charge

Initial Line:	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

5. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 153  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

D. Basic Business Bundle Plan\*

1. The Basic Business Bundle Plan includes the following services:

- 1500 minutes of local calling, per line, per month (calls in excess of the allowance are \$0.01 per minute);
- three Custom Calling or CLASS features (subject to availability) excluding Voice Mail and the Custom Calling features that are priced on a per call basis (additional features and Voice Mail may be purchased individually); and
- 1000 minutes of local, intraLATA and interLATA long distance voice usage to any other Customer who also subscribes to bundled local services from the Company.

2. Monthly Recurring Charge, Per Line

Initial Line:	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 154  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

E. Talk America Strictly Business Plan v 1.0\*

1. The Talk America Strictly Business Plan v 1.0 includes the following services:

- Unlimited local voice usage;
- Unlimited Custom Calling and Class Features, subject to availability, excluding Voice Mail and features that are priced on a per call basis (additional features and Voice Mail may be purchased individually); and
- 1000 minutes of intrastate and interstate long distance voice usage per line per month to any other Customer who also subscribes to bundled local services from the Company (available only on lines with Talk long distance service and limited to Talk "Bundle" Customers).

2. Monthly Recurring Charge, Per Line

Initial Line:	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 155  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

F. New York Business 200 Plan\*

1. The New York 200 Plan includes the following services:

- Unlimited local voice usage;
- Four Custom Calling and Class Features (subject to availability), excluding Voice Mail and the Custom Calling features that are priced on a per call basis (additional features and Voice Mail may be purchased individually);
- 1000 minutes of intrastate and interstate long distance voice usage per line per month to any other Customer who also subscribes to bundled local services from the Company (available only on lines with Talk long distance service and limited to Talk "Bundle" Customers); and
- Two hundred (200) free combined minutes of intrastate and interstate long distance usage to any end-user.

2. Monthly Recurring Charge, Per Line

Initial Line:	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 156  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

G. Business Bundle Plan v 1.0\*

1. The Business Bundle Plan v 1.0 includes the following services:

- Unlimited local voice and intraLATA voice usage;
- Unlimited Custom Calling and Class Features, subject to availability (excluding features that are priced on a per call basis);
- Voice Mail; and
- 1000 minutes of intrastate and interstate long distance voice usage per line per month to any other Customer who also subscribes to bundled local service from the Company (available only on lines with Talk long distance service and limited to Talk "Bundle" Customers).

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 157  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

H. Unlimited Nationwide Business Plan v 1.0\*

1. The Unlimited Nationwide Business Plan v 1.0 includes the following services:

- Unlimited local, intraLATA, interLATA, and interstate long distance voice usage;
- Unlimited Custom Calling and/or CLASS features, subject to availability, excluding the Custom Calling features that are priced on a per call basis; and
- Voice Mail.

2. Monthly Recurring Charge, Per Line

Initial Line:	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00
Each Additional Line:		
Zone 1	\$12.00	\$150.00
Zone 2	\$12.00	\$150.00
Zone 3	\$12.00	\$150.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 158  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

I. Bonus Line for Business Bundled Plans\*

1. The Bonus Line for Business Bundled Plans includes the following services:

- Unlimited local voice usage;
- Features are available and charged on an individual basis, subject to availability; and
- Up to 1000 minutes per line per month of free intraLATA and/or interLATA long distance voice usage when call is placed to any other (either business or residential) Customer who also subscribes to bundled local services from the Company.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$150.00
Zone 2	\$15.00	\$150.00
Zone 3	\$15.00	\$150.00

3. Nonrecurring Charges as listed in Section 3 apply.

*\*Effective March 18, 2005, this service is grandfathered and available only to existing Customers at existing locations.*



Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 159  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

J. BusinessTalk Basic

1. BusinessTalk Basic Bundle is available in the Buffalo market area only and includes the following:

- A call allowance of 100 free local calls per monthly billing cycle. All calls in addition to the call allowance are charged on a per call basis; and
- Three free custom calling features, i.e., Hunting, Speed Dial 8 and Three-Way Calling. Additional features are available at the rates listed in Section 4.1 and Current Rate Schedule.

InterLATA calling is provided at the rates listed in the Company's New York Toll tariff.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$10.00	\$100.00
Zone 2	\$10.00	\$100.00
Zone 3	\$10.00	\$100.00
Each Additional Line		
Zone 1	\$10.00	\$100.00
Zone 2	\$10.00	\$100.00
Zone 3	\$10.00	\$100.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 160  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

J. BusinessTalk Basic, (cont'd.)

3. Local Per Call Rate

The following per call rate applies to calls in excess of Call Allowance

	<u>Minimum</u>	<u>Maximum</u>
Per Call Rate	\$0.0450	\$0.18

4. Optional Additional Feature Package

	<u>Minimum</u>	<u>Maximum</u>
Caller ID, Call Waiting, Repeat Dial	\$3.50	\$14.00

5. Nonrecurring Charges as listed in Section 3 apply.

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 161  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

K. BusinessTalk Value

1. BusinessTalk Value Bundle is available in the Buffalo market area only and includes the following:

- Unlimited local calling; and
- Four free custom calling features, i.e., Caller ID with Name and Number, Hunting, Speed Dial 8 and Three-Way Calling. Additional features are available at the rates listed in Section 4.1.3 and Current Rate Schedule.

InterLATA calling is provided at the rates listed in the Company's New York Toll tariff.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$15.00	\$120.00
Zone 2	\$15.00	\$120.00
Zone 3	\$15.00	\$120.00
Each Additional Line		
Zone 1	\$15.00	\$120.00
Zone 2	\$15.00	\$120.00
Zone 3	\$15.00	\$120.00

3. Nonrecurring Charges as listed in Section 3 apply.

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 162  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

L. BusinessTalk Unlimited

1. BusinessTalk Unlimited Bundle is available in the Buffalo market area only and includes the following:

- Unlimited local calling;
- Unlimited direct dialed domestic long distance calling; and
- Six free custom calling features, i.e. Caller ID with Name and Number, Three Way Calling, Call Forward Variable, Speed Dial 30, Return Call and Hunting. Additional features are available at the rates listed in Section 4.1.3 and Current Rate Schedule.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$21.00	\$140.00
Zone 2	\$21.00	\$140.00
Zone 3	\$21.00	\$140.00
Each Additional Line		
Zone 1	\$21.00	\$140.00
Zone 2	\$21.00	\$140.00
Zone 3	\$21.00	\$140.00

3. Nonrecurring Charges as listed in Section 3 apply.

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 163  
 Revision: 0  
 Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

M. BusinessTalk Plus

1. BusinessTalk Plus Bundle is available off-net Customers in the Buffalo market area only and includes the following:

- Unlimited local calling; and
- Four free custom calling features, i.e., Caller ID with Name and Number, Hunting, Speed Dial 8 and Three-Way Calling. Additional features are available at the rates listed in Section 4.1.3.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$20.00	\$140.00
Zone 2	\$20.00	\$140.00
Zone 3	\$20.00	\$140.00
Each Additional Line		
Zone 1	\$20.00	\$140.00
Zone 2	\$20.00	\$140.00
Zone 3	\$20.00	\$140.00

3. Nonrecurring Charges as listed in Section 3 apply.

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 164  
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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

N. BusinessTalk Premium

1. BusinessTalk Premium Bundle is available to off-net Customers in the Buffalo market area only and includes the following:

- Unlimited local calling;
- Six free custom calling features, i.e., Caller ID with Name and Number, Three-Way Calling, Call Forward Variable, Speed Dial 30, Return Call and Hunting. Additional features are available at the rates listed in Section 4.1.3 and the Current Rate Schedule; and
- Unlimited direct dialed domestic long distance calling.

2. Monthly Recurring Charge, Per Line

Initial Line	<u>Minimum</u>	<u>Maximum</u>
Zone 1	\$25.00	\$160.00
Zone 2	\$25.00	\$160.00
Zone 3	\$25.00	\$160.00
Each Additional Line		
Zone 1	\$25.00	\$160.00
Zone 2	\$25.00	\$160.00
Zone 3	\$25.00	\$160.00

3. Nonrecurring Charge

	<u>Minimum</u>	<u>Maximum</u>
Installation Charge	\$15.00	\$60.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 165  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

O. Accelerate Complete

1. Description and Limitations

Accelerate Complete is an advanced integrated T1 solution package-based plan available only to on-net business Customers.

This plan includes:

- Three Voice lines;
- Unlimited\* local calling;
- 250 minutes of domestic direct dialed long distance calling, per month, per line. Long distance minutes are aggregated at the account level;
- 100 minutes of domestic inbound toll free service per month, per line.  
Inbound toll free minutes are aggregated at the account level;
- Certain Custom Calling features with optional additional free features upon request (as described in Section 6.2.3.O.2);
- Broadband Internet access\*\* packages;
- One Toll Free number (upon request).

For additional monthly recurring charges, the Customer may elect unlimited domestic direct-dialed long distance and/or additional voice lines. If the Customer selects the unlimited long distance option, it must be applied to all voice lines and is limited to a maximum of 10 lines.

\*The usage restrictions set forth in Section 6.2.3 apply to this plan.

*\*\*This service is not regulated by the Commission.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 166  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

O. Accelerate Complete, (Cont'd.)

2. Features

Accelerate Complete includes the following free Custom Calling features:

Caller ID With Name, Anonymous Call Rejection, Return Call, Transfer and Conference, Repeat Dialing, Speed Dial 30, Three Way Calling, Call Forward Variable, 900/976/Collect/Third Party Blocking.

Upon request the following Custom Calling features may be added at no additional charge.

Call Forward Busy, Call Forward No Answer, Call Hold, Call Waiting, Call Block, Calling Number Delivery Blocking, Distinctive Ring, Hunting, Selective Call Rejection, Selective Forward, Distinctive Ring, Remote Access to Call Forwarding, Single Voicemail Box with 30 messages\*\*.

The Customer may add any additional Custom Calling features not included in the listings above, for an additional monthly recurring charge as found in Section 4.1 of this Tariff.

*\*\*This service is not regulated by the Commission.*



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 167  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

O. Accelerate Complete, (Cont'd.)

3. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

(a) Nonrecurring Installation Charge

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
1 Year Term	\$250.00	\$1,000.00
2 Year Term	\$125.00	\$ 500.00
3 Year Term	\$ 0.00	\$ 400.00
5 Year Term	\$ 0.00	\$ 300.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 168  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

O. Accelerate Complete, (Cont'd.)

3. Rates and Charges, (cont'd.)

(b) Monthly Recurring Charge

<u>Minimum</u>	Contract Term			
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Accelerate Complete	\$215.00	\$197.00	\$177.00	\$159.00
Including 3 Voice Lines	\$ 12.00	\$ 11.00	\$ 10.00	\$ 9.00
Each Additional Line	\$ 12.00	\$ 12.00	\$ 12.00	\$ 12.00
Optional Unlimited Long Distance, Per Line	\$ 1.50	\$ 1.50	\$ 1.50	\$ 1.50
Additional Toll Free Numbers, Per Line	\$ 1.50	\$ 1.50	\$ 1.50	\$ 1.50

<u>Maximum</u>	Contract Term			
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Accelerate Complete	\$860.00	\$788.00	\$710.00	\$638.00
Including 3 Voice Lines	\$ 50.00	\$ 50.00	\$ 40.00	\$ 36.00
Each Additional Line	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00
Optional Unlimited Long Distance, Per Line	\$ 6.00	\$ 6.00	\$ 6.00	\$ 6.00
Additional Toll Free Numbers, Per Line	\$ 6.00	\$ 6.00	\$ 6.00	\$ 6.00

(c) Per Minute Outbound and Inbound Domestic Long Distance Usage Rate

The per minute usage rate applicable to outbound direct dialed domestic long distance calls and to inbound long distance calls that exceed the usage allowances is found in the Company's New York long distance tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 169  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

P. Business Talk Basic

1. Description and Limitations

Business Talk Basic is a package-based plan available only to on-net business Customers.

This plan includes:

- Local Calling with a block of 200 local calls per line, per month;
- Certain Custom Calling features as described in Section 6.2.3.P.2.

Domestic long distance calling is not included with this plan. Long distance calls are billed separately at the per minute usage rates found in the Company's New York long distance tariff.

Term discounts are available.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 170  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

P. Business Talk Basic, (Cont'd.)

2. Custom Calling Features

Business Talk Basic includes the following Custom Calling features:

Three-Way Calling, Toll Block, Speed Dial 8.

For an additional monthly recurring charge, the Customer may elect to add the following features either separately or bundled in the FiberTREX Feature Pack:

Consultation Hold, Call Transfer, Automatic Call Back, Call Forwarding Variable, Call Hold and Speed Dial 30.

The Customer may also elect to add any additional Custom Calling features not included in the listings above, for an additional monthly recurring charge as found in Section 4.1 of this Tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 171  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

P. Business Talk Basic, (Cont'd.)

3. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

(a) Nonrecurring Installation Charge\*

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$13.00	\$53.00
1 Year Term	\$13.00	\$53.00
2 Year Term	\$13.00	\$53.00
3 Year Term	\$0.00	\$53.00
5 Year Term	\$0.00	\$53.00

(b) Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$10.00	\$40.00
1 Year Term	\$ 9.50	\$38.00
2 Year Term	\$ 9.00	\$36.00
3 Year Term	\$ 8.50	\$34.00
5 Year Term	\$ 8.00	\$32.00

*\*Installation Charge is waived on ported lines.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 172  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

P. Business Talk Basic, (Cont'd.)

3. Rates and Charges, (Cont'd.)

(c) Per Call Charges

The following per call charges apply to local calls that exceed the usage allowance.

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$0.039	\$0.160
1 Year Term	\$0.034	\$0.140
2 Year Term	\$0.030	\$0.120
3 Year Term	\$0.025	\$0.100
5 Year Term	\$0.022	\$0.090

(d) Per Minute Usage Rate

The per minute usage rates applicable to direct dialed domestic long distance calls are found in the Company's New York long distance tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 173  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

Q. Business Talk Value

1. Description and Limitations

Business Talk Value is a package-based plan available only to on-net business Customers.

This plan includes:

- Unlimited\* local calling;
- Certain Custom Calling features as described in Section 6.2.3.Q.2

Domestic long distance calling is not included with this plan. Long distance calls are billed separately at the per minute usage rates found in Section the Company's New York long distance tariff.

Term discounts are available.

\*The usage restrictions set forth in Section 6.2.3 apply to this plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 174  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

Q. Business Talk Value, (Cont'd.)

2. Custom Calling Features

Business Talk Value includes the following Custom Calling features:

Caller ID with Name, Three-Way Calling, 900 Block and Speed Dial 8.

For an additional monthly recurring charge, the Customers may elect to add features either separately or bundled in the FiberTREX Feature Pack:

Consultation Hold, Call Transfer, Automatic Call Back, Call Forwarding Variable, Call Hold and Speed Dial 30.

The Customer may also elect to add any additional Custom Calling features not included in the listings above, for an additional monthly recurring charge as found in Section 4.1 of this Tariff.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 175  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

Q. Business Talk Value, (Cont'd.)

3. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

(a) Nonrecurring Installation Charge\*

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$13.00	\$53.00
1 Year Term	\$13.00	\$53.00
2 Year Term	\$13.00	\$53.00
3 Year Term	\$0.00	\$53.00
5 Year Term	\$0.00	\$53.00

(b) Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$13.00	\$52.00
1 Year Term	\$13.00	\$50.00
2 Year Term	\$12.00	\$48.00
3 Year Term	\$11.50	\$46.00
5 Year Term	\$11.00	\$42.00

(c) Per Minute Usage Rate

The per minute usage rate applicable to direct dialed domestic long distance calls are found in the Company's New York long distance tariff.

*\*Installation Charge is waived on ported lines.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 176  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

R. Business Talk Unlimited

1. Description and Limitations

Business Talk Unlimited is a package-based plan available only to on-net business Customers.

This plan includes:

- Unlimited\* Local Calling;
- Unlimited\* Direct Dialed Domestic Long Distance Calling;
- Certain Custom Calling Features as described in Section 6.2.3.R.2.

The Customer may subscribe to a maximum of ten (10) unlimited lines, per account. Unlimited direct dialed long distance includes calling to the 48 contiguous states, Alaska, Hawaii, Canada, US Virgin Islands, Guam, Puerto Rico and American Samoa. Term discounts are available.

\*The usage restrictions set forth in Section 6.2.3 apply to this plan.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 177  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

R. Business Talk Unlimited, (Cont'd.)

2. Custom Calling Features

Business Talk Unlimited includes the following Custom Calling features:

Caller ID with Name, Three-Way Calling, Call Forward  
Variable, Speed Dial 30, Return Call, 900 Block

Additional features are available separately or bundled in the FiberTREX  
Feature Pack for an additional charge:

Consultation Hold, Call Transfer, Automatic Call Back, Call  
Forwarding Variable, Call Hold and Speed Dial 30.

The Customer may also elect to add any additional Custom Calling  
features not included in the listings above, for an additional monthly  
recurring charge as found in Section 4.1 of this Tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 178  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

R. Business Talk Unlimited, (Cont'd.)

3. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

(a) Nonrecurring Installation Charge\*

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$13.00	\$53.00
1 Year Term	\$13.00	\$53.00
2 Year Term	\$13.00	\$53.00
3 Year Term	\$0.00	\$53.00
5 Year Term	\$0.00	\$53.00

(b) Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$28.00	\$94.00
1 Year Term	\$28.00	\$94.00
2 Year Term	\$28.00	\$94.00
3 Year Term	\$28.00	\$94.00
5 Year Term	\$28.00	\$94.00

*\*Installation Charge is waived on ported lines.*

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 179  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

S. Business Talk Advantage

1. Description and Limitations

Business Talk Advantage is a package-based plan available only to on-net business Customers.

This plan includes:

-Unlimited local calling;

-Certain Custom Calling features as described in Section 6.2.3.S.2.

Domestic long distance calling is not included with this plan. Long distance calls are billed separately at the per minute usage rates found in the Company's long distance tariff.

Term discounts are available.

This service is available only for standard business use and may not be used for the purpose of telemarketing products or services using automatic dialing devices or any other manual or automated calling methods.

2. Custom Calling Features

Business Talk Advantage includes the following Custom Calling features:

Caller ID with Name, Three-Way Calling, 900 Block and Speed Dial 8.

For an additional monthly recurring charge, the Customers may elect to add features, where available, either separately or bundled in the FiberTREX Feature Pack, pursuant to Sections 4.1 of this Tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 180  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

S. Business Talk Advantage, (Cont'd.)

3. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

a. Nonrecurring Installation Charge

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$37.00	\$150.00
1 Year Term	\$25.00	\$100.00
2 Year Term	\$12.00	\$ 50.00
3 Year Term	\$ 0.00	\$ 40.00
5 Year Term	\$ 0.00	\$ 30.00

b. Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$17.00	\$70.00
1 Year Term	\$15.00	\$60.00
2 Year Term	\$15.00	\$60.00
3 Year Term	\$14.00	\$56.00
5 Year Term	\$13.00	\$54.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 181  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

T. Business Talk Complete

1. Description and Limitations

Business Talk Complete is a package-based plan available only to on-net business Customers.

This plan includes:

- Unlimited local calling;
- Unlimited Direct Dialed Domestic Long Distance Calling;
- Certain Custom Calling features as described in Section 6.2.3.T.2.

The Customer may subscribe to a maximum of ten (10) unlimited lines, per account.

Term discounts are available.

This service is available only for standard business use and may not be used for the purpose of telemarketing products or services using automatic dialing devices or any other manual or automated calling methods.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 182  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

T. Business Talk Complete, (cont'd.)

2. Custom Calling Features

Business Talk Complete includes the following Custom Calling features:

Caller ID with Name, Three-Way Calling, Call Forward  
Variable, Speed Dial 30, Return Call and 900 Block.

For an additional monthly recurring charge, the Customers may elect to  
add features, where available, either separately or bundled in the  
FiberTREX Feature Pack, pursuant to Sections 4.1 of this Tariff.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 183  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

T. Business Talk Complete, (Cont'd.)

3. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

a. Nonrecurring Installation Charge

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$37.00	\$150.00
1 Year Term	\$25.00	\$100.00
2 Year Term	\$12.00	\$ 50.00
3 Year Term	\$ 0.00	\$ 40.00
5 Year Term	\$ 0.00	\$ 30.00

b. Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$22.00	\$90.00
1 Year Term	\$20.00	\$80.00
2 Year Term	\$18.00	\$74.00
3 Year Term	\$18.00	\$72.00
5 Year Term	\$17.00	\$70.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 184  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

U. Business Talk Essentials

1. Description and Limitations

Business Talk Essentials is a package-based plan available only to on-net business Customers.

This plan includes:

- Low per call local calling rate;
- Option to purchase any custom calling features listed in the FiberTREN custom calling feature listed in Section 4.1 at an additional monthly recurring charge.

Domestic long distance calling is not included with this plan. Long distance calls are billed separately at the per minute usage rates found in the Company's long distance tariff.

Term discounts are available.

This service is available only for standard business use and may not be used for the purpose of telemarketing products or services using automatic dialing devices or any other manual or automated calling methods.

For an additional monthly recurring charge, the Customers may elect to add features, where available, either separately or bundled in the FiberTREN Feature Pack, pursuant to Section 4.1 of this Tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 185  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

U. Business Talk Essentials, (Cont'd.)

2. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3 of this tariff may apply.

a. Nonrecurring Installation Charge

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$37.00	\$150.00
1 Year Term	\$25.00	\$100.00
2 Year Term	\$12.00	\$ 50.00
3 Year Term	\$ 0.00	\$ 40.00
5 Year Term	\$ 0.00	\$ 30.00

b. Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$14.00	\$58.00
1 Year Term	\$12.00	\$48.00
2 Year Term	\$12.00	\$46.00
3 Year Term	\$11.00	\$44.00
5 Year Term	\$10.00	\$42.00

c. Local Per Call Charges

The following per call charges apply to all local calls.

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$0.045	\$0.158
1 Year Term	\$0.034	\$0.138
2 Year Term	\$0.029	\$0.118
3 Year Term	\$0.024	\$0.098
5 Year Term	\$0.025	\$0.090

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 186  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

V. Business Talk Extended

1. Description and Limitations

Business Talk Extended is a package-based plan available to off-net business Customers.

This plan includes:

- Unlimited Local Calling.

Domestic long distance calling is not included with this plan. Long distance calls are billed separately at the per minute usage rates found in the Company's long distance tariff.

Term discounts are available.

This service is available only for standard business use and may not be used for the purpose of telemarketing products or services using automatic dialing devices or any other manual or automated calling methods.

The Customer may elect to add Custom Calling features, where available for an additional monthly recurring charge as found in Section 4.1 of this Tariff.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 187  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

V. Business Talk Extended, (cont'd.)

2. Rates and Charges

Unless listed in this Section, other nonrecurring service charges, as set forth in Section 3.1 of this tariff may apply.

a. Nonrecurring Installation Charge

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$37.00	\$150.00
1 Year Term	\$25.00	\$100.00
2 Year Term	\$12.00	\$ 50.00
3 Year Term	\$ 0.00	\$ 40.00
5 Year Term	\$ 0.00	\$ 30.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 188  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

V. Business Talk Extended, (Cont'd.)

2. Rates and Charges, (Cont'd.)

b. Monthly Recurring Charge, Per Line

<u>Contract Term</u>	<u>Minimum</u>	<u>Maximum</u>
Month-to-Month	\$20.00	\$80.00
1 Year Term	\$20.00	\$80.00
2 Year Term	\$20.00	\$80.00
3 Year Term	\$20.00	\$80.00
5 Year Term	\$20.00	\$80.00

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 189  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

W. Peace of Mind Business Bundle - Unlimited Plan

1. General Description and Availability

This bundled service offering is available to new or existing business Customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This bundled package is for small business Customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed at a reduced monthly recurring charge each, and will be equipped with Unlimited Long Distance and with all features listed below at no additional charge.

To qualify for this bundle service, Customers must subscribe to the Company's Small Business Unlimited Long Distance Plan and up to 15M Dynamic Broadband. The monthly recurring charges set forth in 6.2.3.W.3 include all bundle components for the full bundled rate.

This offering includes a one-party business access line, Small Business Unlimited Long Distance Plan and up to 15M Dynamic Broadband, plus the following features:

Call Forward Variable	Caller ID on Call Waiting	Rotary Hunt
Call Return	Repeat Dial	Business Voice Mail
Enhanced Call Waiting	Speed Dial 30	
Caller ID & Number	Three Way Calling	

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 190  
 Revision: 0  
 Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

#### 6.2 Service Descriptions and Rates, (Cont'd.)

##### 6.2.3 Business Bundled Local Service, (Cont'd.)

##### W. Peace of Mind Business Bundle - Unlimited Plan, (Cont'd.)

##### 2. Term Commitment

The Customer must agree to keep the services for a minimum of two years. If a Customer agrees to keep the services for a minimum of three years, the nonrecurring Service Installation Charges will be waived.

An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of the minimum the two-year term commitment.

##### 3. Rates and Charges

##### a. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 of this tariff apply.

##### b. Monthly Recurring Charges

	<u>Monthly Recurring Charge*</u>	
	<u>Min.</u>	<u>Max</u>
Initial Line	\$45.00	\$140.00
Each Additional Line	\$15.00	\$60.00

\*If any required component of the service bundle is discontinued, bundle discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 191  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

X. Peace of Mind Business Bundle - Flexible 5-Cent Plan

1. General Description and Availability

This bundled service offering is available to new or existing business Customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This bundled package is for small business Customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be at a reduced monthly recurring charge each, and will be equipped with the Business Flexible flat \$0.05 Long Distance plan and with all features shown above at no additional charge.

To qualify for this service, Customers must also subscribe to the Company's Small Business Flexible flat \$0.05 cent per minute Long Distance plan and up to 15M Dynamic Broadband. The monthly recurring charges set forth in Section 6.2.6.X.3 include all bundle components for the full bundled rate.

This offering includes a one-party business access line, Small Business Flex 5-cent plan and up to 15M Dynamic Broadband, plus the following features:

Call Forward Variable	Caller ID on Call Waiting	Rotary Hunt
Call Return	Repeat Dial	Business Voice Mail
Enhanced Call Waiting	Speed Dial 30	
Caller ID & Number	Three Way Calling	

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 192  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES, (CONT'D.)

6.2 Service Descriptions and Rates, (Cont'd.)

6.2.3 Business Bundled Local Service, (Cont'd.)

X. Peace of Mind Business Bundle - Flexible 5-Cent Plan, (Cont'd.)

2. Term Commitment

The Customer must agree to keep the services for a minimum of two years. If a Customer agrees to keep the services for a minimum of three years, the non-recurring Service Installation Charges will be waived.

An early termination fee of 50% of the remaining term balance will apply for Customers who terminate before the end of the minimum two-year term commitment.

3. Rates and Charges

a. Nonrecurring Charges

Nonrecurring service charges, as set forth in Section 3 of this tariff apply.

b. Monthly Recurring Charges

	<u>Monthly Recurring Charge*</u>	
	<u>Min.</u>	<u>Max</u>
Initial Line	\$30.00	\$120.00
Each Additional Line	\$10.00	\$40.00

\*If any required component of the service bundle is discontinued, bundle discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 193  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS

7.1 [Reserved for Future Use]

7.2 [Reserved for Future Use]

7.3 Special Equipment for the Hearing or Speech Impaired Customer

7.3.1 As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a Customer certified as hearing or speech impaired.

7.3.2 A Customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.

7.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified Customer.

7.3.4 The Customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

7.3.5 The Company will also advise the Customer who requests this equipment of the applicable terms for purchase.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 194  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

7.4 Discounted Service for the Hearing or Speech Impaired Customer

7.4.1 General

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

7.4.2 Certification

Acceptable certifications are:

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

7.4.3 Qualification

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

7.4.4 Billing

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 195  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

7.5 Universal Emergency Telephone Number Service

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 196  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

7.6 New York Relay Service

7.6.1 General

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

7.6.2 Regulations

- A. Only intrastate calls can be completed using the New York Relay Service under the terms and conditions of this tariff.
- B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- C. Calls through the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.
- D. The following calls may not be placed through the Relay Service:
  - 1. calls to informational recordings and group bridging service;
  - 2. calls to time or weather recorded messages;
  - 3. station sent paid calls from coin telephones; and
  - 4. operator-handled conference service and other teleconference calls.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 197  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

7.6 New York Relay Service, (Cont'd.)

7.6.3 Liability

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 198  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

7.7 Special Credit Card for Blind and Disabled Persons

7.7.1 General

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

7.7.2 Rates

Within the Company's Territory:

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

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

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



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 199  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 7 - SPECIAL SERVICES AND PROGRAMS, (CONT'D.)

7.7 Special Credit Card for Blind and Disabled Persons, (Cont'd.)

7.7.3 Qualification

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

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

7.7.4 Billing Authorization

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

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 200  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 8 - SPECIAL ARRANGEMENTS

8.1 Special Construction

8.1.1 Basis for Charges

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

- A. nonrecurring charges;
- B. recurring charges;
- C. termination liabilities; or
- D. combinations of (a), (b), and (c).

8.1.2 Basis for Cost Computation

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

- A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - 1. equipment and materials provided or used;
  - 2. engineering, labor, and supervision;
  - 3. transportation; and
  - 4. rights of way and/or any required easements.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 201  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 8 - SPECIAL ARRANGEMENTS, (CONT'D.)

8.1 Special Construction, (Cont'd.)

8.1.2 Basis for Cost Computation, (cont'd.)

- B. Cost of maintenance.
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- E. License preparation, processing, and related fees.
- F. Tariff preparation, processing and related fees.
- G. Any other identifiable costs related to the facilities provided; or
- H. An amount for return and contingencies.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 202  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 8 - SPECIAL ARRANGEMENTS, (CONT'D.)

8.1 Special Construction, (Cont'd.)

8.1.3 Termination Liability

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

- A. The period on which the termination liability is based is the estimated service life of the facilities provided.
- B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
  - 1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
    - a. equipment and materials provided or used;
    - b. engineering, labor, and supervision;
    - c. transportation; and
    - d. rights of way and/or any required easements;
  - 2. license preparation, processing, and related fees;
  - 3. tariff preparation, processing and related fees;
  - 4. cost of removal and restoration, where appropriate; and
  - 5. any other identifiable costs related to the specially constructed or rearranged facilities.
- C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section B. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section B. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 203  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 8 - SPECIAL ARRANGEMENTS, (CONT'D.)

8.2 Non-Routine Installation and/or Maintenance

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

8.3 Individual Case Basis (ICB) Arrangements

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

- A. LATA and type of switch
- B. The V&H distance from the central office to the Customer's premises
- C. Service description
- D. Rates and charges
- E. Quantity of circuits
- F. Length of the agreement

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 204  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 9 -LOCAL CALLING AREAS

Local calling areas are identical to the local calling scope defined in the tariffs of New York Telephone. The Company's rates are reduced by 10% from New York Telephone's rates.

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

Business

Measured Rate

Prepaid Flat Rate

Residential

Measured Rate

Flat Rate - Accrued

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 205  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA

10.1 General

10.1.1 Description

Regional Calling Service is furnished for telephone communications in New York City to seven regions (specified below) within the New York Metropolitan LATA (New York Metro) in accordance with the regulations and schedules of charges specified in this tariff. The usage charges specified in Section 10.5 below are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

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

The New York Metro LATA is divided into seven Regions whose boundaries are defined by political, commercial and social mutuality of interest. The Regions are:

New York City (Home Region)	Lower Westchester
Nassau	Upper Westchester
West Suffolk	Rockland
East Suffolk	

The exchanges of Byram and Greenwich in Connecticut are part of the New York Metro LATA, but are not part of the Regional Calling specified above.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 206  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

10.1 General, (Cont'd.)

10.1.2 Classes of Calls

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

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



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 207  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

10.2 Timing of Calls

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

Talk America, LLC  
 NY PSC No. 2 – Telephone  
 Effective Date: October 29, 2017

Leaf: 208  
 Revision: 0  
 Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

#### 10.3 Time Periods Defined

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

##### 10.3.1 Rate Periods Except Holidays

<u>Rate Period</u>	<u>From</u>	<u>To, But Not Including</u>	<u>Days</u>
Day	8:00 AM	9:00 PM	Monday-Friday
Evening 5:00 PM	9:00 PM 11:00 PM	11:00 PM Sunday	Monday-Friday
Night 8:00 AM 8:00 AM	11:00 PM 11:00 PM 5:00 PM	8:00 AM Saturday Sunday	All Days

##### 10.3.2 Holiday Rate Periods

On Christmas Day (December 25), on New Year's Day (January 1), on Independence Day (July 4), on Labor Day (the first Monday in September), and on Thanksgiving Day (the fourth Thursday in November) and on resulting legal holidays when Christmas, New Year's Day or Independence Day legal holidays fall on dates other than December 25, January 1, or July 4, the holiday rate applicable is the Evening Rate unless a lower rate would normally apply.

##### 10.3.3 All times refer to local time.

#### 10.4 Regulations and Computation of Mileage

See section 4.4 for regulations and computation of mileage.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 209  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

#### 10.5 Call Charges

Residential rates for home region calls are a flat cost per call and are not timed. Residential rates for region-to-region calls are based on the duration of the call as measured according to Section 10.2 above, time of day rate period of the call as described in Section 10.3 and the region to which the call is terminated as listed in Section 10.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Business rates for both home region calls and region-to-region calls are based on the duration of the call as measured according to Section 10.2 above, time of day rate period of the call as described in Section 10.3 and the region to which the call is terminated as listed in Section 10.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

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

#### 10.5.1 Usage Charges - Home Region Calling – Residential Message Rate Only

	<u>Minimum</u>	<u>Maximum</u>
Charge Per Call	\$0.020	\$0.250

#### Home Region Calling but Outside the Primary Calling Areas\_– Residential Flat Rate Only

Minimum - Charge		Maximum - Charge	
Per Minute		Per Minute	
Initial 1	Ea. Add'l	Initial 1	Ea. Add'l
<u>Minute</u>	<u>Minute</u>	<u>Minute</u>	<u>Minute</u>
\$ 0.0050	\$ 0.0005	\$ 0.2000	\$ 0.1500

#### Home Region Calling – Business Only

Minimum - Charge		Maximum – Charge	
Per Minute		Per Minute	
Initial 3	Ea. Add'l	Initial 3	Ea. Add'l
<u>Minutes</u>	<u>Minute</u>	<u>Minutes</u>	<u>Minute</u>
\$ 0.0100	\$ 0.0060	\$ 0.1500	\$ 0.0400

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 210  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

#### 10.5 Call Charges, (Cont'd.)

##### 10.5.1 Usage Charges, (Cont'd.)

##### Region-to-Region Calling – Residential and Business

Minimum Rates - Initial Minute <u>To Region</u>							
<u>From Region</u>	<u>New York City</u>	<u>Nassau</u>	<u>West Suffolk</u>	<u>East Suffolk</u>	<u>Lower Wchtr</u>	<u>Upper Wchtr</u>	<u>Rockland</u>
New York City	Home	\$ 0.010	\$0.010	\$0.010	\$0.010	\$0.010	\$ 0.010
Nassau	\$0.010	Home	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010
West Suffolk	\$0.010	\$0.010	Home	\$0.010	\$0.010	\$0.010	\$0.010
East Suffolk	\$0.010	\$0.010	\$0.010	Home	\$0.010	\$0.010	\$0.010
Lower Wchtr	\$0.010	\$0.010	\$0.010	\$0.010	Home	\$0.010	\$0.010
Upper Wchtr	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	Home	\$0.010
Rockland	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	Home

Maximum - Initial Minute <u>To Region</u>							
<u>From Region</u>	<u>New York City</u>	<u>Nassau</u>	<u>West Suffolk</u>	<u>East Suffolk</u>	<u>Lower Wchtr</u>	<u>Upper Wchtr</u>	<u>Rockland</u>
New York City	Home	\$0.250	\$0.250	\$ 0.250	\$ 0.250	\$ 0.250	\$ 0.250
Nassau	\$0.250	Home	\$0.250	\$0.250	\$0.250	\$0.250	\$0.250
West Suffolk	\$0.250	\$0.250	Home	\$0.250	\$0.250	\$0.250	\$0.250
East Suffolk	\$0.250	\$0.250	\$0.250	Home	\$0.250	\$0.250	\$0.250
Lower Wchtr	\$0.250	\$0.250	\$0.250	\$0.250	Home	\$0.250	\$0.250
Upper Wchtr	\$0.250	\$0.250	\$0.250	\$0.250	\$0.250	Home	\$0.250
Rockland	\$0.250	\$0.250	\$0.250	\$0.250	\$0.250	\$0.250	Home

##### Non-Day Rates – Residential and Business

A discount of 40% applies per call made in the Evening Rate period and a discount of 65% applies per call made in the Night Rate Period. The rate periods are shown in section 10.3.1.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 211  
Revision: 0  
Superseding Revision:

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

#### 10.5 Call Charges, (Cont'd.)

##### 10.5.1 Usage Charges, (Cont'd.)

##### Region-to-Region Calling – Residential and Business

###### Minimum Rates - Initial Minute

###### From Region

<u>To Region</u>	<u>New York City</u>	<u>Nassau</u>	<u>West Suffolk</u>	<u>East Suffolk</u>	<u>Lower Wchtr</u>	<u>Upper Wchtr</u>	<u>Rockland</u>
New York City	Home	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010
Nassau	\$0.010	Home	Home	\$0.010	\$0.010	\$0.010	\$0.010
West Suffolk	\$0.010	\$0.010	Home	\$0.010	\$0.010	\$0.010	\$0.010
East Suffolk	\$0.010	\$0.010	\$0.010	Home	\$0.010	\$0.010	\$0.010
Lower Wchtr	\$0.010	\$0.010	\$0.010	\$0.010	Home	\$0.010	\$0.010
Upper Wchtr	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	Home	\$0.010
Rockland	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	\$0.010	Home

###### Maximum Rates - Initial Minute

###### From Region

<u>To Region</u>	<u>New York City</u>	<u>Nassau</u>	<u>West Suffolk</u>	<u>East Suffolk</u>	<u>Lower Wchtr</u>	<u>Upper Wchtr</u>	<u>Rockland</u>
New York City	Home	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020
Nassau	\$0.020	Home	Home	\$0.020	\$0.020	\$0.020	\$0.020
West Suffolk	\$0.020	\$0.020	Home	\$0.020	\$0.020	\$0.020	\$0.020
East Suffolk	\$0.020	\$0.020	\$0.020	Home	\$0.020	\$0.020	\$0.020
Lower Wchtr	\$0.020	\$0.020	\$0.020	\$0.020	Home	\$0.020	\$0.020
Upper Wchtr	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020	Home	\$0.020
Rockland	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020	\$0.020	Home

##### Non-Day Rates – Residential and Business

A discount of 40% applies per call made in the Evening Rate period and a discount of 65% applies per call made in the Night Rate Period. The rate periods are shown in section 10.3.1.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 212  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 10 - REGIONAL CALLING WITHIN NEW YORK METRO LATA, (CONT'D.)

10.5 Call Charges, (Cont'd.)

10.5.2 Per Call Service Charges – Residential and Business

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

	<u>Minimum</u>	<u>Maximum</u>
Customer Dialed Calling Card	\$0.01	\$0.60
Person to Person	\$0.01	\$3.75
3rd Number Billed	\$0.01	\$1.60
All other Operator Assistance	\$0.01	\$1.25

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 213  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 11 - EXPLANATION OF TERMS

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

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

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

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

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

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 214  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

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

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

**AUTOMATIC NUMBER IDENTIFICATION ("ANI")** - A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**BIT** - The smallest unit of information in the binary system of notation.

**BUILDING** - A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

**CALL INITIATION** - The point in time when the exchange network facility are initially allocated for the establishment of a specific call.



Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 215  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

**CALL TERMINATION** - The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**CENTRAL OFFICE** - An operating office of the Company where connections are made between telephone exchange lines.

**CENTRAL OFFICE LINE** - A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**CHANNEL** - A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

**CHANNEL CONVERSION** - The termination of 1.544. Mbps Service at a Customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

**CHANNEL SERVICE UNIT ("CSU")** - The equipment located at the Customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

**COLLEGE** - An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

**COMMUNICATIONS SYSTEMS** - Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

**COMPANY** – Talk America Inc. , unless otherwise clearly indicated by the context.

**CALL TERMINATION** - The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**COMMISSION** - The New York State Public Service Commission.

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

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 216  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

---

### SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

**CUSTOMER** - The person, firm, corporation, or other entity which orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A Customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

**CUSTOMER PREMISES EQUIPMENT (CPE)** - Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

**DEFAULT ROUTING ("DR")** - When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

**DEMARCATIION POINT** - The physical dividing point between the Company's network and the Customer.

**DIAL PULSE ("DP")** - The pulse type employed by a rotary dial station set.

**DIRECT INWARD DIAL ("DID")** - A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

**DIRECT OUTWARD DIAL ("DOD")** - A service attribute that allows individual station users to access and dial outside numbers directly.

**DIGITAL** - A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

**DUAL TONE MULTI-FREQUENCY ("DTMF")** - The pulse type employed by tone dial station sets. (Touch tone)

**EMERGENCY SERVICE NUMBER ("ESN")** - A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the Customer.

**E911 SERVICE AREA** - The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 217  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

**E911 CUSTOMER** - A governmental agency that is the Customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**ERROR** - A discrepancy or unintentional deviation by the Company from what is correct or true. An "error", can also be an omission in records.

**EXCHANGE** - An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**EXCHANGE ACCESS LINE** - A central office line furnished for direct or indirect access to the exchange system.

**EXCHANGE SERVICE** - The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**FINAL ACCOUNT** - A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

**GROUND START** - Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

**HANDICAPPED PERSON** - A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 218  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

HANDICAPPED PERSON, (Cont'd.)

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

HOTEL - An establishment offering lodging with or without meals to the general public on a day-to-day basis.

INCOMING SERVICE GROUP - Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

INTERFACE - That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTEROFFICE MILEAGE - The segment of a line which extends between the central offices serving the originating and terminating points.

INTERRUPTION - The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

JOINT USER - A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

KILOBIT - One thousand bits.

LATA - Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LINK - The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 219  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

**LEASED CHANNEL** - A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

**LOCAL CALL** - A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

**LOCAL CALLING AREA** - The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

**LOCAL SERVICE** - Telephone exchange service within a local calling area.

**LOOP START** - Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

**LOOPS** - Segments of a line which extend from the serving central office to the originating and to the terminating point.

**MEASURED RATE SERVICE** - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network, measured in increments of minutes or seconds.

**MEGABIT** - One million bits.

**MESSAGE RATE SERVICE** - A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

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

**MULTI-FREQUENCY ("MF")** - An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**MULTILINE HUNT** - A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 220  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

**NETWORK CONTROL SIGNALING** - The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

**NETWORK CONTROL SIGNALING UNIT** - The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

**NODE** - The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

**OFF-NET** - Customers or locations where the Company provides local service using Verizon-NY switching facilities via UNE-P or resale.

**ON-NET** - Customers or locations within the Company's collocation footprint where the Company provides local service using its own switching facilities or switching facilities leased from a third-party other than VERIZON-NY.

**PBX** - A private branch exchange.

**PORT** - A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

**PREMISES** - The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

**PRIVATE BRANCH EXCHANGE SERVICE** - Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

**PUBLIC ACCESS LINE SERVICE** - Service providing facilities for a Customer owned coin operated telephone ("COCOT").

**PUBLIC SAFETY ANSWERING POINT ("PSAP")** - An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 221  
Revision: 0  
Superseding Revision:

---

## LOCAL EXCHANGE SERVICES TARIFF

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### SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

**RATE CENTER** - A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

**REFERRAL PERIOD** - The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

**RESALE OF SERVICE** - The subscription to communications service and facilities by one entity and the re-offering of communications service to others (with or without `adding value') for profit.

**SAME PREMISES** - All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

**SELECTIVE ROUTING ("SR")** - A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

**SERVING CENTRAL OFFICE** -The central office from which local service is furnished.

**SHARING** - An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

**STATION** - Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

**SUSPENSION** - Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

**SYNCHRONOUS** - Transmission in which there is a constant time interval between bits, characters or events.

**T-1 SYSTEM** - A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T- 1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

**TELEPHONE CALL** - A voice connection between two or more telephone stations through the public switched exchange system.

Talk America, LLC  
NY PSC No. 2 – Telephone  
Effective Date: October 29, 2017

Leaf: 222  
Revision: 0  
Superseding Revision:

---

LOCAL EXCHANGE SERVICES TARIFF

---

SECTION 11 - EXPLANATION OF TERMS, (CONT'D.)

TELEPHONE GRADE LINES - Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE - Discontinuance of both incoming and outgoing service.

TIE LINE - A dedicated line connecting two switchboards or dial systems.

TOLL CALL - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

TONE DIAL SIGNALING ("TD") - An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

TWO WAY - A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

USER - A Customer, joint user, or any other person authorized by a Customer to use service provided under this Tariff.