

Blink Communications Corp  
NY PSC Tariff No. 1  
Effective Date: January 18, 2018

Section: 4  
Leaf: 1  
Revision: 0  
Superseded Revision:

SECTION 4 – BASIC SERVICE AND RATES

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## SECTION 4 – BASIC SERVICE AND RATES

### 4.1 LOCAL EXCHANGE SERVICE

Local exchange service is offered to business and residential Customers on a presubscription basis from equal access originating end offices only. Service is provided on a term basis only. Unless other specified, the minimum term is one (1) year. Rates for service may vary by call type and/or term commitment. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

#### 4.1.1 Application of Business and Residential Rates

The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.

##### A. Business rates apply at the following locations, among others:

1. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
2. In residence locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
3. In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
4. In any residence location where there is substantial business use of the service and the customer has no service at business rates.

##### B. Residence rates apply at the following locations, among others:

1. In private residences; in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the Customer and listings of a business nature are not furnished.

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### 4.1 LOCAL EXCHANGE SERVICE (continued)

#### 4.1.1 Application of Business and Residential Rates (continued)

2. In the residence of a practicing physician, dentist, veterinarian, surgeon, or other medical practitioner provided that such residence is not a part of an office building and provided the Customer has service charged for at business rates another location.

#### 4.1.2 Emergency Services Calling Plan

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

- A. Governmental fire fighting, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- B. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.

#### 4.1.3 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A. Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
- B. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.

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### 4.1 LOCAL EXCHANGE SERVICE (continued)

#### 4.1.3 Charges Based on Duration of Use (continued)

- C. Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- D. Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E. All times refer to local time.

#### 4.1.4 Basic Local Exchange Service

Basic local exchange service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's Local Calling Services and other Services as set forth in this tariff;
- C. access interexchange calling services of the Company and of other carriers;
- D. access (at no additional charge) to the Company's operators and business office for service related assistance;
- E. access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- F. access relay services for the hearing and/or speech impaired.

Basic local exchange services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time. Basic local exchange service is comprised of exchange access lines defined as follows:

Exchange Access Line - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

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### 4.2 FLAT RATE LOCAL EXCHANGE SERVICE

#### 4.2.1 General

Flat Rate Local Exchange Service provides a Customer with a single, analog voice-grade telephonic communications channel that can be used to place or receive one call at a time. Flat Rate Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephone, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Flat Rate Local Exchange Service includes unlimited local exchange calling per month.

Recurring charges for Flat Rate Local Exchange Service are billed monthly in advance. Non-recurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

#### 4.2.2 Rates

<u>Service Offering</u>	<u>Description</u>	Minimum <u>MRC</u>	Maximum <u>MRC</u>
Unlimited Local Calling	Unlimited local calling, calling, Touchtone, 900/976 Blocking.	\$0.00	\$59.90
Unlimited Long Distance Calling	Unlimited long distance calling, Call Waiting, Touchtone, 900/976 Blocking. Long distance* calling is \$35.00 per line monthly.	\$0.00	\$71.90
Added Features	Unlimited local calling, Caller ID with Name and Number, Touchtone, 900/976 Blocking.	\$0.00	\$20.00
Unlimited full feature list.	Unlimited local calling, Caller ID with Name and Number, Call Forwarding, Call Waiting, Three Way Calling, Automatic Callback (*69), Touchtone, 900/976 Blocking.	\$0.00	\$71.90
All Inclusive Calling	Unlimited local and long distance* calling, Caller ID with Name and Number, Call Forwarding, Call Waiting, Three Way Calling Automatic Callback (*69), Touchtone, 900/976 Blocking.	\$0.00	\$91.90

\* Domestic Long Distance means calls to destinations within the 48 states. Alaska and Hawaii are not included.

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### 4.3 BUSINESS SAVER

Business Saver, a local exchange service available to business Customers, provides the Customer with a local exchange access line, unlimited local usage and unlimited access to Calling Features at no additional charge.

#### 4.3.1 Service Features

Business Saver provides the following:

- A. Local Exchange Service: Local Exchange Access Line and unlimited local exchange calling.
- B. Calling Features: Unlimited access to all optional features at no additional charge<sup>1</sup>.

#### 4.3.2 Rates

- A. Initiation Fee

	MINIMUM	MAXIMUM
Per Account	\$29.95 <sup>2</sup>	\$71.90 <sup>3</sup>

- B. Local Exchange Service

Includes Local Exchange Access line, unlimited local usage and unlimited Call Management features.

Monthly Rate Per Line		
	MINIMUM	MAXIMUM
1 line	\$29.95	\$71.90
Add'l lines	\$29.95	\$59.90

<sup>1</sup> Calling features added after initial service installation will be billed a Service Order Change Charge.

<sup>2</sup> Initiation fee will be billed on a final invoice only if the Customer cancels service within the first billing period.

<sup>3</sup> Initiation fee will be billed on a final invoice only if the Customer cancels service within the first billing period.