

P.S.C. No. 5 - Telephone

Hancock Telephone Company

Section 4
Original Page 1

COMPANY SPECIFIC SERVICES

A. Advanced Network Services

1. General: Advanced Network Services (referred to herein as ANS) are available to multiple subscribers exclusive of coin telephone service.
2. Description: Advanced Network Services are custom made communication packages, consisting of "key system" - type features, enabling the customer to perform one or more functions by operating the tone dial or switch hook of the telephone.

Advanced Network Services can be designated as ANS-I or ASN-II, depending on the number ANS equipped lines per customer, ANS-I and ANS-II are essentially feature compatible.

*** Note that some features may be mutually exclusive ***

- a. ANS-I is designed to meet the requirements of small business subscribers. This package is limited to a maximum of six (6) lines per group.
- b. ANS-II is designed for larger users requiring more flexibility in their communications systems.

Advanced Network Services offer a basic feature package with additional individual features available.

- c. The basic feature package includes the following features:
 1. Automatic Line - this originating feature limits call termination to one predetermined telephone number.
 2. Busy Transfer - this feature allows incoming calls to be transferred automatically to a predetermined line within the ANS customer group if the called ANS line is busy.

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P.S.C. No. 5 - Telephone

Hancock Telephone Company

Section 4
Original Page 2

COMPANY SPECIFIC SERVICES

A. Advanced Network Services (cont'd)

2. Description (cont'd)

- c. The basic feature package includes the following features: (cont'd)
 3. Call Hold - this feature allows the subscriber to place an established call on hold by flashing the switchhook and dialing a code.
 4. Call Pickup - this feature allows the subscriber to answer any call within the ANS customer group by dialing a code.
 5. Conferencing - this feature allows the subscriber to place an established call on hold, then originate a call to a third party with the party on hold excluded from the conversation until the subscriber flashes the switchhook which connects all three parties together.
 6. Deny Originating - this feature allows the subscriber terminating calls only.
 7. Deny Terminating - this feature allows the subscriber to originate calls only.
 8. Direct Inward Dialing (DID) - this feature allows calls originating outside the ANS group to directly dial the "extension" number of the ANS group member, without going through a main station.
 9. Directory Number Hunting - this feature allows a call to be advanced to another number when the called number is busy.
 10. Distinctive Ringing - this feature allows the subscriber to differentiate between intra ANS group calls and calls originating from outside the ANS group by applying unique ring patterns.

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P.S.C. No. 5 - Telephone

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Section 4
Original Page 3

COMPANY SPECIFIC SERVICES

A. Advanced Network Services (cont'd)

2. Description (cont'd)

a. The basic feature package includes the following features: (cont'd)

11. Don't Answer Transfer - this feature allows an incoming call to be transferred to a predetermined number after a specific number of ring attempts to an unanswered ANS line.
12. Intercom - this feature allows members of an ANS group to dial other members of the group by dialing an access code and one digit (2-g).
13. Special Billing - this feature allows the subscriber to bill calls originated on one number to a different 7predetermined number.
14. Station to Station Dialing - this feature allows abbreviated intra-group dialing, and "dial g" access to the network.
15. Toll Denied - this feature does not allow the subscriber to originate toll (long distance) calls.
16. User Transfer - this feature allows the subscriber to transfer an established outside call to another line within the ANS group.
17. Unbanded WATS Access/Foreign Exchange Access - Enables station users in the customer group to gain access to unbanded WATS services by using special access codes or automatic route selection.

b. Additional individual features include:

- 1 Call Forwarding - this feature allows the subscriber to forward all calls to a station within or outside the ANS group.

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P.S.C. No. 5 - Telephone

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Section 4
Original Page 4

COMPANY SPECIFIC SERVICES

- A. Advanced Network Services (cont'd)
2. Description (cont'd)
 - b. Additional individual features include: (cont'd)
 2. Call Waiting - this feature alerts the subscriber who is busy on an established call that there is another call attempt on his number.
 3. Cancel Call Waiting - Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of a 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.
 4. Speed Calling - Convenience Dialing - this feature allows the ANS-I subscriber to establish an abbreviated dialing list for the entire ANS-I customer group. Only the line designated as "controller" can add to, or changes the list. Users may access the list by dialing an access code and two (2) digits. Maximum list length is 30 telephone numbers.
 5. Speed Calling - Group Speed Calling - this feature allows the ANS-II subscriber to establish abbreviated dialing patterns and assign speed calling "sub groups" within the ANS-II customer group, each sub group with it's own 30 number list, accessible by anyone within the sub-group by dialing an access code and two (2) digits.
 6. Speed Calling - Individual Speed Calling - this feature allows the subscriber to call certain predetermined telephone number by dialing an access code and one (1) digit (short list) or two (2) digits (long list).

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P.S.C. No. 5 - Telephone

Hancock Telephone Company

Section 4
Original Page 5

COMPANY SPECIFIC SERVICES

A. Advanced Network Services (cont'd)

2. Description (cont'd)

b. Additional individual features include: (cont'd)

6. Speed Calling - Individual Speed Calling (CONT'D)

-Short List - this feature allows the subscriber to establish an eight (8) number calling list on their individual line.

Long List - this feature allows the subscriber to establish a thirty (30) number calling list on their individual line.

3. Rates - in addition to local exchange service charges (Section 3) and FCC subscriber line access charges.

a. Each service per line equipped per month:

1. Basic Feature Package per line equipped

ANS-I - 2 to 6 lines in group	\$2.00
ANS-II - 7 to 20 lines in group	1.50
ANS-II - 21 to 100 lines in group	1.25
ANS-II - Over 100 lines in group	1.00

2. Additional Feature per feature per line equipped

Call Waiting	\$.75
Call Waiting with Cancel Call Waiting	1.00
Call Forwarding	.75
Speed Call - Convenience Dialing	2.00
Speed Calling - Individual	
- Short List	1.00
- Long List	2.00

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P.S.C. No. 5 - Telephone
Hancock Telephone Company

Section 4
Original Page 6

COMPANY SPECIFIC SERVICES

A. Advanced Network Services (cont'd)

3. Rates

a. Each service per line equipped per month:

3. Additional CLASS Feature per line equipped	
Automatic Redial	\$2.00
Call Return	\$2.00
Customer Originated Trace	\$1.50
Call ID	\$3.00
Call ID + Name	\$4.00
Priority Ringing	\$2.00
Preferred Call Forwarding	\$2.00
Call Screening	\$2.00
Special Call Acceptance	\$2.00
Anonymous Call Rejection	\$2.00
Call Waiting w/Call ID + Name	\$2.50

4. Additional Feature per package per line equipped

The following Savings Packages are discounted billing arrangements for those features listed above, in A.3.a.2. and A.3.a.3.

ANS-4 Pak	\$7.50
Includes any four Custom Calling and/or CLASS Features	

ANS-7 Pak	\$10.50
Includes any seven Custom Calling and/or CLASS Features	

ANS-10 Pak	\$12.50
Includes any ten Custom Calling and/or CLASS Features	

5. Additional Feature per Group	
Speed Calling - Group Speed Calling	
per group	\$3.00

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P.S.C. No. 4 - Telephone

Hancock Telephone Company

Section 4
Original Page 7

COMPANY SPECIFIC SERVICES

A. Advanced Network Services (cont'd)

3. Rates (cont'd)

b. Connection and non-recurring administrative charges in addition to Section 3 and Section 8 charges.

- 1. No data base administration charges apply to changes requested with 30 days of installation of Advanced Network Services. Data base change orders after the 30 day period will be assessed a data base administration charge. (Multiple changes on one change order will be assessed only one data base administration charge).

Data Base Administration Charge	\$5.00
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B. Miscellaneous Non-recurring Charges

1. Non-Publish Number Charge

a. Description of the service

- 1. The company will impose a one-time charge to any customer requesting to exclude their directory name and number from directory assistance and the published directory.

b. Rates

- 1. The following is the rate for both Residential and Business customers.

Non-Recurring administrative charge	\$17.51
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P.S.C. No. 5 - Telephone

Hancock Telephone Company

Section 4
First Revised Page 8
Superceeding Original Page 8

COMPANY SPECIFIC SERVICES

B. Custom Calling / CLASS Feature Savings Packages

The following Savings Packages are discounted billing arrangements. All regulations applicable to the Custom Calling and CLASS Features included in these Savings Packages, as specified in Section 7 of the New York State Telecommunications Association, Inc. P.S.C. No. 1 - Telephone tariff, apply to these services and features when offered as part of the Savings Packages.

	Residential	Business
<u>Valu-Pak:</u> Includes any four Custom Calling and/or CLASS Features	\$7.95	\$9.95
<u>Valu-Choice:</u> Includes and seven Custom Calling and/or CLASS Features	\$11.95	\$14.95
<u>Valu-Select:</u> Includes any ten Custom Calling and/or CLASS Features	\$14.95	\$19.95
<u>*Nationwide Plan:</u> Call ID + Name Enhanced Call Waiting	\$2.00	\$2.00

*Customer must also subscribe to the Hancock Long Distance Package, Nationwide Plan, as set forth PSC # ___ - Telephone

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