

**CTC Communications Corp.**  
**d/b/a EarthLink Business**  
PSC NO: 1 - Telephone  
Effective Date: September 30, 2012

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Revision: 0  
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RESOLD LOCAL AND INTEREXCHANGE TELECOMMUNICATIONS TARIFF

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SECTION 2 - EXCHANGE SERVICES (CONT'D.)

2.12 Voice Mail Service

2.12.1 Description

Voice Mail Service is offered to business and residential Customers. A physical Service Line is not necessary. The Customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service Customer. Voice mail that is offered in conjunction with line-based service is offered pursuant to the terms specified in the applicable section of this tariff pertaining to the associated line-based service. Service is provided only where facilities are available and is subject to the technical limitations of the equipment used by the Company.

2.12.2 Features

A. Basic

Call Answering - Incoming calls are forwarded to a "mailbox" when the line is busy and/or when the call is not answered after a subscriber-set number of rings. Whenever a message is stored, the subscriber receives a starter dial tone after lifting the telephone receiver. Standard service allows for thirty (30) messages of up to two (2) minutes in length.

B. Supplemental

Guest Mailbox - a standard feature for business Call Answering Subscribers, enables the Subscriber to partition the mailbox into 1, 2 or 3 segments in addition to the host mailbox, each with its own password. This feature allows communication between the host and guest mailboxes. The overall capacity of a business service mailbox is forty (40) messages, whether or not the Guest Mailbox feature is employed.

Multiple Mailbox - allows a Subscriber to partition the mailbox into 1, 2 or 3 segments in addition to the host mailbox, each with its own password, allowing multiple mailbox users to receive incoming calls into their own personal mailbox when the line is busy or doesn't answer. This option is available to residence Standard Call Answering Subscribers for an additional monthly charge and to business Subscribers as an alternative to Guest Mailbox at no additional charge. The overall mailbox capacity for this feature is fifty (50) messages for residence subscribers and forty (40) for business.

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