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SNET AMERICA, INC. d/b/a AT&T Long Distance East New York Tariff PSC No. 2 - Telephone Original Page 54

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.9 Business High Volume Calling Plan II, (Cont'd.)

- 3.9.4 Customers subscribing to a MMC will be given a two (2) month grace period where there will be no shortfall penalty assessed. If a Customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.
- 3.9.5 Customers that participate in other SNET America, Inc. d/b/a AT&T long Distance Optional Call Plans with a term requirement can upgrade to this call plan without penalty. Customer must sign a term Agreement in twelve-month increments, equal to or greater than the remaining months on their existing Agreement and meet the minimum requirement of this plan. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, the Customer must opt for the longest term currently available.
- **3.9.6** The usage rates defined below are applicable to the components listed.

3.9.7 Toll Free Calling Card Surcharge

Under High Volume Calling Plan II, the Calling Card service charge is \$0.50 per call when the Customer utilizes the toll free number printed on the card.

Issued: December 17, 2009 Effective: January 17, 2010

Issued by: Mr. Arthur Paquette

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