

SECTION II - SERVICE DESCRIPTIONS *continued*

2.5 SERVICE OPTIONS *continued*

2.5.33 Residential Service

Residential Service is a switched access long distance communications service targeted to residential users. Residential Service gives residential customers the capability to originate and terminate IntraLATA and Intrastate calls within the state of New York. A customer may presubscribe to the Company's service to originate calls on a direct dialed basis, or may access the Company's switched network on an ad hoc basis by dialing the Company's Carrier Identification Code. Residential Service includes Outbound, 800, and Travel Card services.

Residential use is defined as an individual or individuals whose main use and purpose for long distance calling is of a personal nature. Both IntraLATA and InterLATA calling is provided. Usage is billed in one minute increments. Features available with Residential Service include the following:

1. both domestic and international direct dial calling.
2. instant credit for wrong numbers.
3. Citizens Residential Freedom Plans

Freedom Plan is a long distance plan that offers the Residential Customer a simplified rates structure for long distance calls placed through 1+ Switched Access Service. Freedom Plan is designed as a set of jurisdictionally integrated calling plans. A customer may order the Red, White, or Blue Freedom Plan only in conjunction with the corresponding Red, White, or Blue Freedom Plan offered by the Company for interstate calling. The interstate portion of the Freedom Plan is subject to regulation by the Federal Communications Commission. The interstate portion of the Freedom plan may include a monthly recurring charge. In general, higher monthly recurring charges are associated with lower per minute charges. Freedom Plan does not require volume or term commitments.