

RCN Telecom Services of New York, LP
d/b/a Astound Broadband d/b/a Astound Business Solutions
PSC No. 4 - Telephone
Effective Date: June 30, 2022

Section 4
Leaf No. 1
Revision No. 0
Superseding Revision No.

BILLING AND COLLECTION SERVICES

4.1 Automatic Number Identification

Automatic Number Identification (ANI) provides the automatic transmission of a seven or ten digit number and information digits to the customer's premises for calls originating in the LATA, to identify the calling telephone number. The ANI feature is an end office software function which is associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an end office and an access tandem, and a trunk group between an access tandem and a customer's premises.

4.1.1 Rate Regulations

When Automatic Number Identification (ANI) is delivered (with Feature Group D originating), the ANI rate as set forth in Section 5.3.1 will apply for each ANI record delivered to the customer.

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Section 4
Leaf No. 2
Revision No. 0
Superseding Revision No.

BILLING AND COLLECTION SERVICES

4.2 Billing Name and Address Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Company.

BNA Service is provided for the sole purpose of permitting the customer to bill its telephone communications service to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone.

The customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

BNA Service is provided on a manual basis only. Information will be provided by voice telecommunications, fax or mail, as appropriate.

BNA information is furnished for 10XXX or 101XXXX dialing, collect, bill to third party, 700 and 900 messages and messages charged to a calling card that is resident in the Company's data base.

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Section 4
Leaf No. 3
Revision No. 0
Superseding Revision No.

BILLING AND COLLECTION SERVICES

4.2 Billing Name and Address Service (cont'd.)

4.2.1 Undertaking of The Company

- A. A request for information on telephone numbers should be mailed or faxed to the Company. The Company will respond within ten (10) business days of receipt of a customer's request for end user BNA information, unless other arrangements are mutually agreed to between the Company and the Customer.
- B. The Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- C. The Company shall use reasonable efforts to provide accurate and complete BNA information. The company makes no warranties, expressed or implied, as to the accuracy or completeness of this BNA information.
- D. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Company will provide an indicator on the confidential records.

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4.2 Billing Name and Address Service (cont'd.)

4.2.2 Obligations of the Customer

- A. With each order for BNA Service, the customer shall identify the authorized individual and address to receive the BNA information.
- B. The customer shall institute adequate internal procedures to insure that BNA information, including that related to "confidential" non-published and non-listed telephone numbers, is used only for the purpose set forth in this tariff and that BNA information is available only to those customer personnel or agents with a need to know the information.
- C. The customer shall not publicize or represent to others that the Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA Service.
- D. When the customer orders BNA Service for both interstate and intrastate messages, the Jurisdictional Reporting Requirements listed in Section 2.3.3 will be applicable.
- E. The Customer must handle all billing name and address information designated as confidential by the Company in accordance with the Company's procedures concerning confidential information. The Company will provide to the Customer a statement of its procedures concerning confidential information upon request.

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Leaf No. 5
Revision No. 0
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BILLING AND COLLECTION SERVICES

4.2 Billing Name and Address Service (cont'd.)

4.2.3 Rate Regulations

- A. This section contains the specific regulations governing the rates and charges that apply for BNA Service. Specific rates and charges are set forth in Section 5.3.2.
- B. Service Establishment Charges apply for the initial establishment of BNA Service on a manual basis.
- C. A charge applies for each request for BNA information for a telephone number on a manual basis. The Company will keep a count of the requests processed, and will bill the Customer in accordance with these counts whether or not the Company was able to provide BNA information for all requests.
- D. When a Customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.

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