

RCN Telecom Services of New York, LP
d/b/a Astound Broadband d/b/a Astound Business Solutions
PSC No. 3 - Telephone
Initial Effective Date: July 1, 2022

Section No. 5
Leaf No. 1
Revision No. 0
Superseding Revision No.

EXCHANGE ACCESS SERVICE

5.1 General

Exchange Access Service provides a Customer with a telephonic connection and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service enables users to:

- (a) receive calls from other stations on the public switched telecommunications network;
- (b) access other services offered by the Company as set forth in this tariff;
- (c) access certain interstate and international calling services provided by the Company;
- (d) access (at no additional charge) the Company's operators and business office for service related assistance;
- (e) access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
- (f) access services provided by other common carriers which purchase the Company's Switched Access services as provided under the Company's Federal and State tariffs, or which maintain other types of traffic exchange arrangements with the Company.
- (g) Exchange Access Service can be used to originate calls to other telephone companies' caller paid information services (e.g., NPA 900, NXX 976, 540, etc.). Calls to those numbers and other numbers used for caller-paid information services can be blocked at the Customer's request at the time service is ordered. Access to the "NXX-976" caller-paid information service will be billed and collected, by the Company, on behalf of the telephone companies' information provider holding the Customer fully liable for all charges incurred for use of the information provider's service.

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EXCHANGE ACCESS SERVICE

5.1 General (cont'd)

Each Exchange Access Service is available as "Full" service:

"Full" service is delivered to a demarcation/connection block at the Customer's premises.

The following Exchange Access Services are offered:

Business Services

Basic Line Service
Basic Trunk Service
DID Trunk Service
Digital Trunk Service
Centrex Service

Residential Services

Basic Line Service

5.2 Business Service

5.2.1 Basic Line Service

Basic Line Service provides a business Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Lines are provided for connection of business Customer-provided single station sets or facsimile machines to the public switched telecommunications network.

Non-recurring and monthly recurring rates per Basic Line apply as follows:

	<u>Monthly Recurring</u>
Full Service:	
Per Line	\$12.98
	<u>Non-Recurring</u>
1st Line	\$84.84
Addtl Line	\$40.04

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EXCHANGE ACCESS SERVICE

5.2 Business Service (cont'd.)

5.2.2 Basic Trunk Service

Basic Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Basic Trunks are provided for connection of Customer-provided private branch exchanges (PBX) to the public switched telecommunications network.

Non-recurring and monthly recurring rates per Basic Trunk apply as follows:

	<u>Monthly Recurring</u>
Full Service:	\$12.98
	<u>Non-Recurring</u>
1st Line	\$84.84
Add'l Line	\$40.04

Basic Trunks may be equipped with Direct Inward Dial (DID) capability and DID number blocks for additional charges, as set forth in Section 6.1.2.

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5.2 Business Service (cont'd.)

5.2.3 Direct Inward Dial (DID) Trunk Service

DID Trunk Service provides a Customer with a single, voice-grade telephonic communications channel which can be used to receive incoming calls one call at a time. DID Trunk Service transmits the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID number blocks apply in addition to the DID Trunk charges listed below.

Non-recurring and monthly recurring rates per DID Trunk apply as follows:

		<u>Monthly Recurring</u>	<u>Non-Recurring</u>
A.	Full Service-1st Link	\$52.40	\$334.75
	1 year	\$49.64	
	2 year	\$46.88	
B.	Full Service-Addl Link	\$60.20	\$334.75

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5.2 Business Service (cont'd.)

5.2.4 Digital Trunk Service

Digital Trunk Service provides a Customer with a digital connection operating at 1.544 Mbps which is time division multiplexed into 24 individual voice-grade telephonic communications channels, each of which can be used to place or receive one call at a time. Digital Trunks are provided for connection of compatible Customer-provided private branch exchanges (PBX) to the public switched telecommunications network. Each Digital Trunk is provided with dual tone multi-frequency (DTMF) or multi-frequency (MF) signalling, as specified by the Customer. Digital Trunks may be configured into hunt groups with other Company-provided Digital Trunks. The terminal interface for each Digital Trunk Service is a DSX-1 panel.

Non-recurring and monthly recurring rates per Digital Trunk apply as follows:

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
A. Full Service-1st Link	\$506.40	\$960.99
B. Full Service-Add'l Link	\$506.40	\$960.99
C. 1 year - 1st Link	\$479.75	\$960.99
D. Add'l Link	\$479.75	\$960.99
E. 2 year - 1st Link	\$453.10	\$960.99
F. Add'l Link	\$453.10	\$960.99

Individual channels carried over a Digital Trunk may be equipped with Direct Inward Dial (DID) capability and DID number blocks for additional charges, as set forth in Section 6.1.2.

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5.2 Business Service (cont'd.)

5.2.4 Digital Trunk Service (cont'd)

DOD Only Trunks allows outgoing exchange calls to be directly dialed from a station without having to go through an attendant.

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$410	\$395	\$380

DID Only Trunks allows incoming exchange calls to be directly dialed to a station without having to go through an attendant.

Per Trunk	\$410	\$395	\$380
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DID/DOD Dedicated Allocation Trunks allows either an incoming call to be dialed directly to a station (DID) or allows outgoing exchange calls to be dialed directly (DOD). The 24 trunks configuration must be determined at the time of sale. These trunks will only carry either inbound or outbound traffic based on this configuration. For DID trunks there is an additional fee for DID service (per trunk) as well as a charge for the DID blocks (in quantities of 20 per block)

Per Trunk	\$410	\$395	\$380
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DID/DOD Dynamic Trunks allow both incoming exchange calls to be dialed directly to a station or allows outgoing exchange calls to be dialed directly. These trunks are able to carry both inbound and outbound traffic.

Per Trunk	\$455	\$445	\$430
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DID Service allows incoming dialed calls from the exchange network to reach a specific station line without the assistance of an attendant through the use of a seven digit number. This service charge is applied to each trunk that requires DID service. Any customer currently with DIDSVC will be grandfathered with the existing rate. All new T1 Customers will have DIDSRV applied to account.

Per Trunk	\$20	\$17.50	\$15.00
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5.2 Business Service (cont'd.)

5.2.4 Digital Trunk Service (cont'd.)

DOD/Attended Inbound Trunks allow outgoing exchange calls to be directly dialed from a station without having to go through an attendant. All inbound calls must go through an attendant to terminate to a specific station.

	<u>Month to Month</u>	<u>1 year</u>	<u>2 year</u>
Per Trunk	\$410	\$395	\$380

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5.2 Business Service (cont'd.)

5.2.5 Centrex Service

Centrex Service provides a Customer with multiple individual voice-grade telephonic communications channels, each of which can be used to place or receive one call at a time. Centrex Station Lines are provided for connection of Centrex-compatible Customer-provided station sets to the public switched telecommunications network.

Call Back/Camp On	Call Waiting
Call Forwarding-Line	Do Not Disturb
Call Forwarding-System	Intercom Calling
Call Hold	Last Number Redial
Call Hunting	Speed Calling-Station
Call Park	Speed Calling-System
Call Pick-Up	Three-Way Conference Calling
Call Transfer	Touch Tone

Some features may not be available in all locations. Each Centrex Service is provided with a minimum of five Centrex Station Lines. Non-recurring and monthly recurring rates per Centrex Station Line apply as follows:

Full Service (5 to 99 lines)³

		Monthly Recurring	Non-Recurring
None-1st Link		\$ 17.23	\$84.84
	Add'l Link	\$ 17.23	\$84.84
1 year-1st Link		\$ 15.07	\$84.84
	Add'l Link	\$ 15.07	\$84.84
2 year-1st Link		\$ 12.92	\$84.84
	Add'l Link	\$ 12.92	\$84.84

³ For arrangements in excess of 99 lines will be provided on an ICB basis, and will be filed as part of Addendum C to this tariff.

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5.3 Residential Service

5.3.1 Basic Line Service

Residential Service provides the customer with a single analog, voice grade telephonic communications channel which can be used to place or receive one call at a time. Basic Lines are provided for connection of residential, Customer-provided, single station sets to the public switched telecommunications network. Each Basic Line is provided with standard touch tone capability.

Non-recurring rates per Residential Basic Line apply as follows:

Service Charges

For establishment of new service or moving service to another location:

Service Order	
Per Line	\$49.95

Calling Plan Change

Existing Customers may change calling plans to other existing intra-regional Residential Company calling plans by giving the Company 30 days notice.

Per Account	\$12.95
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5.3 Residential Service (cont'd.)

5.3.2 Lifeline Telephone Service

Lifeline Telephone Service is a federal program which provides support to Eligible Telecommunications Carriers (ETC) that in turn offer discounts to eligible consumers. These companies are then reimbursed through the Lifeline Program. Consumers can apply for these discounts through their telecommunications carrier. The discount applies to one telephone line per eligible household.⁴

The federal Lifeline Program benefits eligible low-income subscribers by reducing their voice telephony service by \$9.25 per month.

Eligibility

To participate in the program, consumers must either have an income that is at or below 135% of the federal Poverty Guidelines or participate in one of the following assistance programs:

Federal and State Support

Food Stamps or SNAP	Federal Public Housing Assistance
Supplementary Security Income (SSI)	Medicaid

State Support Only

Low Income Home Energy Assistance Program (LIHEAP),
National School Lunch Program (NSLP),
Temporary Assistance to Needy Families (TANF)

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as designated by the New York State Department of Social Services and identified as so authorized on the Customer's card for any of the above benefits.

⁴ Pursuant to FCC Code of Federal Regulations Title 47 Section 54.407 (Lifeline) or Section 54.413 (Link Up), all ETCs are permitted to receive support for offering Lifeline services to qualifying low-income Customers or reduced service connection charges through Link Up.

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5.3 Residential Service (cont'd.)

5.3.2 Lifeline Telephone Service (cont'd)

In addition, applicants are eligible for discounted Lifeline rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

Life Line services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with the New York State Office of Temporary and Disability Assistance (OTDA) and/or the New York City Community Development Agency (CDA).

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline Customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

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5.3 Residential Service (cont'd.)

5.3.2 Lifeline Telephone Service (cont'd.)

Charges

For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in 5.3.3, following.

Service connection charges do not apply to change existing service from:

Flat Rate Service to Flat Rate Lifeline Service;

Flat Rate Lifeline Service to Flat Rate Service.

The following Lifeline rates apply after the discount is applied:

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Basic Flat Rate Lifeline Service:	\$25.00	\$15.75

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5.3 Residential Service (cont'd.)

5.3.3 Link Up America

The Link Up America program, for eligible residents of Tribal Lands only, is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00.

- (a) The applicant must meet the requirements for qualification for low-income residential Customers stipulated in Section 5.3.2;
- (b) The assistance can only apply for a single telephone line at the principal place of residence of the applicant; and
- (c) The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

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EXCHANGE ACCESS SERVICE

5.4 Schools and Libraries Discount Program

5.4.1 General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this tariff at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.55 et. Seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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5.4 Schools and Libraries Discount Program (cont'd.)

5.4.2 Regulations

(a) Obligation of Eligible Schools and Libraries

Requests for Service

- (1) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- (2) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- (3) Services requested will be used for educational purposes.
- (4) Services will not be sold, resold or transferred in consideration for money or any other thing of value.

(b) Obligation of the Company

- (1) The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff which are excluded from the discount program, in accordance with the Rules are included in Addendum B(N) of this tariff.
- (2) The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential Customers for similar services (lowest corresponding price).
- (3) In Competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

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5.4 Schools and Libraries Discount Program (cont'd.)

5.4.3 Discounted Rates for Schools and Libraries

- (1) Discounts for eligible schools, libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- (2) The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries and consortia.
- (3) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- (4) The discount matrix for eligible schools, libraries and consortia is included in Addendum B(N) of this tariff.

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EXCHANGE ACCESS SERVICE

5.5 Health Care Providers Support Program

5.5.1 General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Tariff and RCN Telecom Services of New York, LP NY P.S.C. Tariff No. 1. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York Public Service Commission in its Order in Cases 94C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. Seq., and any amendments made thereto.

5.5.2 Regulations

- (a) To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- (b) Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- (c) Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

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5.5 Health Care Providers Support Program (cont'd.)

5.5.2 Regulations (cont'd.)

- (d) Responsibility of eligible health care providers
 - (1) Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
 - (2) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
 - (3) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
 - (4) A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
 - (5) Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

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5.5 Health Care Providers Support Program (cont'd.)

5.5.2 Regulations (cont'd.)

(e) Responsibility of the Company

- (1) The Company shall offer the rates and charges as specified in Section 5.5.3 following, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in 5.5.1 preceding.
- (2) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
- (3) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

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5.5 Health Care Providers Support Program (cont'd.)

5.5.3 Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph C., which shall be available to all eligible health care providers, regardless of location:

- (a) A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- (b) An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with a population of 50,000 or more in the state.
- (c) Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.