

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. 8  
Leaf No. 1  
Revision No. 0  
Superseding Revision No.

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## MISCELLANEOUS SERVICES

### 8.1 Operator Services

#### 8.1.1 Description

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Services.

#### 8.1.2 Definitions

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or non-proprietary calling card. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

Operator Dialed Charge: The end user places the call without dialing the destination number, although the capability to do it himself exists. The end user will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial the called station.

Calls earned by RCN and billed to another company: These are collect and/or alternately billed calls that originate from an RCN Facility end user Billed Telephone Number, but are billed to another LEC (Bell Atlantic, PacBell, Ameritech, etc.).

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. 8  
Leaf No. 2  
Revision No. 0  
Superseding Revision No.

## MISCELLANEOUS SERVICES

### 8.1 Operator Services (cont'd.)

#### 8.1.3 Rates

Local exchange, IntraLATA, and interexchange calls may be placed on an Operator Assisted basis. Usage charges for Operator Assisted calls are the same as those set forth in Sections 7, preceding. For Operator Assisted calls to Busy Line Verification and Interrupt, or Directory Assistance, the surcharges specified in Sections 9.2 and 9.3, respectively, will apply in addition to any applicable Operator charges.

In addition to the usage charges identified above, the following operator-assisted charges will apply:

<b><u>PER CALL CHARGES</u></b>	<b><u>BUSINESS</u></b>	<b><u>RESIDENTIAL</u></b>
Person-to-Person (Customer Dialed)	\$3.32	\$3.50
Station-to-Station (Customer Dialed)	\$1.00	\$1.50
Operator Dialed Charge (applies in addition to other operator charges)	\$0.60	\$0.50
Billed to Non-Proprietary Calling Card (additional surcharge)	\$0.50	\$1.50
Calls earned by Company and Billed to another company Per Minute	NA	NA
Collect Call/3 <sup>rd</sup> Party Billing		
Person to Person	NA	NA
Station to Station	NA	NA
Mechanized	NA	NA

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 3  
Revision No. 0  
Superseding Revision No.

---

## MISCELLANEOUS SERVICES

### 8.2 Busy Line Verify and Line Interrupt Service

#### 8.2.1 Description

Upon request of a calling party the Company will verify a busy condition on a called line.

- (a) The operator will determine if the line is clear or in use and report to the calling party.
- (b) The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

#### 8.2.2 Regulations

- (a) A charge will apply when:
  - (1) The operator verifies that the line is busy with a call in progress.
  - (2) The operator verifies that the line is available for incoming calls.
  - (3) The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

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. 8  
Leaf No. 4  
Revision No. 0  
Superseding Revision No.

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## MISCELLANEOUS SERVICES

### 8.2 Busy Line Verify and Line Interrupt Service (cont'd)

#### 8.2.2 Regulations (cont'd)

- (b) No charge will apply:
  - (1) When the calling party advises that the call is to or from an official public emergency agency.
  - (2) Under conditions other than those specified in 8.2.2. a preceding.
- (c) Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
- (d) The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

#### 8.2.3 Rates

<u>Per request</u>	<u>Business</u>	<u>Residential</u>
Busy Line Verify Service	\$0.95	\$1.00
Busy Line Verify and Busy Line Interrupt Service	\$1.43	\$1.50

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 5  
Revision No. 0  
Superseding Revision No.

## MISCELLANEOUS SERVICES

### 8.3 Directory Assistance

#### 8.3.1 Description

Customers and Users of the Company's calling services (excluding 800 services), may obtain directory assistance in determining telephone numbers within New York by calling the Directory Assistance operator.

#### 8.3.2 Rates

- (a) Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

Directory Assistance Call Completion service provides Directory Assistance Customers calling from Touch-Tone telephones the ability to have the requested number automatically dialed by the operator services system. Requests for call completion to 700, 900, 915, 950, 976 and WATS Toll Free telephone numbers will not be offered.

	<u>Business</u>	<u>Residential</u>
Per Number Requested		
Home Area Numbers	\$1.25	\$1.25
Other	\$1.25	\$1.25
National Directory Assistance	\$1.25	\$1.25
Dir Asst Call Completion	\$0.35	\$0.35

- (b) A credit will be given for calls to Directory Assistance when:
- the Customer experiences poor transmission or is cut-off during the call,
  - the Customer is given an incorrect telephone number,
  - or the Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the customer must notify the Company operator or Business Office of the problem experienced.

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 6  
Revision No. 0  
Superseding Revision No.

---

## MISCELLANEOUS SERVICES

### 8.3 Directory Assistance (cont'd.)

#### 8.3.2 Rates (cont'd)

- (c) A Directory Assistance call charges to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.
- (d) No charge applies for:
  - (1) Requests for telephone numbers of non-published service.
  - (2) Those Customers with disabilities who qualify for exemptions from the local Directory Assistance charges are exempted, as a reasonable accommodation associated with their disability, from the Directory Assistance charge. This exemption applies to calls billed to one residential telephone line per disabled customer and applies to Directory Assistance calls for personal use only.
  - (3) Calls for Directory Assistance from persons who have requested exemption for the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment.

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. 8  
Leaf No. 7  
Revision No. 0  
Superseding Revision No.

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## MISCELLANEOUS SERVICES

### 8.4 Service Charges

#### 8.4.1 Description

Absent a promotional offering, service charges will be applied on a non-recurring basis for ordering, installing, moving, changing, rearranging, or furnishing of service.

#### 8.4.2 Rates

##### Non-Recurring

Service Order	
Per Service Order	\$5.00

### 8.5 Restoration of Service

#### 8.5.1 Description

A restoration of service charge applies when service is reconnected after a disconnection for non-payment, but before cancellation of the service.

#### 8.5.2 Rates

##### Non-Recurring

Per Service Order	\$10.00
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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 8  
Revision No. 0  
Superseding Revision No.

---

## MISCELLANEOUS SERVICES

### 8.6 Blocking Service

#### 8.6.1 General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business Customers:

- (a) 976 Central Office Code Blocking - allows the subscriber to block all calls with a 976 central office code (i.e. )00(-976-)000() from being placed.:
- (b) Third Number Billing and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation database.
- (c) Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1+ 800(Toll Free), and operator assisted toll calls.

- (d) Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.D. of this Section, and blocking of 411 calls.
- (e) Direct Inward Dialing Blocking (Third Party and Collect Call) provides business Customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.



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. 8  
Leaf No. 9  
Revision No. 0  
Superseding Revision No.

## MISCELLANEOUS SERVICES

### 8.6 Blocking Service (cont'd.)

#### 8.6.2 Regulations

The Company will not be liable for any charge incurred when any long distance carrier or alternative operator provider accepts third number billed or collect calls. Blocking service is available where equipment and facilities permit.

Blocking Service can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.

#### 8.6.3 Rates

	<u>Non-Recurring</u>
976 Blocking	
Residential	\$0.00
Disconnect Charge	\$5.00
Business (up to 200 lines)	\$9.34
	<u>Monthly Charges</u>
Third Number Billed and Collect Call Restriction	
Residential	\$9.34
Business (up to 200 lines)	\$9.34
Toll Restriction	
Residential	\$9.34
Business (up to 200 lines)	\$9.34
Toll Restriction Plus	
Residential	\$9.34
Business (up to 200 lines)	\$9.34

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 10  
Revision No. 0  
Superseding Revision No.

## MISCELLANEOUS SERVICES

### 8.6 Blocking Service (cont'd.)

#### 8.6.3 Rates (cont'd)

	<u>Monthly Charges</u>
Direct Inward Dialing Blocking (Third Party and Collect Call)	
Initial Activation	\$9.34
Subsequent Activation (per line)	\$9.34

Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

### 8.7 Non-Published Directory Service

With RCN Non-published service, a Customer's telephone number will be omitted from published NYNEX directories and RCN and NYNEX Directory Assistance Service. When a telephone listing is non-published, a name will not be found in the NYNEX published directory. Persons requesting a Customer's telephone number, from NYNEX or RCN Directory Assistance, will hear the following recorded message "At the customer's request, the listing is not published." Non-published Service will not prevent the identification of a Customer's telephone number through Caller ID or Call Return Services.

#### Rates

Monthly Charge  
\$2.50

### 8.8 Non-Directory Listed Service

RCN Non-Directory Listed Service allows the Customer to have their telephone number omitted from the directory(ies) published by the dominant Local Exchange in the area.

Non-Directory Listed Service will not prevent someone from obtaining the customer's number through Caller ID Service, or from calling you back through Call Return Service, or from Directory Assistance

#### Rates

Monthly Charge  
\$1.95

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 11  
Revision No. 0  
Superseding Revision No.

## MISCELLANEOUS SERVICES

### 8.9 Temporary Suspension of Service

#### Description

Temporary Suspension of Service is an arrangement which permits a residential customer under certain conditions to retain his service facilities in place when the service is not needed. During this period, central office lines are made inoperative. During the period of suspension, the monthly line charge, temporary suspension of service request charge, and a reconnection of service charge apply.

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Line Restoral Charge	\$6.27	\$20.00
Temporary Suspension Charge	\$6.27	\$20.00

### 8.10 Number-to-Number Referral Service

This service is subject to the availability of facilities. It provides a recorded announcement that states the line number status and a referral number for calls placed to a disconnected or changed line number. This service is most common with Customers that move. The minimum period for residential Customers beyond the basic referral period is one month and the maximum is 12 months for resale and facility Customers. Customers will incur a one-time charge based on the requested number of months beyond the basic referral period of 60 days. This service is provided to residential Customers who wish to extend the basic intercept service. The customer will be provided with basic intercept service in accordance with Section 603.5 of Title 16 of the New York State Codes and Rules.

<u>Rates</u>	<u>Per Month</u>
Per line referred	\$5.00

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 12  
Revision No. 0  
Superseding Revision No.

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## MISCELLANEOUS SERVICES

### 8.11 Toll Free Service

#### 8.11.1 Business

##### Description

RCN Toll Free Service provides business Customers with a Toll Free telephone number enabling the customer to receive calls from family and friends, at no charge to the caller. The Toll Free Number will ring on the Customer's main telephone number unless the customer requests to have it ring to an alternate number. Calls are billed in full minute increments and are not time-of-day sensitive. RCN Toll Free Service offers four standard routing options. There is no set up charge for the standard routing options. The standard routing options are as follows:

- (1) Toll Free origination from the continental United States, including Alaska and Hawaii.
- (2) Toll Free origination from the continental United States, including Alaska and Hawaii, and Canada.
- (3) Toll Free origination from the continental United States, including Alaska and Hawaii, Puerto Rico and US Virgin Islands.
- (4) Toll Free origination from the continental United States, including Alaska and Hawaii, Canada, Puerto Rico and US Virgin Islands.

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 13  
Revision No. 0  
Superseding Revision No.

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## MISCELLANEOUS SERVICES

### 8.11 Toll Free Service (cont'd.)

#### 8.11.1 Business (cont'd.)

##### Description (cont'd.)

Special routing is available upon request. Special routing nonrecurring charge set forth below:

<u>Calls From:</u>	<u>Rates Per Minute</u>
Continental United States	
Except San Francisco	\$0.099
San Francisco	\$0.089
Alaska	\$0.25
Hawaii	\$0.25
Puerto Rico	\$0.25
US Virgin Islands	\$0.25
Canada	\$0.60
<u>Special Routing</u>	<u>Non Recurring</u>
Set up	\$25.00
Change	\$25.00

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 14  
Revision No. 0  
Superseding Revision No.

---

## MISCELLANEOUS SERVICES

### 8.11 Toll Free Service (cont'd.)

#### 8.11.1 Business (cont'd.)

##### 800 Directory Assistance

800 Directory Assistance is an enhancement for RCN 800 Customers. RCN Customers can have all of their 800 numbers listed in the AT&T 800 directory (AT&T maintains a nationally published directory of 800 numbers. 800 numbers obtained from alternate carriers may be listed in the AT&T 800 directory if a customer chooses to subscribe to the listing service). Requests to establish change or remove a listing of customer Toll-Free service records can be done on a Major, Minor, or Normal time interval. When a request to update a record on less than Normal time interval, the request must be manually entered. A Major Expedite denotes an entry that will be done during the same business day, in which the request must be submitted by 1 pm, Central Standard Time. A Minor Expedite requires an entry that is less than the Normal time interval. A Normal time interval is 5 business days from the day of request.

Account codes allows the customer to track usage of its 800 number back to specified user codes and/or to limit use of its 800 number to only those dialing authorized codes. Requires that additional digits be dialed after the regular 10 digit 800 number is dialed. Two types are available: verified and non verified. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with verified codes, calls are not completed until codes are verified for accuracy. As an option, Call Detail can be sorted by either verified or non-verified codes.

Customer dials 800-555-1212 and receives directory assistance on all 800 numbers listed in the AT&T 800 directory.

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. 8  
Leaf No. 15  
Revision No. 0  
Superseding Revision No.

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### MISCELLANEOUS SERVICES

#### 8.11 Toll Free Service (cont'd.)

##### 8.11.1 Business (cont'd.)

##### 800 Directory Assistance (cont'd)

##### Rates

Monthly Recurring Charge per  
800 number listed \$15.00

##### Non Recurring Charge:

1. One time set-up/cancellation charge
  - 1-4 listings \$40.00
  - 5-10 listings \$50.00
2. Major Expedite fee
  - 1-4 listings \$70.00
  - 5-10 listings \$80.00
- Minor Expedite fee
  - 1-4 listings \$55.00
  - 5-10 listings \$70.00
3. Add, change, delete
  - Up to 4 listings \$40.00
  - Up to 5 or more listings \$50.00
4. Account Code fee - per block of 100
  - Verified Account Codes \$50.00
  - Non-Verified Account Codes \$00.00

##### Toll Free Blocking

Customer can block predefined areas from 800 origination. Calls may be blocked by area code, area code/exchange, LATA, state or 10 digit ANI.

##### Non Recurring Charge

Set-Up Charge \$25.00  
Per option change to each 800 number \$25.00

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 16  
Revision No. 0  
Superseding Revision No.

## MISCELLANEOUS SERVICES

### 8.11 Toll Free Service (cont'd.)

#### 8.11.2 Residential

##### Description

RCN Toll Free Service provides residential Customers with a Toll Free telephone number enabling the customer to receive calls from family and friends, at no charge to the caller. The Toll Free Number will ring on the Customer's main telephone number unless the customer requests to have it ring to an alternate number. Calls are billed in full minute increments and are not time-of-day sensitive. RCN Toll Free Service offers four standard routing options. There is no set up charge for the standard routing options. The standard routing options are as follows:

- (1) Toll Free origination from the continental United States, including Alaska and Hawaii.
- (2) Toll Free origination from the continental United States, including Alaska and Hawaii, and Canada.
- (3) Toll Free origination from the continental United States, including Alaska and Hawaii, Puerto Rico and US Virgin Islands.
- (4) Toll Free origination from the continental United States, including Alaska and Hawaii, Canada, Puerto Rico and US Virgin Islands. Special routing is available upon request. Special routing nonrecurring charge set forth below.

<u>Rates</u>	<u>Per Minute</u>
<u>Calls From:</u>	
Continental United States	\$0.25
Alaska	\$0.25
Hawaii	\$0.25
Puerto Rico	\$0.25
US Virgin Islands	\$0.25
Canada	\$0.25
Special Routing	<u>Non Recurring</u>
Set Up	\$25.00
Change	\$25.00

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PSC No. 3 - Telephone  
Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 17  
Revision No. 0  
Superseding Revision No.

---

## MISCELLANEOUS SERVICES

### 8.11 Toll Free Service (cont'd.)

#### 8.11.2 Residential (cont'd.)

##### 800 Directory Assistance

800 Directory Assistance is an enhancement for RCN 800 Customer's. RCN Customers can have all of their 800 numbers listed in the AT&T 800 directory (AT&T maintains a nationally published directory of 800 numbers. 800 numbers obtained from alternate carriers may be listed in the AT&T 800 directory if a customer chooses to subscribe to the listing service).

Requests to establish change or remove a listing of customer Toll-Free service records can be done on a Major, Minor, or Normal time interval. When a request to update a record on less than Normal time interval, the request must be manually entered. A Major Expedite denotes an entry that will be done during the same business day, in which the request must be submitted by 1 pm, Central Standard Time. A Minor Expedite requires an entry that is less than the Normal time interval. A Normal time interval is 5 business days from the day of request.

Account codes allows the customer to track usage of its 800 number back to specified user codes and/or to limit use of its 800 number to only those dialing authorized codes. Requires that additional digits be dialed after the regular 10 digit 800 number is dialed. Two types are available: verified and non verified. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with verified codes, calls are not completed until codes are verified for accuracy. As an option, Call Detail can be sorted by either verified or non-verified codes.

Customer dials 800-555-1212 and receives directory assistance on all 800 numbers listed in the AT&T 800 directory.

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Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 18  
Revision No. 0  
Superseding Revision No.

---

### MISCELLANEOUS SERVICES

#### 8.11 Toll Free Service (cont'd.)

##### 8.11.2 Residential (cont'd.)

###### Rates

Monthly Recurring Charge per 800 number listed	\$15.00
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###### Non Recurring Charge:

###### 1. One time set-up/cancellation charge

1-4 listings	\$40.00
5-10 listings	\$50.00

###### 2. Major Expedite fee

1-4 listings	\$70.00
5-10 listings	\$80.00

###### Minor Expedite fee

1-4 listings	\$55.00
5-10 listings	\$70.00

###### 3. Add, change, delete

Up to 4 listings	\$40.00
Up to 5 or more listings	\$50.00

###### 4. Account Code fee - per block of 100

Verified Account Codes	\$50.00
Non-Verified Account Codes	\$00.00

###### Toll Free Blocking

Customer can block predefined areas from 800 origination. Calls may be blocked by area code, area code/exchange, LATA, state or 10 digit ANI.

###### Non Recurring Charge

Set-Up Charge	\$25.00
Per option change to each 800 number	\$25.00

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Initial Effective Date: July 1, 2022

Section No. 8  
Leaf No. 19  
Revision No. 0  
Superseding Revision No.

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### MISCELLANEOUS SERVICES

8.12 Information Provider Service - Residential

Information Provider Service enables a customer to dial a local area code and the number (555-XXXX) to receive an Information Provider pre-recorded announcement.

Per Minute	\$0.42
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8.13 Block Directory Assistance

Block Directory Assistance allows facility Customers to block directory assistance (411, 555-1212) from being dialed from their telephone. There is no charge for this service.

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