

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. 6  
Leaf No. 1  
Revision No. 0  
Superseding Revision No.

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service

#### 6.1.1 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number<sup>5</sup> in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At the Customer's option, the Company will arrange for additional listings at the following rates:

#### Monthly Recurring

Ea. add'l listing:	\$ 1.78
1 year	\$ 1.77
2 year	\$ 1.67

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<sup>5</sup> For Customers with multiple premises served by the Company, the Company will arrange a list-ing of the main billing telephone number at each premise.

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd)

#### 6.1.2 Direct Inward Dial (DID) Service

##### (a) Description

DID service is an optional feature which can be purchased in conjunction with Company-provided Basic Trunks or Digital Trunks. DID 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 charges specified for Basic Trunks or Digital Trunks in Sections 5.2.3 and 5.2.5, respectively.

Customer is required to purchase at least one DID number block for each DID-equipped trunk or trunk group, or DID-equipped channel or channel group.<sup>6</sup> DID number block may only be associated with one trunk group.

So the Company may efficiently manage its number resource, the Company, at its sole discretion, reserves the right to limit the quantity of DID number blocks a Customer may obtain. Requests for 30 or more DID number blocks must be provided to the Company in writing, no less than five (5) months prior to activation. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine their utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

The Customer has no property right to the telephone number or any other call number destination associated with DID service furnished by the Company, and no right to the continuance of service through any particular end office. The Company reserves the right to change such numbers, or end office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

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<sup>6</sup> A "group" is a set of Basic Trunks or Digital Trunk channels which have been configured a hunt group.

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.2 Direct Inward Dial (DID) Service (cont'd.)

##### (b) Rates

	<u>Monthly Recurring</u>
Block of 20 <sup>7</sup> DID Numbers	\$2.91

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<sup>7</sup> Rates for volumes of Number blocks greater than 50 will be provided on an ICB basis

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.3 Foreign Exchange (FX) Service

##### (a) Description

FX Service enables a Customer to receive a Company-provided Exchange Access Service at a point outside the Exchange Access Service Area corresponding to the NPA-NXX designation (as set forth in Section 4.1) of such Exchange Access Service.

The Home (or Local) Region Calling Area and all Usage Service rates which apply to an FX Exchange Access Service are the same as those which regularly apply to other Company-provided Exchange Access Services bearing the same NPA-NXX designation.

##### (b) Rates

FX service charges are calculated on a distance basis:

- (1) For service provided to a point within another Exchange Access Service Area designated by the Company, mileage will be calculated as the distance between the Company's Wire Center location associated with the NPA-NXX designation of the FX service, and the Company's Wire Center location serving the Exchange Access Service Area in which the FX service is delivered to the Customer.
- (2) For service provided to a point outside of any of the Company's designated Exchange Access Service Areas, mileage will be calculated as the distance between the Company's Wire Center location associated with the NPA-NXX designation of the FX service, and the end office maintained by the dominant LEC which would otherwise serve the Customer's premises at which the service is provided.

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.3 Foreign Exchange (FX) Service (cont'd.)

##### b) Rates (cont'd.)

Charges for each FX Exchange Access Service apply in addition to the Full service rates which would regularly apply for such Exchange Access Service. The following charges apply for each FX service:

##### FX Services-Other Than Digital Trunk Services

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
per mile	\$ 5.00	\$ 5.00

##### FX Services-Digital Trunk Services

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
per mile	\$ 10.00	\$ 20.00

#### 6.1.4 Accounting Codes

The Accounting Codes option provides Customers with a means of restricting calls or itemizing calls, according to specific digits that must be dialed at the end of a long distance telephone number. The length of Accounting Codes may vary from 2 to 6 digits, however, the length must be consistent for each location.

The Company offers packages of codes that are verified against a specific list of valid numbers, for call restriction, or offers unverified packages of 2-6 digits in length for cataloging by code, the calls made.

<u>Package Type</u>	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Verified	\$25.00	\$10.00
Unverified	\$15.00	\$ 5.00

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.5 Call Forwarding

The Call Forwarding service allows the user to transfer incoming calls to another telephone number. This service is charged on per month basis with unlimited attempts.

Monthly Charge            \$4.98

#### 6.1.6 Call Waiting

Permits a line in use to be alerted by a tone when another call is attempting to complete to the line. The service also provides an automatic hold feature that is activated by a switchhook flash.

Monthly Charge            \$9.34

#### 6.1.7 Caller ID

Provides the telephone number from which the call originates, including non-listed and non-published service to the called party. Customers subscribing to Caller ID will also be provided with Anonymous Call Rejection.

Monthly Charge            \$6.80

#### 6.1.8 Caller ID With Name

Provides the name and number associated in Company records with the line from which an incoming call originates, including names and numbers associated with non-published and non-listed service. Customers subscribing to this service will also be provided automatically with the Anonymous Call Rejection feature.

Monthly Charge            \$7.60

#### 6.1.9 Call Block

Prevents display of the calling number to a Caller ID subscriber and of the calling name and number to a Caller ID With Name subscriber.

Monthly Charge            \$3.60

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.10 Call Trace

Allows a customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail provided that the call was completed over suitably equipped facilities and the customer has not made or received another call after the call to be traced was terminated. Company is not liable for damages if a trace attempt is not successful.

Monthly Charge            \$3.60

#### 6.1.11 Anonymous Call Rejection

Allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of Call Block to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate this feature without charge by dialing a code.

Monthly Charge            \$3.60

#### 6.1.12 Return Call

Automatically returns the most recent incoming call, even if it is not answered. This is accomplished by the customer dialing a special code. If the called number is busy, the call will be attempted for a maximum of 30 minutes without tying up the end users telephone. Should the line become idle during this process and the Return Call customer's line is available to complete the call, then a distinctive ringing signal will alert the Return Call customer that the call can be completed.

Monthly Charge            \$3.60

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.13 Repeat Call

Automatically redials the number of the most recent outgoing call. This is accomplished by the customer dialing a special code. If the redialed number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Repeat Call customer's line is available to complete the call, then a distinctive ringing signal will alert the Repeat Call customer that the call can be completed.

Monthly Charge            \$3.60

#### 6.1.14 Speed Dialing

This feature allows the user to program the phone to dial frequently called local and long distance numbers by dialing just one or two digits. This feature is available in two increments, up to 8 numbers and up to 30 numbers.

Option A: 8 numbers      \$4.98

Option B: 30 numbers    \$8.30

#### 6.1.15 Three-Way Calling

Allows the user to add a third party to an existing conversation. This service is charged on per month basis with unlimited attempts.

Monthly Charge            \$4.98

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.16 Enhanced Calling Services

- (a) Company offers, for monthly subscription, the following enhanced calling services. Rates quoted for the services are on a per-line, per-path equipped basis. Appropriate subsequent service order charges apply to the establishment of this service.

<u>Service</u>	<u>Monthly Recurring</u>
Caller I.D.	\$6.80
Caller I.D. With Name	7.60
Return Call	3.60
Repeat Call	3.60
Select Forward	3.60
Priority Call	3.60
Call Block	3.60
Anonymous Call Rejection	3.60
Selective Call Acceptance	3.60

- (b) Company offers, on a usage-sensitive basis, the following enhanced calling services. Usage-sensitive pricing may not be available for all Company services listed below.

<u>Service</u>	<u>Rate Per Each Use</u>
Call Trace	\$1.20
Return Call	0.60
Repeat Call	0.60
Priority Call	0.60
Call Block	0.60

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.1 Business Service (cont'd.)

#### 6.1.17 800 Flex Service

800 Flex Service is an inward-only reverse charge, direct-dial calling service that enables a subscriber to receive and pay for 800 number calls on the basic access line from anywhere within a LATA without charge to the caller.

	<u>Usage (Per Hour)</u>	<u>Service Charge</u>
Monthly Recurring	\$8.00	\$8.00

#### 6.1.18 Remote Call Forward

Facility-Based Remote Call Forward is a telecommunications network service that utilizes a telephone number and electronic switching system central office facilities to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to the connecting telephone number. Installation charges or change order charges vary depending on whether the customer has signed up for month-to-month, one-year or two-year plans.

	Monthly Charge
Remote Call Forward	\$8.75
	Non-Recurring Charge
Installation Charge	\$53.25
Change Order Charge	\$34.00

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service

#### 6.2.1 Call Forwarding

The Call Forwarding service allows the user to transfer incoming calls to another telephone number. This service is charged on per month basis with unlimited attempts.

Monthly Charge	\$3.50
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#### Call Forwarding - Variable

Call Forwarding - Variable allows the customer to forward all incoming calls to another line within or outside of the system.

Monthly Charge	\$3.50
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#### Call Forwarding - Busy Line

Call Forwarding - Busy Line allows an incoming call to the customer's line to be automatically forwarded to a preselected telephone number when the line is busy.

Monthly Charge	\$3.50
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#### Call Forwarding - Don't Answer

Call Forwarding - Don't Answer allows an incoming call to the customer's line to be automatically forwarded to a preselected telephone number when the line is unanswered after a predetermined number of rings. The customer must designate the variable ring (two to seven rings).

Monthly Charge	\$3.50
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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.1 Call Forwarding (cont'd.)

##### Call Forwarding - Busy Line / Don't Answer

Call Forwarding - Busy Line / Don't Answer provides the customer with forwarding capability for both busy and unanswered conditions.

Monthly Charge	\$3.50
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##### Ultra Call Forward

Provides Customers access from any touch-tone or tone-signaling telephone. The customer will dial a Remote Access Directory Number and then be guided by voice prompts to enter required information, including a Personal Identification Number. Calls forwarded by this feature may be subject to local or toll charges as appropriate. This service is only offered on a monthly subscription basis.

Monthly Recurring Rate	\$7.00
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#### 6.2.2 Call Waiting

Permits a line in use to be alerted by a tone when another call is attempting to complete to the line. The service also provides an automatic hold feature that is activated by a switchhook flash.

Monthly Charge	\$7.00
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#### 6.2.3 Speed Dialing

This feature allows the user to program the phone to dial frequently called local and long distance numbers by dialing just one or two digits. This feature is available in two increments, up to 8 numbers and up to 30 numbers.

Option A: 8 numbers	\$3.50
Option B: 30 numbers	\$3.50

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.4 Three-Way Calling

Allows the user to add a third party to an existing conversation. This service is charged on per month basis with unlimited attempts.

Monthly Charge	\$3.50
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#### 6.2.5 Directory Listings

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At the Customer's option, the Company will arrange for additional listings at the following rates:

	<u>Monthly Recurring</u>
Ea. add'l listing:	\$2.50

#### 6.2.6 Call Waiting ID Deluxe:

Provides Customers who subscribe to Caller ID Deluxe and Call Waiting with the ability to see the telephone number and name of a second incoming call. Call Waiting ID Deluxe may require additional customer provided equipment. This service is provided at no additional charge.

Monthly Charge	\$0.00
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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.7 Call Waiting ID:

Provides for an expanded use of Caller ID by allowing a customer, who also subscribes to Call Waiting, to go off hook on an existing call to receive Caller ID information (number only) for a new incoming call. The calling number is displayed on a compatible display device attached to the customer's telephone line. This service is provided at no additional charge.

Monthly Charge	\$0.00
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#### 6.2.8 Anonymous Call Rejection

Allows a customer to redirect incoming calls for which calling name and number display has been suppressed through the use of Call Block to an announcement indicating that the customer is not presently accepting such calls. The customer may activate and deactivate this feature without charge by dialing a code. This service is provided at no additional charge to Caller ID or Caller ID Deluxe subscribers.

Monthly Charge	\$3.50
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#### 6.2.9 Call Trace

Allows the customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail provided that the call was completed over suitably equipped facilities and the customer has not made or received another call after the call to be traced was terminated. The Company is not liable for damages if a trace attempt is not successful.

Monthly Charge	\$3.50
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#### Call Trace Processing Fee

A one-time, case preparation fee will be applied to customer's account when the customer requests that RCN furnish a law enforcement agency with appropriate Call Trace data

Non-Recurring Charge	\$2.50
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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.10 Enhanced Calling Services

- (a) RCN offers, for monthly subscription, the following enhanced calling services. Rates quoted for the services are on a per-line, per-path equipped basis. Appropriate subsequent service order charges apply to the establishment of this service.

##### Description

Call Block Prevents display of the calling number to a Caller ID subscriber and of the calling name and number to a Caller ID With Name subscriber.

Caller ID: Provides the telephone number from which the call originates, including non-listed and non-published service to the called party. Customers subscribing to Caller ID will also be provided with Anonymous Call Rejection.

Caller ID Blocking This feature is an arrangement which prevents the Caller ID customer from seeing the calling telephone number display with either per call blocking, which automatically blocks all outgoing calls. When the calling party uses either of these blocking capabilities, the Caller ID customer will receive an indication on the Caller ID equipment that the display of the calling telephone number has been suppressed. A per line blocking customer will be able to pass the calling telephone number by dialing a separate special code prior to placing a call. \*82 activates this feature and \*1162 deactivates this feature. There is no charge for this feature.

Selective Call Acceptance This feature allows the end user to program up to ten phone numbers from which incoming calls will be allowed to connect to the end user's line. All other incoming calls from phone numbers not programmed to the Customer's list will be forwarded to a recording that states the end user is not receiving calls. This service is available as a monthly subscription only.

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.10 Enhanced Calling Services (cont'd.)

##### (a) (cont'd)

##### Description (cont'd)

Select Forward This feature which permits a customer to prespecify up to a maximum of six (6) telephone numbers from which calls are to be forwarded. The end user activates this feature by dialing a code to create a screening list of the six telephone numbers to be forwarded.

Distinctive Ringing 1 This feature allows a customer to have one separate telephone number assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to Customers also subscribing to call waiting.

Distinctive Ringing 2 This feature allows a customer to have two separate telephone numbers assigned to one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming call. A distinctive call waiting tone for each telephone number will be provided, where facilities permit, to Customers also subscribing to call waiting.

Remote Call Forward This feature automatically forwards all incoming calls dialed to that Remote Call forwarding telephone number to the connecting number. The subscriber of Remote Call Forwarding is responsible for usage charges from the call forward number to the terminating number. The caller is responsible for usage charges from where the call is being originated.

Caller ID Deluxe This features displays the names and numbers of callers. It allows Customers to manage incoming calls by either taking the call immediately or at a later time. Calls from people with private numbers will display "Private Caller" on the ID unit. The service is only available on a monthly subscription basis.



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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.10 Enhanced Calling Services (cont'd.)

##### (a) (cont'd)

##### Description (cont'd)

Vanity Number Service Vanity Number Service is an optional feature by which a new Customer may request a specific or unique telephone number and fax number for use with the Company provided Exchange Access Services. This service provides for the assignment of a customer requested telephone number other than the next available number from the assignment control list.

Vanity Number Service is furnished subject to the availability of facilities and the requirements of Exchange Access Service as defined by the Company. The Company reserves all rights to the Vanity Numbers assigned to the customers and may, therefore, change them if required.

Monthly recurring charges apply per Vanity number.

##### \*79 Call PickUp

This feature allows Call PickUp commercial facility based SOHO Customers to answer any call to another telephone line within its present group by dialing a special access code (\*79).

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.10 Enhanced Calling Services (cont'd.)

<u>Service</u>	<u>Monthly Recurring</u>
Caller I.D.	\$3.50
Caller I.D Deluxe	7.00
Call Trace	3.50
Return Call	5.40
Repeat Call	4.30
Select Forward	3.80
Priority Call	4.30
Call Block	5.60
Anonymous Call Rejection	3.50
Selective Call Acceptance	3.50
Call Waiting	0.00
Caller ID Blocking	0.00
Call Forward Variable	3.60
Distinctive Ringing 1	4.90
Distinctive Ringing 2	7.00

- (b) Company offers, on a usage-sensitive basis, the following enhanced calling services. Usage-sensitive pricing may not be available for all Company services listed below.

<u>Service</u>	<u>Monthly Recurring</u>
Call Trace	\$ 2.50
Return Call	1.00
Repeat Call	1.00
Priority Call	1.00
Call Block	1.00

Call Trace Preparation Fee    Non-Recurring - \$5.00

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## EXCHANGE ACCESS OPTIONAL FEATURES

### 6.2 Residential Service (cont'd.)

#### 6.2.11 Custom Calling Packages

##### Pick 5 Feature Package

Choose 5 from the following:

Anonymous Call Rejection, Basic Voice Mail, Call Block, Caller ID Block, Call Forward Busy Line Don't Answer, Call Forward Variable, Call Return, Call Waiting ID Deluxe, Call Waiting, Caller ID Deluxe, Distinctive Ring 1, Distinctive Ring 2, Priority Call, Repeat Call, Speed Call 8, Speed Call 30, Three Way Calling, Ultra Call Forwarding.

Monthly Charge per line	\$12.00
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