

PSC No. 2 Telephone
Hancock Long Distance, Inc.
Initial Effective Date: June 23, 2011

Section: 3 Leaf: 1
Revision: 0
Superseding Revision:

SECTION 3 - DESCRIPTION OF SERVICES

3.1 General

The Company provides interexchange telecommunications services, including direct-dialed message telecommunications services, 800 type service and calling card service. Call plans are generally rated based on the duration of the call. Services are available twenty-four (24) hours a day, seven (7) days a week.

3.2 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

3.2.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

3.2.2 Chargeable time for all station-to-station calls begins when connection is established between calling party and the called party and ends when the calling party hangs up thereby releasing the network connection. If the called party hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the network, or by an operator.

3.2.3 Minimum call duration for billing purposes is one minute unless otherwise specified in the individual rate schedules of this tariff.

3.2.4 Following the minimum call duration, calls are measured and billed in six second increments on a per call basis, unless otherwise indicated in this tariff. Fractional billing increments are rounded to the next full six second increment.

3.2.5 No charges apply to incomplete calls. An incomplete call is a station call in which the called station does not answer, or a person-to-person call in which the station does not answer or the requested person is unavailable, or a collect call for which the called party refuses to accept the charges.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.2 Timing of Calls (cont'd)

3.2.6 Usage charges are computed on a per call basis. When computation of call charges result in fractional cents, the resulting charge is rounded up to the nearest penny.

3.3 Outbound Station-to-Station Calling Plans

All product descriptions discussed below will generally be available to both residential and business customers, although the rates may differ between these two subscriber classes. All long distance minutes are domestic and do not include international calling.

3.3.1 Fixed Rate-Per-Minute Plan

Customers may be charged two rate components: (1) a per line monthly recurring charge (MRC); and (2) a fixed rate-per-minute on every call. There are no monthly minimum requirements.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.3 Outbound Station-to-Station Calling Plans (cont'd)

3.3.2 Bundled Service Plans

Residential and Business customers who have chosen Hancock Long Distance as their primary Interexchange carrier for both Inter and IntraLATA service and have Hancock Telephone Company as their designated local service provider are eligible for the Bundled Packages. Package subscribers must also subscribe to the corresponding Bundled Package offered by Hancock Telephone Company.

A. Bundled Block-of-Minute Plans

The Bundled Block-of-Minute Plans enable customers to purchase a specified Block of long-distance minutes for a fixed MRC. Minute volumes which exceed the Block will be charged on a measured basis. The Customer will be billed the MRC at the beginning of each bill month. No portion of the MRC is returned to the Customer for any "unused" Block minutes during the bill month. Measured Charges, which are assessed to Customer minutes which exceed the block will be applied to the Customer's next monthly bill. For Customers with more than three lines presubscribed to the Company's service, the long-distance minutes associated with the selected Bundled Block-of-Minute Plan will apply, in aggregate, to groups of three lines which are billed on a single bill to a single main bill number. For Customers with more than three access lines to receive the tariffed rates for the Company's service, it shall be necessary only that the Customer purchases the complete Bundle of services on at least one line of the group of three. This condition applies to all lines which are billed on a single bill to a single main bill number.

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SECTION 3 - DESCRIPTION OF SERVICES (Cont'd)

3.4 Calling Card Service

Calling Card Service is available to Residential and Business Customers for originating telephone calls. Service is accessed by dialing a Company-designated access number. In those instances when a Customer places a jurisdictionally local call using this service by dialing the long-distance access method described above, the call will be carried by the Company and charged at the rates listed herein and according to the terms and conditions of this tariff. Calling card Service is offered to Customers with lines presubscribed to the Company's service.

3.5 Operator Services

Operator Services allow Customers to place calls using operator assistance for call completion. Usage charges and an appropriate service charge will be assessed on a per call basis, as stated in this tariff. Operator services may be used by a customer to complete Operator Station, Person-to-Person, Collect, and/or Calling Card calls. Charges for Operator-Assisted calls include two components: a usage-sensitive component and a fixed per-call service charge based upon the type of operator service provided.

3.6 Toll Free Service

Toll Free Service provides for the termination of in-bound toll free 800 type calls to a one-party exchange access line or to dedicated access facilities. The Customer is responsible for payment of all charges associated with such terminating calls terminated rather than the calling party. Calls to the Customer's Toll Free Service number can originate from all intrastate locations, including locations that are jurisdictionally local to the originating exchange. Charges are assessed primarily on a Measured Charge basis. Additional charges for specialized features and nonrecurring services also apply.

3.7 Directory Assistance Service

Customers may obtain assistance in determining telephone numbers by dialing 1-NPA-NXX-XXXX. Charges for Directory Assistance are assessed on a per-call basis.