

Spectrotel of Maryland, LLC
d/b/a One Touch Communications
d/b/a Surfstone
d/b/a Touch Base Communications
3535 State Highway 66, Suite 7
Neptune, NJ 07753

MD PSC Price Guide
Original Page 1

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

Services Applicable to

Facilities-Based and Resold Local Exchange

Telecommunications Services Furnished by

Spectrotel of Maryland, LLC
d/b/a One Touch Communications
d/b/a Surfstone
d/b/a Touch Base Communications

Between Points Within the State of Maryland

This Price Guide governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this Price Guide.

The Company's services are available to business customers.

Spectrotel of Maryland, LLC
d/b/a One Touch Communications
d/b/a Surfstone
d/b/a Touch Base Communications
3535 State Highway 66, Suite 7
Neptune, NJ 07753

MD PSC Price Guide
Original Page 2

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

TABLE OF CONTENTS

SECTION 1 - GENERAL	3
SECTION 2 - RULES AND REGULATIONS	4
SECTION 3 - DESCRIPTION OF SERVICE	32
SECTION 4 - NONRECURRING CHARGES	51
SECTION 5 - PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE	52
SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION	54
SECTION 7 - SPECIAL ARRANGEMENTS	60
SECTION 8 - SERVICE TERRITORY	61

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 1 -GENERAL

1.3 Definitions

- 1.3.1 “Carrier,” “Company” or “Utility” refers to Spectrotel d/b/a One Touch Communications d/b/a Surfstone d/b/a Touch Base Communications.
- 1.3.2 “Commission” means the Maryland Public Service Commission.
- 1.3.3 “Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
- 1.3.4 “Customer” means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.
- 1.3.5 “Residential” customer is a customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other customers are non-residential customers.
- 1.3.6 “Service” means any telecommunications service(s) provided by the Carrier under this Price Guide.
- 1.3.7 “Station” means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
- 1.3.8 The Company charges weekend rates on the following Federal holidays: New Year’s Day, Martin Luther King’s Birthday, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS

2.1 Undertaking of the Company

- 2.1.1 The company undertakes to furnish communications service pursuant to the terms of this Price Guide in connection with one-way and/or two-way information transmission between points within the state of Maryland.
- 2.1.2 Customers and users may use service and facilities provided under this Price Guide to obtain access to services offered by other service providers. The Company is responsible under this Price Guide only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

- A. The payment of all applicable charges pursuant to this Price Guide.
 - B. Reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the customer; or the noncompliance by the customer, with these regulations, or by fire or theft or other casualty on the customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.
 - C. Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.
 - D. Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.
 - E. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
 - F. Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.2 Obligations of the Customer, (Cont'd.)

2.2.2 With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:

- A. With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:
 - B. Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the customer, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or
 - C. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.2 Obligations of the Customer, (Cont'd.)

- 2.2.3 The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the customer's expense.
- 2.2.4 The Company's services (as detailed in this Price Guide) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Price Guides or contracts which are applicable to such connections.
- 2.2.5 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this Price Guide for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.3 Liability of the Company

2.3.1 In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:

2.3.2 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.
 - B. The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.3 Liability of the Company, (Cont'd.)

2.3.3 Claims of Misuse of Service

- A. The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.
- B. The Company does not require indemnification from the customer where the action for which it is seeking indemnification is based on a claim of negligence by the Company.

2.3.4 Defacement of Premises

- A. The Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.3 Liability of the Company, (Cont'd.)

2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations.

The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. Company shall be indemnified, defended and held harmless by the customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service and not due to the gross negligence or willful misconduct of the Company.

2.3.6 Service at Outdoor Locations

The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.3 Liability of the Company, (Cont'd.)

2.3.7 Warranties

A THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

B. Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any disclaimer of warranties or representations imposed by the Company should be upheld in a court of law.

2.3.8 Limitation of Liability

A Nothing in this Price Guide shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.4. Application for Service

2.4.1 Minimum Contract Period

- A. Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new residential or single line business customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a record keeping or service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.
 - B. Except as provided in 2.4.2.1, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to customers to the day the succeeding directory is first distributed to customers.
 - C. The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.4. Application for Service, (Cont'd.)

2.4.2 Cancellation of Service

- A. Customer may, after meeting a minimum service period, if any, terminate service by providing 30 days written or verbal notice to the Company prior to cancellation. Customers terminating service prior to the expiration of the thirty (30) day notice period will not receive a prorated refund of fixed or recurring monthly charges which are billed in advance.
- B. Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.
- C. Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;
 - The total costs of installing and removing such facilities; or
 - The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this Price Guide plus the full amount of any applicable installation and termination charges.
- D. Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.5 Payment for Service

2.5.1 Service will be billed directly by the Company on a monthly basis and is due and payable upon receipt or as specified on the customer's bill. Service will continue to be provided until canceled by the customer or discontinued by the Company as set forth in Section 2.14 of this Price Guide.

2.5.2 The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

2.5.3 The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

2.5.4 If the Company provides service under a term plan (1,3,5 years, etc.) and (1) automatically renews the contract, and (2) imposes a penalty for early cancellation by the customer, then the customer shall be notified 60 days in advance of the customer's current contract expiration date.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.6 Customer Deposits

2.6.1 The Carrier agrees to abide by the regulations associated with nonresidential customer deposits as specified by Code of Maryland Regulations 20.30.01. as amended from time to time, and to certify to the commission annually that such deposits have been deposited in Maryland.

2.6.2 In order to establish credit, the carrier may require an applicant for nonresidential service to demonstrate good paying habits by showing that the applicant:

- A. Was a customer of a Maryland utility for at least 12 months within the preceding 2 years;
- B. Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
- C. Did not have service discontinued for nonpayment of a utility bill during the last 12 months that service was provided; and
- E. Did not fail, on more than two occasions during the last 12 months that service was provided, to pay a utility bill when it became due.
- F. The Carrier agrees to abide by the regulations associated with residential customer deposits as specified by Code of Maryland Regulations 20.30.02. as amended from time to time.
- G. In order to establish credit, a utility may require an applicant for residential service to demonstrate good paying habits by showing that the applicant:
- H. Was a customer of a Maryland utility within the preceding 2 years;

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.6 Customer Deposits, (Cont'd.)

2.6.2 (Cont'd.)

- I. Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
- J. Did not have service discontinued for non-payment of a utility bill during the last 12 months that service was provided; and
- I. Did not on more than two occasions during the last 12 months that service was provided, fail to pay a utility bill when it became due.
- F. Deposits for establishment or reestablishment of credit will not be more than the estimated charge for service for 2 consecutive billing periods or 90 days, whichever is less.

2.6.3 Customer deposits shall be maintained in a bank located in Maryland. Customers who make a deposit for service will receive interest, at a rate set on such deposit not less than the rate calculated by the method set forth in COMAR 20.30.01.04 (for non-residential customers) or COMAR 20.30.02.04 (for residential customers) as appropriate.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.7 Late Payment Charges

- 2.7.1 The Carrier agrees to abide by the regulations governing late payment charges as specified by COMAR 20.30.03. as amended from time to time.
 - 2.7.2 Any charges that are disputed by a customer shall not be subject to late payment charges regardless of the outcome of the dispute.
 - 2.7.3 The Company will consider delinquent and apply late payment charges on bills not paid within 20 days of the billing invoice date in the case of residential customers and within 15 days of the billing invoice date in the case of all non-residential customers in accordance with COMAR Sections 20.30.03.01A and 20.30.03.01B, respectively.
 - 2.7.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01.A(1).
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.8 Customer Complaints and Billing Disputes

2.8.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.

2.8.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the customer to:

Office of External Relations
Maryland Public Service Commission
6 St. Paul Street
Baltimore, MD 21202
410-767-8028 (Office of External Relations)
410-767-8000 (Main PSC number)
1-800-492-0474 (Toll-free PSC number)

2.8.3 The Company provides the following toll free number 1-888-773-9722 for customers to contact the carrier in accordance with COMAR 20.45.04.02.B.

2.8.4 The Company will not collect attorney fees or court costs from customers.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.9 Allowance for Interruptions in Service

- 2.9.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company. The Carrier agrees to abide by the regulations associated with interruptions in service as specified by Code of Maryland Regulations 20.45.05.09 as amended from time to time.
 - 2.9.2 Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this Price Guide by the Customer, or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Price Guide.
 - 2.9.3 For the purpose of applying this provision, the word “interruption” shall mean the inability to complete calls, either incoming or outgoing or both, due to equipment malfunction or human errors.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.9 Allowance for Interruptions in Service, (Cont'd.)

2.9.4 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
 - B. For calculating credit allowances, every month is considered to have thirty (30) days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
 - C. A credit allowance will be given, upon request of the Customer to the business office, for interruptions of thirty (30) minutes or more. Credit allowances will be calculated as follows:
 1. If interruption continues for less than twenty-four (24) hours, 1/30th of the monthly rate will be credited if it is the first interruption in the same billing period. If there was a previous interruption of at least twenty-four (24) hours in the same billing period 2/30ths of the monthly rate will be credited.
 2. If interruption continues for more than twenty-four (24) hours and if caused by storm, fire, flood or other conditions out of the Company's control, 1/30th of the monthly rate for each twenty-four (24) hours of interruption.
 3. For other interruptions, 1/30th of the monthly rate for the first twenty-four (24) hours and 2/30ths of such rate for each additional twenty-four (24) hours (or fraction thereof); however, if service is interrupted for over twenty-four (24) hours, more than once in the same billing period, the 2/30ths allowance applies to the first twenty-four (24) hours of the second and subsequent interruptions.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.9 Allowance for Interruptions in Service, (Cont'd.)

2.9.4 Credit for Interruptions

C.

4. Two (2) or more interruptions of fifteen (15) minutes or more during any one (1) twenty-four (24) hour period shall be considered as one (1) interruption.
 5. Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.9 Allowance for Interruptions in Service, (Cont'd.)

2.9.5 Limitations on Allowances.

- A. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Price Guide, suspends or terminates service because of non payment of bills due to the Company, unlawful or improper use of the facilities or service, or any other reason covered by the Price Guide.
- B. No credit allowances will be made for:
1. interruptions due to the negligence of, or noncompliance with the provisions of this Price Guide by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
 2. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- interruptions due to the failure or malfunction of non-Company equipment;
- interruptions due to electric power failure where, by the provisions of this Price Guide, the subscriber is responsible for providing electric power;
- interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.9 Allowance for Interruptions in Service, (Cont'd.)

2.9.5 Limitations on Allowances.

B. No credit allowances will be made for:

3. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
4. due to circumstances or causes beyond the control of Company; and
5. that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

C. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

2.9.6 Use of Another Means of Communications

- A. If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.10 Taxes and Fees

2.10.1 All state and local taxes and fees shall be listed as separate line items on the customer's bill.

2.10.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.

2.10.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

2.11 Returned Check Charge

2.11.1 The charge for a returned check is \$25.00

2.12 Directory Assistance Call Allowance

2.12.1 Residential customers shall receive six free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.13 Special Customer Arrangements

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this Price Guide, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.14 Termination of Service

2.14.1 Denial of Service Without Notice

The Company may discontinue service without notice for any of the following reasons:

- A. Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.
 - B. Adverse Effect on Service. Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
 - C. Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.
 - D. Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network.
 - E. Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.14 Termination of Service, (Cont'd.)

2.14.1 Denial of Service Without Notice

- F. The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial:
1. Non-compliance with Regulations. For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's Price Guide.
 2. Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.
 3. Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.14 Termination of Service, (Cont'd.)

2.14.1 Denial of Service Without Notice, (Cont'd.)

4. Non-payment of Bill.

- a. For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.
 - b. In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company's revenues.
 - c. Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.
 - d. Failure to Comply with Service Conditions. For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.
 - f. Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.
 - g. Failure to Pay Increased Deposit Required. For failure of the customer to pay an increased security deposit when warranted by the Company to protect its revenue in accordance with Code of Maryland Regulations 20.45.04.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.14 Termination of Service, (Cont'd.)

2.14.2 Insufficient Reasons for Denial of Service

A. The following may not constitute cause for refusal of service to a present or prospective customer:

1. Failure of a prior customer to pay for service at the premises to be serviced;
 2. Failure to pay for a different class of service for a different entity;
 3. Failure to pay the bill of another customer as guarantor of that bill;
 4. Failure to pay directory advertising charges;
 5. Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or
 6. Failure to pay an outstanding bill that is over 7 years old, unless the:
 - a. Customer signed an agreement to pay the outstanding bill before the expiration of this period;
 - b. Outstanding bill is for service obtained by the customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or
 - c. Outstanding bill is for service obtained by the customer by means of an application made: In a fictitious name:

In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address, In the name of a third party without disclosing that fact or without bonafide authority from the third party, or Without disclosure of a material fact or by misrepresentations of a material fact.
 7. This regulation applies to both residential and nonresidential classes of service.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.15 Unlawful Use of Service

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

- A. An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or
- B. The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.
- C. If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

2.16 Interference with or Impairment of Service

2.16.1 Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other customers. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 2 -RULES AND REGULATIONS, (CONT'D.)

2.17 Telephone Solicitation by Use of Recorded Messages

2.17.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.18 Incomplete Calls

2.18.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

2.19 Overcharge/Undercharge

2.19.1 Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

2.19.2 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE

3.1 Basic Local Exchange Service

3.1.1 General

Exchange Access 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. Exchange Access Service lines or trunks are provided for connection to Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line or trunk hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Exchange Access Service lines and trunks are provided on a single party (individual) basis only. No multi-party lines or trunks are provided. PBX Trunks are available to Customers as inward, outward or two-way combination trunks where services and facilities permit.

Service is available on a measured or message rate basis.

Recurring charges for Exchange Access Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line or trunk. No usage charges will apply to calls received by the Customer. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.1 Basic Local Exchange Service, (Cont'd.)

3.1.2 Monthly Recurring Charges:

The following charges apply to Exchange Access Service lines or trunks per month. The rates and charges below apply to service provided on a month-to-month basis. Charges for monthly usage options apply in addition to the charges for exchange access lines or trunks.

The following rates apply to all Individual Exchange Access Line provided by the Company, regardless of the number required by the Customer. Charges for monthly usage options apply in addition to the charges Exchange Access Line. Service ordering charges apply as specified in Section 3.

Monthly recurring charges per Individual Exchange Access Line apply as follows:

Rate Group	Standard Measured Rate
Group A	\$12.00
Group B	\$14.18

3.1.3 Individual Exchange Access Service, Per Trunk

The following rates apply to all Individual Exchange Access Trunks provided by the Company, regardless of the number required by the Customer. Charges for monthly usage options apply in addition to the charges for trunk lines. Service ordering charges apply as specified in Section 4.

Monthly recurring charges per Individual Exchange Access Trunk apply as follows:

Rate Group	Standard Measured Rate
Group A	\$12.00
Group B	\$14.18

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.1 Basic Local Exchange Service, (Cont'd.)

1.1.4 Usage Sensitive Charges and Allowances

A. Measured Rate Service:

Measured Rate Service provides for calling within the local calling areas on a per minute basis. Accumulation of local usage time for measured service is done on a per second basis. At the end of the customer's billing period, the sum of accumulated seconds is rounded to the next higher minute.

Individual Exchange Access Line Service, with Measured Rate Service	
Per First Local Minute	\$0.028
Per Additional Local Minute	\$0.011

Individual Exchange Access Trunk Service, with Measured Rate Service	
Per First Local Minute	\$0.028
Per Additional Local Minute	\$0.011

B. Message Rate Service:

Message Rate Service provides for calling within the local calling areas on a per call basis. Each message is charged for at a single rate for an un-timed call.

Individual Exchange Access Line Service, with Measured Rate Service	
Per Un-timed Message	\$0.081

Individual Exchange Access Trunk Service, with Measured Rate Service	
Per Un-timed Message	\$0.081

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES

3.2 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

3.2.1 Additional 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 a Customer's option, the Company will arrange for additional listings at the following rates:

	Non-Recurring	Monthly Recurring
Business Each Additional Listing	\$26.00	\$2.25

3.2.2 Non-Listed Service

Service that does not appear in the telephone directly and does not appear on Directory assistance records.

Business Per-Month Charge	\$1.50
---------------------------	--------

3.2.3 Non-Published Service

Business Per-Month Charge:	\$1.31
----------------------------	--------

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.3 Direct Inward Dial (DID) Service

3.3.1 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 capability and DID number blocks apply in addition to charges specified for Basic Trunks for Digital Trunks.

3.3.2 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 thirty (30) or more DID number blocks. 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 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 the end office designated 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.

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Block of 20 DID Numbers		
Initial Order	\$250.00	\$3.60
Additional	\$18.90	\$3.60

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.4 Vanity Number Service

3.4.1 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.

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

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
Charge per Vanity Number	\$9.00	\$3.15

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service

3.5.1 Description

Centrex Service is a central office--based PBX service offered to business Customers. Standard pricing plans are offered to Customers with two (2) or more station lines. Centrex configurations and/or features not contained in this Section are offered on an individual case basis, subject to the availability of equipment and facilities necessary to provision the service on a continuing and economically feasible basis. The minimum term commitment for Centrex Service is one (1) month.

3.5.2 Service Requirements

- A. Basic Centrex Service is available to Customers served from a compatible central office where adequate facilities are available. A system must have a minimum of two (2) service lines.
- B. The Customer is responsible for notifying the Company thirty (30) calendar days prior to the termination of service.
- C. One free Directory Listing is provided with each Centrex Service system. Additional listings are available at rates specified under Directory Listing Services elsewhere in this Price Guide.

3.5.3 Centrex Basic Lines

- A. Basic Lines provide intercommunication on a two-digit basis (activated by dialing the appropriate, pre-programmed intercom code for an associated line) in addition to access to and from the exchange network without Customer attendant assistance. Basic Lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID)
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.4 Centrex Basic Lines

A. Basic Lines can be provided with the following type arrangements:

- Unrestricted - An arrangement that has no restrictions on either incoming or outgoing calling.
- Long Distance Message Restricted - An arrangement which permits a Basic Line user to dial local service area calls but prevents the origination of long distance calls. In addition, this arrangement is available both with and without the capability for "zero" dialing.
- Fully Restricted - An arrangement that allows intercom-only calling for the Basic Line user.
- 700/900/976 Restricted (Originating) - An arrangement which denies the Basic Line user the ability to make outgoing calls to 700/900/976 numbers.

B. There are two types of Centrex Basic Lines, Central Office and SpectroFlex.

Central Office Service has a 2-line minimum and 30 line maximum, and allows the customer the ability to place an outbound telephone call without first dialing 9. Intercom or intrasystem dialing is available on a 2-digit dialing basis.

SpectroFlex Service consists of the central office equipment and stations connected by Spectroflex lines (no less than 2 lines). These lines provide four-digit intrasystem or intercom dialing. SpectroFlex customers must first dial 9 before attempting to dial a telephone number outside of their SpectroFlex system. Spectroflex is provided in the capacities per system.

<u>Line Capacity</u> <u>Category</u>	<u>Minimum Line</u> <u>Requirement</u>
I	2
II	31
III	76

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.5 Standard Features

Basic Centrex standard station and line features are provided where facilities permit. All Basic Lines are equipped with the features as indicated below, but the Customer may choose not to active all features. The Basic Line rate applies regardless of the number of features activated by the Customer.

Automatic Callback Calling: Permits an originating Basic Centrex line user who attempts an intercommunication call to a busy Basic Centrex line to automatically be connected to that line when both called and calling lines become idle, by dialing an activation code. Automatic Callback Calling will only operate for intercommunication calls between lines of the same system. This feature can be canceled by the originating station user dialing a deactivation code.

Call Forwarding - Busy Line - All Calls or Outside Calls: Permits the routing of incoming calls to another specified line of the system if the intended line is in use. With this arrangement, more than one (1) station line can forward to a common station line. This feature can be provisioned for all calls (inside or outside the system) or outside the system only.

Call Forwarding - Don't Answer - All Calls or Outside Calls: Permits the routing of incoming calls to another specified line of the system if the intended line is unanswered after approximately three (3) ringing cycles. This feature can be provisioned for all calls (inside or outside the system) or outside the system only.

Call Forwarding - Variable - All Calls: Permits a station user to have incoming calls automatically transferred to another line of the system, or to a line outside the system, for temporary periods. The feature is activated by dialing a code, followed by the line number to which the calls are to be forwarded. The feature is deactivated by dialing another code. Reminder Ring provides for a distinctive ringing signal to be provided to the Call Forward - Variable line at the time the call is forwarded.

Call Hold: Permits an in-progress call to be held for extended period in order that another incoming call on another line may be answered.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.5 Standard Features, (Cont'd.)

Call Park: Permits a station line user to park a call against its own telephone number. The parked call can be retrieved from any station by dialing the feature access code for retrieval and the station line number. A parked call that has not been retrieved within the time specified by the Customer will be returned to the station parking the call.

Call Pickup: Permits an in-progress call to be held for extended periods by dialing a code.

Call Transfer - All Calls or Inside Calls: Permits a station user to transfer a call to another line either within or outside of the system. This feature can be provisioned for all calls (inside or outside of the system) or for inside the system only.

Call Waiting – Originating: Permits calls to lines of the system which are in use, originated by a line so equipped, to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold by the called party.

Call Waiting – Terminating: Permits all incoming calls on lines already in use to be "announced" by a short burst of tone (audible only to the called party) and automatically completed upon termination of the in-progress call, or if the in-progress call is placed on Call Hold. This service can be provided for calls originating outside the system or for all calls. Tone Block allows a station user to temporarily deactivate Call Waiting prior to initiating a call or during a call in progress. The Call Waiting will be automatically reactivated when the call or call attempt is terminated.

Common Intercept: Permits incoming exchange calls to unassigned and/or non-working lines to be intercepted by a standard announcement which informs the calling party that the called number is not in service. Intercommunication calls to unassigned station lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with advice that the in-house directory should be consulted.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.5 Standard Features, (Cont'd.)

Conference Arrangement - 1 to 6 ports - Per System: Permits line users to establish conference connections of up to six (6) lines, including the originating line, by dialing an assigned access code.

Consultation Hold: Permits a station user to hold any in-progress call by operation of the switchhook. The station user is automatically returned to the original call upon completion of the second call.

Directed Call Park: Permits a station user to park a call against any station number appearance. Station users may be required to enter a security code to retrieve the call if desired.

Directed Call Pickup: Provides the ability for a call directed to a station line to be answered by any other station user by dialing a code number followed by the station line number. This feature offered with or without Barge-In as follows:

With Barge-In-If the call has already been answered, a burst of tone is applied to alert the answering party of the impending presence of a third party. The third party is then bridged into the existing connection.

Non-Barge In - If the call has already been answered, the station user who dialed the access code receives a busy tone.

Inside/Outside Ringing: Permits the station user to identify the source of incoming calls by a unique ringing pattern.

Executive Busy Override: Allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook and dialing a feature code. A warning tone is emitted and a three-way call is established. The station user invoking override can then hang up and the prior conversation will continue, or flash the switchhook, dropping the third party from the conversation.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.5 Standard Features, (Cont'd.)

Last Number Redial: Permits a station user to redial the last called number (up to twenty-four (24) digits), by depressing a single button or by dialing an access code rather than dialing the entire number.

Multi-Path Call Forwarding - Up to 5 Paths: A call forwarding option which permits the station user to forward incoming simultaneous messages.

Night Service: Permits the routing of calls normally directed to the attendant to be directed to pre-selected lines within the system. This feature is provided on a Call Forwarding - Fixed or Call Forwarding - Variable basis.

Speed Dial Short: Permits the user to make calls to frequently dialed numbers by using a two-digit code. A Customer-programmable "short" list (eight (8) numbers) is provided per line.

Speed Dial Long: Permits the user to make calls to frequently dialed numbers by using a two-digit code. A Customer-programmable "short" list (thirty (30) numbers) is provided per line.

Speed Dial Short – Shared: Permits the station user to share the same speed dial eight (8) numbers list with other station users on the system.

Speed Dial Long - Shared: Permits the station user to share the same speed dial thirty (30) numbers list with other station users on the system.

Station Line Hunting: Permits station lines to be arranged in groups so that calls to a busy line in a group will be completed to another line in the group that is not busy. This feature can be provided in series completion, circular or multi-line arrangements.

Three Way Calling: Permits a station user to establish a 3-way conference by placing an in-progress call on hold, through operation of the switchhook, and then dialing another call. By again operating the switchhook, the station user can connect the two calls.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.5 Standard Features, (Cont'd.)

Touch Tone: All lines in Business Plus Centrex are equipped for Touch Tone Calling.

Trunk Answer Any Station: Permits the station user to answer an incoming exchange network call directed to the main listed number by any line in the system when the attendant position is in the "night" mode, via the activation of a three (3) digit code.

Uniform Call Distribution - UCD with Queuing: Permits the station user to receive more calls than the multi-line hunt group is designed to handle. This is accomplished by providing the Customer with one queue slot.

3.5.6 Optional Features

Optional features are offered with each Service Plan in addition to the Standard Features. Optional features are provided where facilities are available and consist of the following:

The following features are offered with Basic Lines: Call Block, Call Return, Call Selector, Preferred Call Forwarding, Repeat Dialing, Caller ID with Number, and Caller ID with Name.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.5 Centrex Service, (Cont'd.)

3.5.7 Rates and Charges

A. Monthly Recurring Charges:

The following rates apply to all Basic Centrex Service lines provided by the Company, regardless of the number required by the Customer. Charges for monthly usage options apply in addition to the charges for Basic Centrex Service line. Service ordering charges apply as specified in Section 4.

Monthly recurring charges per Individual Centrex Service line apply as follows:

	Central Office Service		Spectroflex Service	
	Rate Group A	Rate Group B	Rate Group A	Rate Group B
Category I	\$21.60	\$22.69	\$23.40	\$24.49
Category II	N/A	N/A	\$22.46	\$22.78
Category III	N/A	N/A	\$22.01	\$22.33

B. Optional Feature Rates

Customers may subscribe to the following features in addition to standard features offered with Basic Line service. Features (except Caller ID) are offered individually (Column A) or as a package (Column B). Caller ID may be subscribed to along with packaged features at rates listed in Column B of the following table.

Optional Feature	A	B
	Per Month Individual Feature	Per Month with Feature Package
Call Block	\$1.35	
Call Return	\$1.35	
Selective Forwarding*	\$1.35	
Priority Call*	\$1.35	
Caller ID with Number*	\$5.40	\$4.50
Caller ID with Name and Number	\$6.30	\$5.18

*As of July 29, 2009, this feature is only available to existing Customers at existing locations.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.6 Operator Services

3.6.1 Operator Handled Calling Services

Operator Handled Calling services are provided to Customers and Users of Company-provided Exchange Access Services, to users accessing pre-subscribed public pay phones or customer provided stations, and to Customers and Users of another local exchange carrier's access lines which the Customer has pre-subscribed to the Company's outbound calling services.

3.6.2 Definitions:

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-party 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.

Billed to Non-Proprietary Calling Card: Refers to calls that are dialed by the customer in accordance with standard dialing instructions and billed to a non-proprietary calling card issued by another carrier.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.6 Operator Services, (Cont'd.)

3.6.3 Application of Rates

Local exchange, IntraLATA, and Long Distance calls may be placed on an Operator Assisted basis.

	<u>Charge Per Call</u>
Station-to-station Customer Dialed Calling Card	\$0.60
Station-to-station Operator-Assisted	\$2.00
Station-to-station Machine-Handled,	\$2.00
Station-to-station Live Operator-Handled	\$2.25

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.7 Directory Assistance Service

3.7.1 General

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.

Effective when facilities are generally available, the rates set forth following apply when customers request Company assistance in determining telephone numbers of customers who are located in the same local exchange area or who are not located in the same local exchange area but who are located within the same NPA.

For calls placed through a Company operator, The Operator Assisted Local Call Charge specified in Section of this Price Guide applies in addition to the charge for Directory Assistance Service Calls specified in C. following. When the service of a Company operator are used, the Operator Assisted Local Call charge will not apply in the following cases:

To reach the called Directory Assistance Service number when attempts by the customer to direct dial such a call cannot be completed.

To only record the originating telephone number where no automatic recording equipment is available.

To only record the special identification number of a student for a call placed from a Centrex Dormitory Service station line.

No more than (2) telephone numbers may be requested per call to Directory Assistance Service.

Charges for Directory Assistance Service are not applicable to calls to the Directory Assistance Service attendant placed from hospital services; or to calls to Directory Assistance Service attendant from telephone where the customer, and in the case of residence service where customer or a member of the customer's household, has been affirmed in writing as unable to use a Company provided directory because of visual, physical or reading handicap including calls made by such handicapped persons from their place of employment.

3.7.2 Rates and Charges

Business Direct-dialed DA Service, per call	\$1.50
Residential Direct-dialed DA Service, per call	\$1.50

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.7 Directory Assistance Service, (Cont'd.)

3.7.3 National 411 Service

National 411 (N411) Service provides customers with the listings of individuals or businesses located outside the customer's local exchange serving area or NPA, but within the United States.

411 Service is subject to availability of facilities.

The rates will apply for all N411 requests, including request for listings that are non-published, non-listed or not found.

A maximum of two requests for listings will be allowed per call; no discounts will apply on charges for N411 Service.

Calls for N411 service are not applicable to calls from telephones where the customer or, in case of a residence service where the customer or a member of the customer's household has been affirmed as being unable to use a directory because of visual or physical disability.

The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished, and the customer shall save the Company harmless against all claims that may arise from the use of such information.

Alternate billing arrangements are not permitted with N411 Service.

411 will not be offered from the following service from pay telephone lines.

If a customer requests both a N411 and local listing on the same call, the customer will be charged the rate for a N411 listing.

N411 Service is not available to restricted lines where alternate billing arrangements have been made.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 3 - MISCELLANEOUS SERVICES, (CONT'D.)

3.7 Directory Assistance Service, (Cont'd.)

3.7.3 National 411 Service

A. Application of Rates

For calls placed through the Company operator, the Operator-assisted Local Call charge applies in addition to the charge for N411 Service calls, specified below. When the service of a Company operator are used, the Operator-assisted Local Call charge will not apply in the following cases:

To reach the N411 Service number when attempts by the customer to direct dial such a call cannot be completed.

To only record the originating telephone number where no automatic recording equipment is available.

B. Rates and Charges

National 411 Service, per call \$1.50

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 4 - NONRECURRING CHARGES

4.1 Service Order and Change Charges

4.1.1 Nonrecurring charges apply to process service orders for new service, for changes in service and for changes to the Customer's primary interexchange carrier (PIC) code. The following charges apply to the Company's services:

Service Order Charge: The Service Order Charge applies for connections, moves, changes of equipment or service, changes of telephone number and wherever line or port, installation, connection, initial or other one-time charges apply, except where otherwise specified.

Charger per Order \$25.20

Feature Change Charge: Move, Change or Add Service Features or Equipment To Existing Lines/Trunks

Charger per Order \$5.40

Record Order Charge: A Record Order Charge applies for work performed by the Telephone Company in connection with receiving, recording and processing of customer requests where only changes in Telephone Company records are involved.

Charger per Order \$22.28

Central Office Exchange Access Line Charges:

Line Connection Charge: Connect New or Additional Exchange Access Lines/Trunks

Charger per Order \$86.00

Rewire Charge: Change Existing Exchange Access Lines/Trunks including hunting, changes in access line types; Exchange Access to/from Centrex or Trunks

Charger per Order \$25.20

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 5 - PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

5.1 Primary Interexchange Carrier Change Charge

The Customer will incur a Primary Interexchange Carrier Change charge each time there is a change in the long distance carrier associated with the Customer's line after the initial installation of service. If the Customer simultaneously changes their intraLATA and interLATA Primary Interexchange Carrier, only one charge will apply.

Primary Interexchange Carrier Change Charge	\$5.00
---	--------

5.2 Restoration of Service Charge

A restoration charge applies to the re-establishment of service and facilities suspended because of non-payment of bills and is payable at the time that the re-establishment of the service and facilities suspended is arranged for. The restoration charge does not apply when, after disconnection of service, service is later re-established. The following rates apply per occasion:

Restoration Charge, per occasion	\$14.40
----------------------------------	---------

5.3 Service Trip Charge

If an on-premise visit by the Company is required for trouble or service difficulties not resultant from the Company's provided equipment, a Service Trip Charge may be assessed to the subscriber for the visit by the Company. The following rates apply per visit:

Service Trip Charge, per occasion	\$150.00
-----------------------------------	----------

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 5 - PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

5.4 Service Order and Change Charges

Nonrecurring charges apply to process service orders for new service, for changes in service and for changes to the Customer's primary interexchange carrier (PIC) code. The following charges apply to the Company's services:

5.4.1 Service Order Charge: The Service Order Charge applies for connections, moves, changes of equipment or service, changes of telephone number and wherever line or port, installation, connection, initial or other one time charges apply, except where otherwise specified.

5.4.2 Feature Change Charge: Move, Change or Add Service Features or Equipment To Existing Lines/Trunks

5.4.3 Record Order Charge: A Record Order Charge applies for work performed by the Telephone Company in connection with receiving, recording and processing of customer requests where only changes in Telephone Company records are involved.

5.4.4 Central Office Exchange Access Line Charges:

A. Line Connection Charge: Connect New or Additional Exchange Access Lines/Trunks

B. Rewire Charge: Change Existing Exchange Access Lines/Trunks including hunting, changes in access line types; Exchange Access to/from Centrex or Trunks

Charge per:	1A	1B	1C	2A	2B
	\$25.20	\$5.40	\$22.28	\$86.00	\$25.20

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION

6.1 General

- 6.1.1 IntraLATA toll presubscription is a procedure whereby an end user or Pay Telephone Service Provider may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user or Pay Telephone Service Provider may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user or Pay Telephone Service Provider preferred IntraLATA toll provider.
 - 6.1.2 Each carrier will have one or more access codes assigned to it for various types of service. When an end user of Pay Telephone Service Provider selects a carrier as its preferred IntraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user or Pay Telephone Service Provider without dialing an access code. Should the same end user or Pay Telephone Service Provider wish to use other services of the same carrier, it will be necessary for the end user or Pay Telephone Service Provider to dial the necessary access code(s) to reach that carrier’s other service(s).
 - 6.1.3 An ITP must use Feature Group D (“FGD”) Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (“LOI”) to the Telephone Company at least twenty days prior to the IntraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.
 - 6.1.4 Selection of an ITP by an end user or Pay Telephone Service Provider is subject to the terms and conditions in Section 6.2.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION

6.2 Presubscription Charge Application

6.2.1 90-Day Initial Free Presubscription choice for Existing Users

- A. Existing end users or Pay Telephone Service Providers may exercise an initial free presubscription choice, either by contacting the Telephone Company, or by contacting the ITP directly. The initial free choice must be made within ninety days following implementation of IntraLATA toll presubscription. End user or Pay Telephone Service Provider choices that constitute exercising the free choices are:
- B. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
- C. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.
- D. Following an existing end user's or Pay Telephone Service Provider's free selections, any change made more than 90 days after presubscription is implemented is subject to a nonrecurring charge, as set forth in 6.7.1 following.

6.2.2 Initial Free Presubscription Choice for New Users

- A. New end users (including an existing customer who orders an additional line) or Pay Telephone Service Providers who subscribe to service after the presubscription implementation date will be asked to select a primary ITP when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon an IntraLATA toll carrier at the time, the customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users or Pay Telephone Service Providers is the period within thirty days of installation of the new service.
-

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION

6.2 Presubscription Charge Application, (Cont'd.)

6.2.3 Initial free selections available to new end user or Pay Telephone Service Providers are:

- A. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
- B. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.
- C. Following a new end user's or Pay Telephone Service Provider's free selections, any change made more than 30-days after presubscription is implemented is subject to a nonrecurring charge, as set forth in 6.7.1 following.

6.2.4 Charge for IntraLATA Toll Presubscription

After expiration of the initial free presubscription choice period for new customers, as specified above, or existing customers, the end user or ITP will be assessed an IntraLATA Toll presubscription charge as specified in 6.7.1.

6.2.5 Cancellation of IntraLATA Toll Presubscription by an ITP

If an ITP elects to discontinue Feature Group D service after implementation of the IntraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users or Pay Telephone Service Providers who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users or Pay Telephone Service Providers that it is canceling its Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge. The ITP must provide written notification to COMPANY that this activity has taken place.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION

6.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”)

When a discrepancy is determined regarding an end user’s designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:

6.3.1 A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.

A. When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

B. Verification of Orders for Telemarketing

No ITP shall submit to the Telephone Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

1. The ITP has obtained the customer’s written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

2. The customer’s billing name and address and each telephone number to be covered by the PIC change order;

a. The decision to change the PIC to the ITP; and

b. The customer's understanding of the PIC change fee; or

C. The ITP has obtained the customer’s electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 6.3.2.A preceding to confirm the authorization; or

D. An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer’s oral authorization to submit the PIC change order that confirms and includes appropriate verification date (e.g., the customer’s date of birth or social security number).

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION

6.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”) ,
(Cont’d.)

6.3.2 The Company will follow the Federal Communications Commission’s and the Maryland Public Service Commission’s (if issued) regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

6.3.3 The customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

6.4 PIC Switchback Options

6.4.1 Customer denies requesting change of ITP.

A. When the Telephone Company is contacted by an end user who denies requesting a change in ITP primary IC, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous ITP at no charge.

B. The ITP is in no way relieved of the FCC requirements for:

1. Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
2. Instituting steps to obtain verification of orders submitted to the Company. In addition, the end user has the option of initiating a complaint to the FCC or the Public Service Commission concerning unauthorized changes in carrier. The complaint may be issued in writing to the Maryland Public Service Commission, 16th Floor, 6 St. Paul Street, Baltimore, MD 21202, or by calling toll free on 1-800-492-0474 or by calling the office of External Relations on 410-767-8028.

6.4.2 Customer requests Switchback to Previous ITP PIC.

When the Telephone Company is notified via a call from the customer, where the end user is not denying the authenticity of the most recent change to the current PIC, the Telephone Company will change the customers ITP to the previous PIC. The customer will be billed the PIC charge as specified in 6.7.2.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 6 - INTRALATA TOLL PRESUBSCRIPTION

6.5 Informational Notice to Customers

6.5.1 The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service. Notification will not contain information on PIC-freeze service.

6.6 Rates and Charges

Charge for ITP Carrier Change \$5.00

Charge for Switchback Carrier Change \$5.00

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 7 - SPECIAL ARRANGEMENTS

7.1 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Price Guide. Rates quoted in response to such competitive requests may be different than those specified for such services in this Price Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis subject to the approval of the Commission.

7.2 Temporary Promotional Programs

The Company may establish temporary promotional programs wherein it may waive or reduce non-recurring or recurring charges, to introduce present or potential Customers to a service not previously received by the Customer subject to the approval of the Commission. The provisions for a promotional offering shall indicate the form and the duration of the promotional offering available to Customers and the notice period.

Spectrotel of Maryland, LLC
d/b/a One Touch Communications
d/b/a Surfstone
d/b/a Touch Base Communications
3535 State Highway 66, Suite 7
Neptune, NJ 07753

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY

The Company's service territory is statewide and consists exchanges or zones:

Exchange or Zone	Rate Group	Exchange and Zones Included in Exchange Areas
Aberdeen	B,B2	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit exchanges, and the Fork zone.
Annapolis	B,B2	Annapolis, Crofton, Millersville, Odenton, Sherwood Forest and West River exchanges, and the Armiger-Gibson Island, Brooklyn Park-Linthicum, Glen Burnie, Severn and Severna Park zones.
Arbutus Zone	A,A1	All zones of the BMEA and the Columbia and Sykesville exchanges.
Armiger-Gibson	A,A1	All zones of the BMEA and the Annapolis exchange.
Island Zone		

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Ashton	A,A2	Ashton, Columbia, Damascus, Gaithersburg, Glenwood and Laurel exchanges, and the Berwyn, Bethesda, Hyattsville, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C. zones. In addition, telephones in the Ellicott City Zone are included in the exchange area of telephones bearing the central office description of 854 of the Ashton Exchange.
Baltimore Zone	A,A1	All zones of the BMEA and the Columbia, Fallston, Sparks-Glencoe, Sykesville and Worthington exchanges.
Bel Air	B,B2	Bel Air, Aberdeen, Cardiff, Churchville, Darlington, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Fork, Parkville and Towson zones.
Berlin	B,B2	Berlin, Bishopville, Ocean City, Pocomoke, Salisbury, Snow Hill and Willards.
Berwyn Zone	A,A2	All zones of the WMEA and the Ashton, Columbia, Crofton and Laurel exchanges. In addition, telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone are also included in the exchange area of customers with telephone services bearing the central office designation 301-206, 369, 419, 886 and 953 of the Berwyn zone.
Bethesda Zone	A,A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.
Bishopville	B,B2	Bishopville, Berlin, Ocean City, Salisbury, Selbyville, Del., Snow Hill and Willards.
Bittinger	B,B1	Bittinger, Friendsville-Accident, Grantsville, Lonaconing, Oakland, and Westernport.
Bowie- Glenn Dale	A,A2	All zones of the WMEA and the Crofton, Laurel, Millersville, Odenton and West River exchanges. In addition, telephone services bearing the central office designations 410-519 or 551 of the Severn zone and 410-793 of the Severna Park zone are also included in the exchange area of customers with telephone services bearing the central office designations 301-261, 621, 677, 858, 912 or 970 of the Bowie-Glenn Dale zone.
Brandywine	B,B2	Brandywine, Hughesville and Waldorf Exchanges, and the Capitol Heights, Clinton, Marlboro and Oxon Hill zones.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Area</u>
Brooklyn Park- Linthicum Zone	A,A1	All zones of the BMEA and the Annapolis, Columbia, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.
Brunswick	B,B2	Brunswick, Buckeystown, Frederick, Keedysville and Middletown.
Buckeystown	B,B1	Buckeystown, Brunswick, Frederick, New Market and Poolesville
Cambridge	B,B1	Cambridge, Hurlock, Oxford, St. Michaels, Tilghman, Trappe, Vienna and Wingate.
Capitol Heights Zone	A,A2	All zones of the WMEA and the Brandywine, Indian Head, Laurel, Waldorf and West River exchanges.
Cardiff	B,B1	Bel Air, Cardiff, Darlington, Delta, Pa., Fawn Grove, Pa., Jarrettsville and Port Deposit.
Catonsville Zone	A,A1	All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges.
Cecilton	B,B1	Cecilton, Chesapeake City, Elkton, Galena, Still Pond and Warwick.
Centreville	B,B1	Centreville, Chestertown, Church Hill, Easton, Greensboro, Hillsboro, Queenstown, Ridgely, Rock Hall, Stevensville and Sudlersville.
Chase Zone	A,A1	All zone of the BMEA and the Edgewood.
Chesapeake City	B,B1	Cecilton, Chesapeake City, Elkton and Warwick.
Chestertown	B,B1	Centerville, Chestertown, Church Hill, Galena, Millington, Rock Hall, Still Pond and Sudlersville.
Church Hill	B,B1	Centerville, Chestertown, Church Hill, Millington and Sudlersville.
Churchville	B,B1	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, and Havre de Grace.
Clear Spring	B,B1	Clear Spring, Hagerstown, Hancock and Williamsport.
Clinton Zone	A,A2	All zones of the WMEA and the Brandywine and Waldorf exchanges.
Cockeysville Zone	A,A1	All zones of the BMEA and the Hampstead, Jarretts- Jarrettsville, Parkton, Sparks-Glencoe, Sykesville and Worthington exchanges.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

Exchange Or Zone	Rate Group	<u>Exchange and Zones Included in Exchange Areas</u>
Columbia	A,A1	Ashton, Columbia, Glenwood and Laurel exchanges and the Arbutus, Baltimore, Berwyn, Brooklyn Park-Linthicum, Catonsville, Elkridge, Ellicott City, Glen Burnie, Layhill, Pikesville, Randallstown, Silver Spring, Towson, Waterloo and Woodlawn zones.
Crisfield	B,B2	Crisfield, Marion, Pocomoke, Princess Anne, Salisbury and Smith Island.
Crofton	B,B2	Annapolis, Crofton, Millersville, Odenton, Sherwood Forest and West River exchanges, and the Berwyn, Bowie-Glenn Dale, Glen Burnie, Hyattsville, Severn and Severna Park zones.
Cumberland	B,B1	Cumberland, Flintstone-Oldtown, Frostburg, Grantsville, Hewitt, Pa., Lonaconing, McCoole, Mt. Savage, Ridgeley, W. Va., State Line, Pa., Wellersburg, Pa., and Westport.
Damascus	A,A1	Ashton, Damascus, Frederick, Gaithersburg, Glenwood, Mt. Airy and New Market exchanges, and the Bethesda, Kensington, Layhill, Rockville and Silver Spring zones.
Darlington	B,B1	Aberdeen, Bel Air, Cardiff, Churchville, Darlington, Havre de Grace and Port Deposit.
Deal Island	B,B2	Deal Island, Nanticoke, Princess Anne, Salisbury, Smith Island and Vienna.
Delmar	B,B1	Delmar, Del., Delmar, Md., Laurel, Del., Nanticoke, Salisbury, Sharptown and Willards.
Denton	B,B1	Denton, Easton, Federalsburg, Greensboro, Hillsboro, Preston and Ridgely.
Dundalk Zone	A,A1	All zones of the BMEA and the Edgewood exchange.
Easton	B,B1	Centreville, Denton, Easton, Federalsburg, Greensboro, Hillsboro, Oxford, Preston, Queenstown, Ridgely, St. Michaels, Stevensville, Tilghman and Trappe.
Edgewood	B,B2	Aberdeen, Bel Air, Churchville, Edgewood, Fallston and Havre de Grace exchanges, and the Chase, Dundalk, Essex, Fork, Parkville, Sparrows Point and Towson zones.
Elkridge Zone	A,A1	All zones of the BMEA and the Columbia, Laurel, Odenton and Sykesville exchanges.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Elkton	B,B1	Cecilton, Chesapeake City, Elkton, North East, Perryville, Port Deposit and Warwick.
Ellicott City Zone	A,A1	All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges. In addition, telephones bearing the central office designation of 854 of the Ashton exchange are included.
Emmitsburg	B,B2	Emmitsburg, Fairfield, Pa., Frederick, Highfield and Thurmont.
Essex Zone	A,A1	All zones of the BMEA and the Edgewood exchange.
Fallston	A,A1	Aberdeen, Bel Air, Churchville, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Baltimore, Fork, Parkville and Towson zones.
Federalsburg	B,B1	Denton, Easton, Federalsburg, Hurlock, Preston and Sharptown.
Flintstone- Oldtown	B,B1	Cumberland, Flintstone-Oldtown, Hancock, Hewitt, Pa., Ridgely, W. Va., and State Line, Pa.
Fork Zone	A,A1	All zones of the BMEA and the Aberdeen, Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.
Frederick	B,B2	Brunswick, Buckeystown, Damascus, Emmitsburg, Frederick, Middletown, Mt. Airy, Myersville, New Market, Thurmont, Union Bridge and Walkersville.
Friendsville- Accident	B,B1	Bittinger, Friendsville-Accident, Grantsville and Oakland.
Frostburg	B,B1	Cumberland, Frostburg, Grantsville, Lonaconing, Mt. Saveage and Wellersburg, Pa.
Gaithersburg	A,A1	Ashton, Damascus, Gaithersburg and Poolesville exchanges and the Bethesda, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C., zones.
Galena	B,B1	Cecilton, Chestertown, Galena, Millington, Still Pond and Warwick.
Glen Burnie Zone	A,A1	All zones of the BMEA and the Annapolis, Columbia, Crofton, Laurel, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Glenwood	B,B2	Ashton, Columbia, Damascus, Glenwood, Mt. Airy and Sykesville exchanges and the Catonsville, Ellicott City, and Woodlawn zones.
Grantsville	B,B1	Bittinger, Cumberland, Friendsville-Accident, Frostburg, Grantsville, Lonaconing, Mt. Savage and Salisbury, Pa.
Greensboro	B,B1	Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Sudlersville.
Hagerstown	B,B1	Clear Spring, Hagerstown, Hancock, Keedysville, Falling Waters, W.Va., Myersville, Smithsburg and Williamsport.
Hampstead	B,B2	Hampstead, Parkton, Silver Run, Sparks-Glencoe, Westminster and Worthington exchanges, and the Cockeyville, Pikesville, Reisterstown, Towson zones.
Hancock	B,B2	Berkeley Springs, W. Va., Clear Spring, Flintstone-Oldtown, Hagerstown, Hancock, Needmore, Pa., and Warfordsburg, Pa.
Havre de Grace	B,B1	Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit.
Highfield	B,B1	Blue Ridge Summit, Pa., Emmitsburg, Highfield, Myersville, Smithsburg, Thurmont and Waynesboro, Pa.
Hillsboro	B,B1	Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Queenstown.
Hughesville	B,B1	Brandywine, Hughesville, La Plata, Mechanicsville, Tompkinsville and Waldorf.
Hurlock	B,B1	Cambridge, Federalsburg, Hurlock, Preston, Sharptown, Trappe and Vienna.
Hyattsville Zone	A,A2	All zones of the WMEA and the Ashton, Crofton, Laurel and West River exchanges.
Indian Head	B,B2	Indian Head, La Plata, Nanjemoy and Waldorf exchanges, and the Capitol Heights and Oxon Hill zones.
Jarrettsville	B,B2	Bel Air, Cardiff, Fallston, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeyville, Fork, Parkville and Towson zones. Further, the Stewartstown, Pa., and Fawn Grove, Pa., exchanges are included in the exchange area of dial tone lines of the Jarrettsville Exchange bearing the central office designation 941, which is no longer offered and will be provided only to existing customers at the same location.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

Exchange Or Zone	Rate Group	<u>Exchange and Zones Included in Exchange Areas</u>
Keedysville	B,B2	Brunswick, Hagerstown, Keedysville, Middletown, Myersville and Williamsport.
Kensington Zone	A,A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.
Kitzmilller	B,B1	Elk Garden, W. Va., Kitzmilller, Oakland and Westernport.
La Plata	B,B1	Hughesville, Indian Head, La Plata, Mechanicsville, Nanjemoy, Tomkinsville and Waldorf.
Laurel	A,A2	Ashton, Columbia, Laurel, Millersville and Odenton exchanges, and the Berwyn, Bethesda, Bowie-Glenn Dale, Capitol Heights, Catonsville, Elkridge, Ellicott City, Glen Burnie, Hyattsville, Kensington, Layhill, Marlboro, Severn, Silver Spring, Washington, D.C., and Waterloo zones.
Layhill Zone	A,A2	All zones of the WMEA and the Ashton, Columbia, Damascus, Gaithersburg and Laurel exchanges.
Leonardtwn	B,B1	Leonardtwn, Lexington Park-Great Mills, Mechanicsville, Ridge and Tompkinsville.
Lexington Park-Great Mills	B,B1	Leonardtwn, Lexington Park-Great Mills, Mechanicsville, Ridge and Solomons.
Lonaconing	B,B1	Bittering, Cumberland, Frostburg, Grantsville, Lonaconing, McCoole, and Westernport.
Marion	B,B2	Crisfield, Marion, Pocomoke, Princess Anne and Salisbury.
Marlboro Zone	A,A2	All zones of the WMEA and the Brandywine, Laurel, North Beach and West River Exchanges.
McCoole	B,B1	Cumberland, Keyser, W. Va., Lonaconing, McCoole, Piedmont, W. Va., and Westernport.
Mechanicsville	B,B1	Hughesville, La Plata, Leonardtown, LexingtonPark-Great Mills, Mechanicsville and Tompkinsville.
Middletown	B,B1	Brunswick, Frederick, Keedysville, Middletown and Myersville.
Millersville	B,B2	Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges, and the Bowie-Glenn Dale, Brooklyn Park-Linthicum, Glen Burnie, Severn, Severna Park and Waterloo zones.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Millington	B,B1	Chestertown, Church Hill, Galena, Millington, Still Pond, Sudlersville, and Warwick.
Mt. Airy	B,B2	Damascus, Frederick, Glenwood, Mt. Airy, New market and Sykesville.
Mt. Savage	B,B1	Cumberland, Frostburg, Grantsville, Mt. Savage and Wellersburg, Pa.
Myersville	B,B2	Frederick, Hagerstown, Highfield, Keedysville, Middletown, Myersville, Smithsburg and Thurmont.
Nanjemoy	B,B1	Indian Head, La Plata, Nanjemoy and Waldorf.
Nanticoke	B,B1	Deal Island, Delmar, Nanticoke, Princess Anne, Salisbury and Vienna.
New Market	B,B1	Buckeystown, Damascus, Frederick, Mt. Airy and New Market.
New Windsor	B,B1	New Windsor, Sykesville, Union Bridge and Westminster.
North Beach	B,B1	North Beach, Prince Frederick, Solomons and West River exchanges and the Marlboro zone.
North East	B,B1	Elkton, North East, Perryville and Port Deposit.
Oakland	B,B1	Bittinger, Friendsville-Accident, Gormanian, W. Va., Kitzmiller, Oakland and Westernport.
Ocean City	B,B2	Berlin, Bishopville, Ocean City, Salisbury, Snow Hill and Willards.
Odenton	B,B2	Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges, and the Bowie-Glenn Dale, Brooklyn Park-Linthicum, Elkridge, Glen Burnie, Severn, Severna Park and Waterloo zones.
Oxford	B,B1	Cambridge, Easton, Oxford, St. Michaels and Trappe.
Oxon Hill Zone	A,A2	All zones of the WMEA and the Brandywine, Indian Head and Waldorf exchanges.
Parkton	B,B2	Hampstead, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeysville and Towson zones.
Parkville Zone	A,A1	All zones of BMEA and the Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.
Perryville	B,B1	Aberdeen, Elkton, Havre de Grace, North East, Perryville and Port Deposit.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

Exchange Or Zone	Rate Group	<u>Exchange and Zones Included in Exchange Areas</u>
Pikesville Zone	A,A1	All zones of the BMEA and the Columbia, Hampstead, Sykesville, Westminster and Worthington exchanges.
Pocomoke	B,B2	Berlin, Crisfield, Marion, Pocomoke, Princess Anne, Salisbury, Snow Hill and Temperanceville, Va.
Poolesville	B,B2	Buckeystown, Gaithersburg and Poolesville exchanges and the Rockville zone.
Port Deposit	B,B1	Aberdeen, Cardiff, Darlington, Elkton, Havre de Grace, North East, Perryville and Port Deposit.
Preston	B,B1	Denton, Easton, Federalsburg, Hurlock, Preston and Trappe.
Prince Frederick	B,B1	North Beach, Prince Frederick and Solomons.
Princess Anne	B,B1	Crisfield, Deal Island, Marion, Nanticoke, Pocomoke, Princess Anne, Salisbury, Smith Island and Snow Hill.
Queenstown	B,B1	Centreville, Easton, Hillsboro, Queenstown, Rock Hall, St. Michaels and Stevensville.
Randallstown Zone	A,A1	All zones of the BMEA and the Columbia, Sykes, Sykesville and Worthington exchanges.
Reisterstown Zone	A,A1	All zones of the BMEA and the Hampstead, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.
Ridge	B,B1	Leonardtown, Lexington Park-Great Mills and Ridge.
Ridgely	B,B1	Centreville, Denton, Easton, Greensboro, Hillsboro and Ridgely.
Rock Hall	B,B1	Centreville, Chestertown, Queenstown, Rock Hall and Stevensville.
Rockville Zone	A,A2	All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Poolesville exchanges.
St. Michaels	B,B1	Cambridge, Easton, Oxford, Queenstown, St. Michaels, Stevensville and Tilghman.
Salisbury	B,B2	Berlin, Bishopville, Crisfield, Deal Island, Delmar, Del., Delmar, Md., Marion, Nanticoke, Ocean City, Pocomoke, Princess Anne, Salisbury, Sharptown, Snow Hill, Vienna and Willards.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Severn Zone	A,A1	All zones of the BMEA and the Annapolis, Crofton, Laurel, Millersville, Odenton and Sherwood Forest exchanges. In addition, telephones bearing the central office designation 301-261, 621, 677, 858, 912 and 970 of the Bowie-Glenn Dale zone are also included in the exchange area of customers with telephones bearing the central office designations 410-519 and 551 of the Severn zone.
Severna Park Zone	A,A1	All zones of the BMEA and the Annapolis, Crofton, Millersville, Odenton and Sherwood Forest exchanges. In addition, telephones bearing the central office designation 301-261, 621, 677, 858, 912 and 970 of the Bowie-Glenn Dale zone are also included in the exchange area of customers with telephones bearing the central office designation 410-793 of the Severna Park zone. Millersville, Sharptown B,B1 Delmar, Del., Delmar, Md., Federalsburg, Hurlock, Salisbury, Sharptown and Vienna.
Sherwood Forest	B,B2	Annapolis, Crofton, Millersville, Odenton and Sherwood Forest exchanges and the Brooklyn Park-Linthicum, Glen Burnie, Severn and Severna Park zones.
Silver Run	B,B1	Hampstead, Littlestown, Pa., Silver Run, Taneytown and Westminster.
Silver Spring Zone	A,A2	All zones of the WMEA and the Ashton, Columbia, Millersville, Damascus, Gaithersburg and Laurel exchanges.
Smith Island	B,B1	Crisfield, Deal Island, Princess Anne and Smith Island.
Smithsburg	B,B1	Hagerstown, Highfield, Myersville and Smithsburg.
Snow Hill	B,B2	Berlin, Bishopville, Ocean City, Pocomoke, Princess Anne, Salisbury, Snow Hill and Willards.
Solomons	B,B1	Lexington Park - Great Mills, North Beach, Prince Frederick and Solomons.
Sparks-Glencoe	A,A1	Hampstead, Jarrettsville, Parkton, Sparks-Glencoe and Worthington exchanges, and the Baltimore, Cockeysville, Fork, Parkville, Reisterstown and Towson zones.
Sparrows Point Zone	A,A1	All zones of the BMEA and the Edgewood exchange.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Stevensville	B,B1	Centreville, Easton, Queenstown, Rock Hall, St. Michaels and Stevensville.
Still Pond	B,B1	Cecilton, Chestertown, Galena, Millington and Still Pond.
Sudlersville	B,B1	Centreville, Chestertown, Church Hill, Greensboro, Millington and Sudlersville.
Sykesville	A,A1	Glenwood, Mt. Airy, New Windsor, Sykesville and Westminster exchanges, and the Arbutus, Brooklyn Park-Linthicum, Catonsville, Cockeysville, Elkridge, Ellicott City, Glen Burnie, Pikesville, Randallstown, Reisterstown, Towson and Woodlawn zones.
Taneytown	B,B1	Silver Run, Taneytown, Union Bridge and Westminster.
Thurmont	B,B2	Emmitsburg, Frederick, Highfield, Myersville, Thurmont and Walkersville.
Tilghman	B,B1	Cambridge, Easton, St. Michaels and Tilghman.
Tompkinsville	B,B2	Hughesville, La Plata, Leonardtown, Mechanicsville, Tompkinsville and Waldorf.
Towson Zone	A,A1	All zones of the BMEA and the Bel Air, Columbia, Edgewood, Fallston, Hampstead, Jarrettsville, Parkton, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.
Trappe	B,B1	Cambridge, Easton, Hurlock, Oxford, Preston and Trappe.
Union Bridge	B,B2	Frederick, New Windsor, Taneytown, Union Bridge and Westminster.

November 15, 2017

LOCAL EXCHANGE SERVICE PRICE GUIDE

SECTION 8 - SERVICE TERRITORY, (CONT'D.)

<u>Exchange Or Zone</u>	<u>Rate Group</u>	<u>Exchange and Zones Included in Exchange Areas</u>
Vienna	B,B1	Cambridge, Deal Island, Hurlock, Nanticoke, Salisbury, Sharptown, Vienna and Wingate.
Waldorf	B,B2	Brandywine, Hughesville, Indian Head, La Plata, Nanjemoy, Tompkinsville and Waldorf exchanges, and the Capitol Heights, Clinton and Oxon Hill zones.
Walkersville	B,B1	Frederick, Thurmont and Walkersville.
Warwick	B,B1	Cecilton, Chesapeake City, Elkton, Galena, Middletown, Del., Millington and Warwick.
Waterloo Zone	A,A1	All zones of the BMEA, and the Columbia, Laurel, Millersville and Odenton exchanges. In addition, telephone services bearing the central office designations 301-206, 369, 419, 886 and 953 of the Berwyn zone are also included in the exchange area of customers with telephone services bearing the central office designations 410-724, 792, 797, 813, 862 and 880 of the Waterloo zone.
Westernport	B,B2	Bittinger, Cumberland, Keyser, W. Va., Kitzmiller, Lonaconing, McCoole, Oakland, Piedmont, W. Va., and Westernport.
Westminster	B,B2	Hampstead, New Windsor, Silver Run, Sykesville, Taneytown, Union Bridge, Westminster and Worthington exchanges, and the Pikesville, Reisterstown and Towson zones.
West River	A,A1	Annapolis, Crofton, North Beach and West River exchanges and the Bowie-Glenn Dale, Capitol Heights, Hyattsville and Marlboro zones.
Willards	B,B2	Berlin, Bishopville, Delmar, Ocean City, Salisbury, Snow Hill and Willards.
Williamsport	B,B1	Clear Spring, Hagerstown, Falling Waters, W.Va., Keedysville and Williamsport.
Wingate	B,B1	Cambridge, Vienna and Wingate.
Woodlawn Zone	A,A1	All zones of the BMEA and the Columbia, Glenwood and Sykesville exchanges.
Worthington	A,A1	Hampstead, Sparks-Glencoe, Westminster and Worthington exchanges, and the Baltimore, Cockeysville, Pikesville, Randallstown, Reisterstown and Towson zones.
