

Tariff Schedule Applicable to Resold
Telecommunications Services Furnished by
Gateway Communications Services, Inc.
Between Points Within the State of Maryland

TARIFF FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- C. **Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.1
- D. **Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

CHECK SHEET

Sheets 1 through 35 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

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1 GENERAL

1.1 Explanation of Symbols

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increase in a rate
- (M) – To signify text or rates relocated without change
- (N) – To signify a new rate or regulation or other text
- (R) – To signify a reduction in a rate
- (S) – To signify reissued regulations
- (T) – To signify a change in text but no change in rate
- (Z) – To signify a correction

1.2 Application of the Tariff

- 1.2.1 This tariff governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this tariff.
- 1.2.2 The Company's services are available to residential and business customers.
- 1.2.3 The Company's service territory is statewide and in the following exchanges and the local calling area for each exchange is consistent with Verizon's tariff P.S.C. Md. No. 202 – Local Exchange Services.

1.3 Definitions

- 1.3.1 "Carrier," "Company" or "Utility" refers to Gateway Communications Services, Inc.
- 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 "Hunting means a process where a call reaches a group of lines and if the first line is busy the next line will be hunted until a free line is found.
- 1.3.6 "Intercept" means calls that cannot reach their destination may be diverted or redirected by an operator or a recording to another phone number or a message.
- 1.3.7 "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.
- 1.3.8 "Service" means any telecommunications service(s) provided by the Carrier under this tariff.
- 1.3.9 "Station" means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

2 RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company undertakes to furnish Services in accordance with the terms and conditions set forth in this tariff. Such services are to include:

- *Local and Long Distance Bundles with calling features for residential customers*
- *Local and Long Distance measured services for business customers*
- *Voice Mail*
- *Unified Messaging*
- *DSL and Dial-up Internet*
- *Teleconferencing*
- *Calling Cards*
- *Toll Free Calling*
- *Voice Over Internet Protocol (VOIP)*

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

- 2.2.1.1 The payment of all applicable charges pursuant to this tariff;
- 2.2.1.2 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.
- 2.2.1.3 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.
- 2.2.1.4 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.

- 2.2.1.5 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.
 - 2.2.1.6 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.
- 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:
- 2.2.2.1 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
 - 2.2.2.2 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.
- 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 tariff) 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 tariffs 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 tariff for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

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

2.3.2.1 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.

2.3.2.2 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.

2.3.3 Claims of Misuse of Service

2.3.3.1 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.

2.3.3.2 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

2.3.4.1 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.

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

2.3.5.1 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

2.3.6.1 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.

2.3.7 Warranties

2.3.7.1 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.

2.3.7.2 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

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

2.4 Application for Service

2.4.1 Minimum Contract Period

2.4.1.1 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.

2.4.1.2 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.

2.4.1.3 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.

2.4.2 Cancellation of Service

2.4.2.1 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.

2.4.2.2 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;

2.4.2.2.A The total costs of installing and removing such facilities; or

2.4.2.2.B The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this tariff plus the full amount of any applicable installation and termination charges.

2.4.2.3 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.

2.5 Payment for Service

- 2.5.1 Service will be billed by a billing agent for the Company. Billing will be 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 tariff.
- 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.

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:
 - 2.6.2.1 Was a customer of a Maryland utility for at least 12 months within the preceding 2 years;
 - 2.6.2.2 Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
 - 2.6.2.3 Did not have service discontinued for nonpayment of a utility bill during the last 12 months that service was provided; and
 - 2.6.2.4 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.
- 2.6.3 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.
- 2.6.4 In order to establish credit, a utility may require an applicant for residential service to demonstrate good paying habits by showing that the applicant:
 - 2.6.4.1 Was a customer of a Maryland utility within the preceding 2 years;
 - 2.6.4.2 Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;
 - 2.6.4.3 Did not have service discontinued for non-payment of a utility bill during the last 12 months that service was provided; and
 - 2.6.4.4 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.
- 2.6.5 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.
- 2.6.6 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.

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).

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 1-866-577-1166 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.

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.

2.10 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

The charge for a returned check is \$25.

2.12 Directory Assistance Call Allowance

Residential customers shall receive four 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.

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 tariff, 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.

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:

- 2.14.1.1 Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.
- 2.14.1.2 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.
- 2.14.1.3 Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.
- 2.14.1.4 Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network.
- 2.14.1.5. Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

2.14.2. Denial of Service Requiring Notice

2.14.2.1 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:

2.14.2.1.A 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 tariffs on file with the Commission.

2.14.2.1.B 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.

2.14.2.1.C Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.

2.14.2.1.D Non-payment of Bill.

2.14.2.1.D.1 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.

2.14.2.1.D.2 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.

2.14.2.1.D.3 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.

2.14.2.1.D.4 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.

2.14.2.1.D.5 Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.

2.14.2.1.D.6 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.

2.14.3. Insufficient Reasons for Denial of Service

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

2.14.3.1.A Failure of a prior customer to pay for service at the premises to be serviced;

2.14.3.1.B Failure to pay for a different class of service for a different entity;

2.14.3.1.C Failure to pay the bill of another customer as guarantor of that bill;

2.14.3.1.D Failure to pay directory advertising charges;

2.14.3.1.E Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or

2.14.3.1.F Failure to pay an outstanding bill that is over 5 years old, unless the:

2.14.3.1.F.1 Customer signed an agreement to pay the outstanding bill before the expiration of this period;

2.14.3.1.F.2 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

2.14.3.1.F.3 Outstanding bill is for service obtained by the customer by means of an application made:

- (i) In a fictitious name,
- (ii) In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address,
- (iii) In the name of a third party without disclosing that fact or without bonafide authority from the third party, or
- (iv) Without disclosure of a material fact or by misrepresentations of a material fact.

2.14.3.2 This regulation applies to both residential and nonresidential classes of service.

PROVISION OF SERVICE AND FACILITIES

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:

2.15.1.1 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

2.15.1.2 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.

2.15.2 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

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.

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.

3 DESCRIPTION OF SERVICES

3.1 Trial Services

3.1.1 The Company may offer new services, not otherwise tarified, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

3.2 Promotional Offerings

3.2.1 The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval. The Company may file a promotional offering on one days notice to the Commission.

3.3 Individual Case Basis ("ICB") Offerings

3.3.1 The tariff may not specify the price of a service in the tariff as ICB. The Company may or may not have an equivalent service in its tariff on file with the Commission, and the quoted ICB rates may be different than the tarified rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

3.3.2 The Company acknowledges that it is required to make a showing one year after its tariff becomes effective to justify the continuation of ICB rates or, alternatively, file tarified rates for services previously offered on an ICB basis.

3.4 Residential Services

3.4.1 **Bundled Services.** Bundled Services includes a combination of unlimited local calls with either a predefined limit on the number of minutes of nationwide long distance (inter/intra state) service or unlimited nationwide long distance service. Depending on the Calling Plan chosen, each plan will also include a specific number of predefined Calling Features from which the customer may choose from in the package. Toll calls are

charged at the rate of \$0.05 per minute except where noted in some plans where they are unlimited.

3.4.2 Rate Zones - Alphabetical

Aberdeen - RATE ZONE B

Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit exchanges, and the Fork zone.

Annapolis - RATE ZONE B

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 - RATE ZONE A

All zones of the BMEA and the Columbia and Sykesville exchanges.

Armiger-Gibson Island – RATE ZONE A

All zones of the BMEA and the Annapolis Exchange

Ashton – RATE ZONE A

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 – RATE ZONE A

All zones of the BMEA and the Columbia, Fallston, Sparks-Glencoe, Sykesville and Worthington exchanges.

Bel Air - RATE ZONE B

Bel Air, Aberdeen, Cardiff, Churchville, Darlington, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Fork, Parkville and Towson zones

Berlin - RATE ZONE B

Berlin, Bishopville, Ocean City, Pocomoke, Salisbury, Snow Hill and Willards.

Berwyn – RATE ZONE A

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 – RATE ZONE A

All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.

Bishopville - RATE ZONE B

Bishopville, Berlin, Ocean City, Salisbury, Selbyville, Del., Snow Hill and Willards. Bittering B,B1 Bittering, Friendsville-Accident, Grantsville, Lonaconing, Oakland, and Westernport.

Bowie-Glenn Dale – RATE ZONE A

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 - RATE ZONE B

Brandywine, Hughesville and Waldorf exchanges, and the Capitol Heights, Clinton, Marlboro and Oxon Hill zones.

Brooklyn Park-Linthicum – RATE ZONE A

All zones of the BMEA and the Annapolis, Columbia, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.

Brunswick - RATE ZONE B

Brunswick, Buckeystown, Frederick, Keedysville and Middletown.

Buckeystown - RATE ZONE B

Buckeystown, Brunswick, Frederick, New Market and Poolesville

Cambridge - RATE ZONE B

Cambridge, Hurlock, Oxford, St. Michaels, Tilghman, Trappe, Vienna and Wingate.

Capitol Heights – RATE ZONE A

All zones of the WMEA and the Brandywine, Indian Head, Laurel, Waldorf and West River exchanges.

Cardiff - RATE ZONE B

Bel Air, Cardiff, Darlington, Delta, Pa., Fawn Grove, Pa., Jarrettsville and Port Deposit exchanges.

Catonsville – RATE ZONE A

All zones of the BMEA and the Columbia, Glenwood, Laurel and Sykesville exchanges.

Cecilton - RATE ZONE B

Cecilton, Chesapeake City, Elkton, Galena, Still Pond and Warwick.

Centreville - RATE ZONE B

Centreville, Chestertown, Church Hill, Easton, Greensboro, Hillsboro, Queenstown, Ridgely, Rock Hall, Stevensville and Sudlersville.

Chase – RATE ZONE A

All zone of the BMEA and the Edgewood exchange.

Chesapeake City - RATE ZONE B

Cecilton, Chesapeake City, Elkton and Warwick.

Chestertown - RATE ZONE B

Centerville, Chestertown, Church Hill, Galena, Millington, Rock Hall, Still Pond and Sudlersville.

Church Hill - RATE ZONE B

Centerville, Chestertown, Church Hill, Millington and Sudlersville.

Churchville - RATE ZONE B

Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, and Havre de Grace.

Clear Spring - RATE ZONE B

Clear Spring, Hagerstown, Hancock and Williamsport.

Clinton – RATE ZONE A

All zones of the WMEA and the Brandywine and Waldorf exchanges.

Cockeysville – RATE ZONE A

All zones of the BMEA and the Hampstead, Jarretts-Jarrettsville, Parkton, Sparks-Glencoe, Sykesville and Worthington exchanges.

Columbia – RATE ZONE A

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 - RATE ZONE B

Crisfield, Marion, Pocomoke, Princess Anne, Salisbury and Smith Island.

Crofton - RATE ZONE B

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 - RATE ZONE B

Cumberland, Flintstone-Oldtown, Frostburg, Grantsville, Hewitt, Pa., Lonaconing, McCoolle, Mt. Savage, Ridgeley, W. Va., State Line, Pa., Wellersburg, Pa., and Westerport.

Damascus – RATE ZONE A

Ashton, Damascus, Frederick, Gaithersburg, Glenwood, Mt. Airy and New Market exchanges, and the Bethesda, Kensington, Layhill, Rockville and Silver Spring zones.

Darlington - RATE ZONE B

Aberdeen, Bel Air, Cardiff, Churchville, Darlington, Havre de Grace and Port Deposit.

Deal Island - RATE ZONE B

Deal Island, Nanticoke, Princess Anne, Salisbury, Smith Island and Vienna.

Delmar - RATE ZONE B

Delmar, Del., Delmar, Md., Laurel, Del., Nanticoke, Salisbury, Sharptown and Willards.

Denton - RATE ZONE B

Denton, Easton, Federalsburg, Greensboro, Hillsboro, Preston and Ridgely.

Dundalk – RATE ZONE A

All zones of the BMEA and the Edgewood exchange.

Easton - RATE ZONE B

Centreville, Denton, Easton, Federalsburg, Greensboro, Hillsboro, Oxford, Preston, Queenstown, Ridgely, St. Michaels, Stevensville, Tilghman and Trappe.

Edgewood - RATE ZONE B

Aberdeen, Bel Air, Churchville, Edgewood, Fallston and Havre de Grace exchanges, and the Chase, Dundalk, Essex, Fork, Parkville, Sparrows Point and Towson zones.

Elkridge – RATE ZONE A

All zones of the BMEA and the Columbia, Laurel, Odenton and Sykesville exchanges.

Elkton - RATE ZONE B

Cecilton, Chesapeake City, Elkton, North East, Perryville, Port Deposit and Warwick.

Ellicott City – RATE ZONE A

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 - RATE ZONE B

Emmitsburg, Fairfield, Pa., Frederick, Highfield and Thurmot.

Essex – RATE ZONE A

All zones of the BMEA and the Edgewood exchange.

Fallston – RATE ZONE A

Aberdeen, Bel Air, Churchville, Edgewood, Fallston, Havre de Grace and Jarrettsville exchanges, and the Baltimore, Fork, Parkville and Towson zones.

Federalsburg - RATE ZONE B

Denton, Easton, Federalsburg, Hurlock, Preston and Sharptown.

Flintstone-Oldtown - RATE ZONE B

Cumberland, Flintstone-Oldtown, Hancock, Hewitt, Pa., Ridgely, W. Va., and State Line, Pa.

Fork – RATE ZONE A

All zones of the BMEA and the Aberdeen, Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.

Frederick - RATE ZONE B

Brunswick, Buckeystown, Damascus, Emmitsburg, Frederick, Middletown, Mt. Airy, Myersville, New Market, Thurmont, Union Bridge and Walkersville.

Friendsville-Accident - RATE ZONE B

Bittinger, Friendsville-Accident, Grantsville and Oakland

Frostburg - RATE ZONE B

Cumberland, Frostburg, Grantsville, Lonaconing, Mt. Savage and Wellersburg, Pa.

Gaithersburg – RATE ZONE A

Ashton, Damascus, Gaithersburg and Poolesville exchanges and the Bethesda, Kensington, Layhill, Rockville, Silver Spring and Washington, D.C., zones.

Galena - RATE ZONE B

Cecilton, Chestertown, Galena, Millington, Still Pond and Warwick.

Glen Burnie – RATE ZONE A

All zones of the BMEA and the Annapolis, Columbia, Crofton, Laurel, Millersville, Odenton, Sherwood Forest and Sykesville exchanges.

Glenwood - RATE ZONE B

Ashton, Columbia, Damascus, Glenwood, Mt. Airy and Sykesville exchanges and the Catonsville, Ellicott City, and Woodlawn zones.

Grantsville - RATE ZONE B

Bittinger, Cumberland, Friendsville-Accident, Frostburg, Grantsville, Lonaconing, Mt. Savage and Salisbury, Pa.

Greensboro - RATE ZONE B

Centerville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Sudlersville.

Hagerstown - RATE ZONE B

Clear Spring, Hagerstown, Hancock, Keedysville, Falling Waters, W.Va., Myersville, Smithsburg and Williamsport.

Hampstead - RATE ZONE B

Hampstead, Parkton, Silver Run, Sparks-Glencoe, Westminster and Worthington exchanges, and the Cockeysville, Pikesville, Reisterstown, Towson zones.

Hancock - RATE ZONE B

Berkeley Springs, W. Va., Clear Spring, Flintstone-Oldtown, Hagerstown, Hancock, Needmore, Pa., and Warfordsburg, Pa.

Havre de Grace - RATE ZONE B

Aberdeen, Bel Air, Churchville, Darlington, Edgewood, Fallston, Havre de Grace, Perryville and Port Deposit.

Highfield - RATE ZONE B

Blue Ridge Summit, Pa., Emmitsburg, Highfield, Myersville, Smithsburg, Thurmont and Waynesboro, Pa.

Hillsboro - RATE ZONE B

Centreville, Denton, Easton, Greensboro, Hillsboro, Ridgely and Queenstown.

Hughesville - RATE ZONE B

Brandywine, Hughesville, La Plata, Mechanicsville, Tompkinsville and Waldorf.

Hurlock - RATE ZONE B

Cambridge, Federalsburg, Hurlock, Preston, Sharptown, Trappe and Vienna

Hyattsville – RATE ZONE A

All zones of the WMEA and the Ashton, Crofton, Laurel and West River exchanges.

Indian Head - RATE ZONE B

Indian Head, La Plata, Nanjemoy and Waldorf exchanges, and the Capitol Heights and Oxon Hill zones.

Jarrettsville - RATE ZONE B

Bel Air, Cardiff, Fallston, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeysville, 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.

Keedysville - RATE ZONE B

Brunswick, Hagerstown, Keedysville, Middletown, Myersville and Williamsport.

Kensington – RATE ZONE A

All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Laurel exchanges.

Kitzmilller - RATE ZONE B

Elk Garden, W. Va., Kitzmilller, Oakland and Westernport.

La Plata - RATE ZONE B

Hughesville, Indian Head, La Plata, Mechanicsville, Nanjemoy, Tomkinsville and Waldorf.

Laurel – RATE ZONE A

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 – RATE ZONE A

All zones of the WMEA and the Ashton, Columbia, Damascus, Gaithersburg and Laurel exchanges.

Leonardtown - RATE ZONE B

Leonardtown, Lexington Park-Great Mills, Mechanicsville, Ridge and Tompkinsville.

Lexington Park-Great Mills - RATE ZONE B

Leonardtown, Lexington Park-Great Mills, Mechanicsville, Ridge and Solomons.

Lonaconing - RATE ZONE B

Bittinger, Cumberland, Frostburg, Grantsville, Lonaconing, McCoolle, and Westernport.

Marion - RATE ZONE B

Crisfield, Marion, Pocomoke, Princess Anne and Salisbury.

Marlboro – RATE ZONE A

All zones of the WMEA and the Brandywine, Laurel, North Beach and West River Exchanges.

McCoolle - RATE ZONE B

Cumberland, Keyser, W. Va., Lonaconing, McCoolle, Piedmont, W. Va., and Westernport.

Mechanicsville - RATE ZONE B

Hughesville, La Plata, Leonardtown, Lexington Park-Great Mills, Mechanicsville and Tompkinsville.

Middletown - RATE ZONE B

Brunswick, Frederick, Keedysville, Middletown and Myersville.

Millersville - RATE ZONE B

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.

Millington - RATE ZONE B

Chestertown, Church Hill, Galena, Millington, Still Pond, Sudlersville, and Warwick.

Mt. Airy - RATE ZONE B

Damascus, Frederick, Glenwood, Mt. Airy, New Market and Sykesville.

Mt. Savage - RATE ZONE B

Cumberland, Frostburg, Grantsville, Mt. Savage and Wellersburg, Pa.

Myersville - RATE ZONE B

Frederick, Hagerstown, Highfield, Keedysville, Middletown, Myersville, Smithsburg and Thurmont.

Nanjemoy - RATE ZONE B

Indian Head, La Plata, Nanjemoy and Waldorf. Nanticoke B,B1 Deal Island, Delmar, Nanticoke, Princess Anne, Salisbury and Vienna.

New Market - RATE ZONE B

Buckeystown, Damascus, Frederick, Mt. Airy and New Market.

New Windsor - RATE ZONE B

New Windsor, Sykesville, Union Bridge and Westminster.

North Beach - RATE ZONE B

North Beach, Prince Frederick, Solomons and West River exchanges and the Marlboro zone.

North East - RATE ZONE B

Elkton, North East, Perryville and Port Deposit.

Oakland - RATE ZONE B

Bittinger, Friendsville-Accident, Gormanian, W. Va., Kitzmiller, Oakland and Westernport.

Ocean City - RATE ZONE B

Berlin, Bishopville, Ocean City, Salisbury, Snow Hill and Willards.

Odenton - RATE ZONE B

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 - RATE ZONE B

Cambridge, Easton, Oxford, St. Michaels and Trappe.

Oxon Hill – RATE ZONE A

All zones of the WMEA and the Brandywine, Indian Head and Waldorf exchanges.

Parkton - RATE ZONE B

Hampstead, Jarrettsville, Parkton and Sparks-Glencoe exchanges, and the Cockeysville and Towson zones.

Parkville – RATE ZONE A

All zones of BMEA and the Bel Air, Edgewood, Fallston, Jarrettsville and Sparks-Glencoe exchanges.

Perryville - RATE ZONE B

Aberdeen, Elkton, Havre de Grace, North East, Perryville and Port Deposit.

Pikesville – RATE ZONE A

All zones of the BMEA and the Columbia, Hampstead, Sykesville, Westminster and Worthington exchanges.

Pocomoke - RATE ZONE B

Berlin, Crisfield, Marion, Pocomoke, Princess Anne, Salisbury, Snow Hill and Temperanceville, Va.

Poolesville - RATE ZONE B

Buckeystown, Gaithersburg and Poolesville exchanges and the Rockville zone.

Port Deposit - RATE ZONE B

Aberdeen, Cardiff, Darlington, Elkton, Havre de Grace, North East, Perryville and Port Deposit.

Preston - RATE ZONE B

Denton, Easton, Federalsburg, Hurlock, Preston and Trappe.

Prince Frederick - RATE ZONE B

North Beach, Prince Frederick and Solomons.

Princess Anne - RATE ZONE B

Crisfield, Deal Island, Marion, Nanticoke, Pocomoke, Princess Anne, Salisbury, Smith Island and Snow Hill.

Queenstown - RATE ZONE B

Centreville, Easton, Hillsboro, Queenstown, Rock Hall, St. Michaels and Stevensville.

Randallstown – RATE ZONE A

All zones of the BMEA and the Columbia, Sykesville and Worthington exchanges.

Reisterstown – RATE ZONE A

All zones of the BMEA and the Hampstead, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.

Ridge - RATE ZONE B

Leonardtown, Lexington Park-Great Mills and Ridge.

Ridgely - RATE ZONE B

Centreville, Denton, Easton, Greensboro, Hillsboro and Ridgely.

Rock Hall - RATE ZONE B

Centreville, Chestertown, Queenstown, Rock Hall, and Stevensville

Rockville – RATE ZONE A

All zones of the WMEA and the Ashton, Damascus, Gaithersburg and Poolesville exchanges.

St. Michaels - RATE ZONE B

Cambridge, Easton, Oxford, Queenstown, St. Michaels, Stevensville and Tilghman.

Salisbury - RATE ZONE B

Berlin, Bishopville, Crisfield, Deal Island, Delmar, Del., Delmar, Md., Marion, Nanticoke, Ocean City, Pocomoke, Princess Anne, Salisbury, Sharptown, Snow Hill, Vienna and Willards.

Severn – RATE ZONE A

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 – RATE ZONE A

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.

Sharptown - RATE ZONE B

Delmar, Del., Delmar, Md., Federalsburg, Hurlock, Salisbury, Sharptown and Vienna.

Sherwood Forest - RATE ZONE B

Annapolis, Crofton, Millersville, Odenton and Sherwood Forest exchanges and the Brooklyn Park-Linthicum, Glen Burnie, Severn and Severna Park zones.

Silver Run - RATE ZONE B

Hampstead, Littlestown, Pa., Silver Run, Taneytown and Westminster.

Silver Spring – RATE ZONE A

All zones of the WMEA and the Ashton, Columbia, Damascus, Gaithersburg and Laurel exchanges.

Smith Island - RATE ZONE B

Crisfield, Deal Island, Princess Anne and Smith Island.

Smithsburg - RATE ZONE B

Hagerstown, Highfield, Myersville and Smithsburg.

Snow Hill - RATE ZONE B

Berlin, Bishopville, Ocean City, Pocomoke, Princess Anne, Salisbury, Snow Hill and Willards.

Solomons - RATE ZONE B

Lexington Park - Great Mills, North Beach, Prince Frederick and Solomons.

Sparks-Glencoe – RATE ZONE A

Hampstead, Jarrettsville, Parkton, Sparks-Glencoe and Worthington exchanges, and the Baltimore, Cockeysville, Fork, Parkville, Reisterstown and Towson zones.

Sparrows Point – RATE ZONE A

All zones of the BMEA and the Edgewood exchange. Stevensville B,B1 Centreville, Easton, Queenstown, Rock Hall, St. Michaels and Stevensville.

Still Pond - RATE ZONE B

Cecilton, Chestertown, Galena, Millington and Still Pond.

Sudlersville - RATE ZONE B

Centreville, Chestertown, Church Hill, Greensboro, Millington and Sudlersville.

Sykesville – RATE ZONE A

Glenwood, Mt. Airy, New Windsor, Sykesville and Westminster exchanges, and the Arbutus, Baltimore, Brooklyn Park-Linthicum, Catonsville, Cockeysville, Elkridge, Ellicott City, Glen Burnie, Pikesville, Randallstown, Reisterstown, Towson and Woodlawn zones.

Taneytown - RATE ZONE B

Silver Run, Taneytown, Union Bridge and Westminster.

Thurmont - RATE ZONE B

Emmitsburg, Frederick, Highfield, Myersville, Thurmont and Walkersville.

Tilghman - RATE ZONE B

Cambridge, Easton, St. Michaels and Tilghman. Tompkinsville B,B2 Hughesville, La Plata, Leonardtown, Mechanicsville, Tompkinsville and Waldorf.

Towson – RATE ZONE A

All zones of the BMEA and the Bel Air, Columbia, Edgewood, Fallston, Hampstead, Jarrettsville, Parkton, Sparks-Glencoe, Sykesville, Westminster and Worthington exchanges.

Trappe - RATE ZONE B

Cambridge, Easton, Hurlock, Oxford, Preston and Trappe.

Union Bridge - RATE ZONE B

Frederick, New Windsor, Taneytown, Union Bridge and Westminster.

Vienna - RATE ZONE B

Cambridge, Deal Island, Hurlock, Nanticoke, Salisbury, Sharptown, Vienna and Wingate.

Waldorf - RATE ZONE B

Brandywine, Hughesville, Indian Head, La Plata, Nanjemoy, Tompkinsville and Waldorf exchanges, and the Capitol Heights, Clinton and Oxon Hill zones.

Walkersville - RATE ZONE B

Frederick, Thurmont and Walkersville.

Warwick - RATE ZONE B

Cecilton, Chesapeake City, Elkton, Galena, Middletown, Del., Millington and Warwick.

Waterloo – RATE ZONE A

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 - RATE ZONE B

Bittinger, Cumberland, Keyser, W. Va., Kitzmiller, Lonaconing, McCoolle, Oakland, Piedmont, W. Va., and Westernport.

Westminster - RATE ZONE B

Hampstead, New Windsor, Silver Run, Sykesville, Taneytown, Union Bridge, Westminster and Worthington exchanges, and the Pikesville, Reisterstown and Towson zones.

West River – RATE ZONE A

Annapolis, Crofton, North Beach and West River exchanges and the Bowie-Glenn Dale, Capitol Heights, Hyattsville and Marlboro zones.

Willards - RATE ZONE B

Berlin, Bishopville, Delmar, Ocean City, Salisbury, Snow Hill and Willards.

Williamsport - RATE ZONE B

Clear Spring, Hagerstown, Falling Waters, W.Va., Keedysville and Williamsport.

Wingate - RATE ZONE B

Cambridge, Vienna and Wingate

Woodlawn – RATE ZONE A

All zones of the BMEA and the Columbia, Glenwood and Sykesville exchanges.

Worthington – RATE ZONE A

Hampstead, Sparks-Glencoe, Westminster and Worthington exchanges, and the Baltimore, Cockeysville, Pikesville, Randallstown, Reisterstown and Towson zones.

3.4.3 Rate Zone A Plans

Calling Plan A

Unlimited local calls

100 minutes per month of long distance/toll service

\$0.07 per minute long distance after service allowance

Three free Calling Feature from Section 4.4.11.03

Calling Plan B

Unlimited local calls

250 minutes per month of long distance service

\$0.07 per minute for long distance after service allowance

Six free Calling Features from Section 4.4.11.03

Calling Plan C

Unlimited local calls

Unlimited minutes per month of long distance service

\$0.07 per minute for long distance after service allowance

Unlimited Calling Features from Section 4.4.11.03

Calling Plan D

Unlimited local calls

Unlimited Toll calls

Unlimited long distance service

Five free calling Features from Section 4.4.11.03

3.4.4 Rate Zone B Plans

Calling Plan A

(Same features as Rate Zone A)

Calling Plan B

(Same features as Rate Zone A)

Calling Plan C

(Same features as Rate Zone A)

Calling Plan D
(Same features as Rate Zone A)

3.5 Business Services

3.5.1 Centrex POTS Service

3.5.1.1 Centrex service is furnished from compatible electronic type switching equipment located on the Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines with the customer's system, Local Exchange Service (access via assumed dial "9"), direct in-dialing to Centrex lines, touchtone calling service, and intercept to the main listed number.

3.6 Customized Pricing Arrangements ("CPAs") Offerings

3.6.1 The Company may offer CPAs to eligible customers. Each CPA is customized to meet the specific needs of a customer. Rates quoted are different from the tariffed rates. CPA rates must be provided under contract to a customer and the contract filed (can be under seal) with the Commission.

4 RATES AND CHARGES

4.1 Calculation of Rates

4.1.1 Timing of calls begins when the call is answered at the called station. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

4.1.2 There is no variation in call rates based on time of day or day of week.

4.2 Dial-Around Compensation Surcharge for Payphones

4.2.1 A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance calls placed from a public/semi-public payphone which are not paid on a sent paid basis. The Surcharge applies to:

- A. Calling card service
- B. Collect calls
- C. Third party billed
- D. Directory Assistance calls
- E. Pre-paid card service

4.2.2 The Surcharge does not apply to:

- A. Calls paid for by inserting coins
- B. Calls placed from stations other than public/semi-public payphones
- C. Calls placed to the Maryland Telecommunications Relay Service for the hearing impaired
- D. Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

4.2.3 The Dial Around Compensation Surcharge rate is \$0.95 per call.

4.3 Residential Rates

4.3.1 Zone A

Package	MRC	LD Minutes	No. of Features	Voice Mail
Plan A	24.99	100	3	No
Plan B	34.99	250	6	No
Plan C	44.99	Unlimited	Unlimited	Yes

4.3.2 Zone B

Package	MRC	LD Minutes	No. of Features	Voice Mail
Plan A	34.99	100	3	No
Plan B	44.99	250	6	No
Plan C	54.99	Unlimited	Unlimited	Yes

4.4 Business Rates

4.4.1 Centrex POTS Service

4.4.1.01 Rate Group A \$19.99

4.4.1.02 Rate Group B \$20.99

4.4.2 Centrex Features Included

Call Restrictions
Call Transfer - All Calls
Intercommunication
Hunting
Three-Way Calling

4.4.3 Centrex Features at No Additional Charge

Automatic Callback
Call Forwarding - Busy
Call Forwarding - Don't Answer
Call Forwarding - Variable
Call Pickup/Call Hold
Call Waiting
Distinctive Ringing
Speed Calling 8

4.5 Standard Line Charges

4.5.3 Installation Charges per Line - Non-Recurring

	Residential	Business	DS-1	PRI
New Installation	\$100	\$125	\$650	\$650
Moves & Changes	\$25	\$30	\$50	\$50

4.5.4 Line and Channel Charges – Monthly

	Residential	Business	DS-1	PRI
Facility Charge	N/A	N/A	\$125.00	\$226.00
Unlimited Local Usage (monthly)	\$54.99 ³	\$69.99	\$39.50 ²	\$39.50 ²
Message Option ¹				
Rate Zone A	\$10.67	\$10.67	\$10.65 ²	\$10.65 ²
Rate Zone B	\$12.61	\$12.61	\$12.61 ²	\$12.61 ²
Measured Option ⁴				
Rate Zone A	\$10.67	\$10.67	\$10.65 ²	\$10.65 ²
Rate Zone B	\$12.61	\$12.61	\$12.61 ²	\$12.61 ²

(1) \$0.08 per call, in addition to line charges

(2) per channel

(3) as part of bundled unlimited local, toll and long distance service

(4) \$0.28 1st minute, then \$0.12 each additional minute, in addition to the line charge

4.6 DID/DOD Service

	Installation	Monthly
Per 1 st 20 numbers	\$650	\$18.00
Additional 20 numbers	\$22.00	\$18.00
Hunting per Line N/A	N/A	\$ 0.80

4.7 Intrastate Toll

	Residential	Business	PBX	PRI
Per Minute of Use	\$0.07	\$0.07	\$0.07	\$0.07

4.8 Directory Listings

	Residential	Business	PBX	PRI
Additional Listings	\$1.12	\$1.24	\$1.42	\$1.42
Non-Listed	\$1.00	\$1.24	\$1.24	\$1.24

4.9 Directory Assistance

	Residential	Business	PBX	PRI
Per Call	\$0.75	\$0.99	\$0.99	\$0.99

4.10 Miscellaneous Services

4.10.3 Operator Services - per call

Calling Card	\$0.60
Collect Bill to 3 rd Party	\$2.25
Person to Person	\$2.75
Busy Line Verification	\$2.75
Call Completion/per Call	\$0.60

4.10.4 700/900 Blocking No Charge

4.10.5 Custom Calling Features

4.10.5.01 Monthly Charges

Anonymous Call Rejection	\$5.00
Call Blocking	\$5.25
Call Forwarding	\$5.25
Call Forwarding Busy Line	\$5.25
Call Forwarding-No Answer	\$5.25
Call Forwarding Busy Line, No Answer	\$5.25
Select Call Forwarding	\$5.25
Call Waiting	\$5.25
Call Waiting w/ID	\$5.75
Caller ID	\$8.00
Distinctive Ring	\$5.25

3-Way Calling	\$5.25
*69 Call Return	\$5.25
*66 Busy Redial	\$5.25
Speed Dialing - 30	\$5.25
Speed Dialing - 8	\$5.25

4.10.5.02 Usage Based Charges

3-Way Calling	\$.95 per call
*69 Call Return	\$.95 per call
*66 Busy Redial	\$.95 per call

4.10.6 Voice Mail (up to 4 Mailboxes)

Residential	\$9.99 monthly
Business	\$12.99 monthly

4.10.7 Per Site Visit Charge

Residential	\$50.00
Business	\$70.00

4.11 Local Service Provider Freeze

- 4.11.1 The Company will make available a local service provider freeze to all residence and business customers on a nondiscriminatory basis at no charge to the end user. This freeze prevents a change in the end user's local service provider unless the end user gives the carrier from whom the freeze was requested his or her express consent.
- 4.11.2 End users may request a freeze on their local service provider as a means of protection from unauthorized changes. In establishing a freeze, carriers must follow the verification procedures for preferred carrier freezes of the Federal Communications Commission ("FCC") (e.g., independent 3rd party verification, written letter of agency from customers, electronic authorization).
- 4.11.3 The Company will accept a customer's written or oral authorization, including a three-way call with the customer, the Company and the new local service provider selected by the customer, to lift a freeze previously imposed by the customer on his or her choice of local service provider. In accordance with federal regulations, when engaged in oral authorization

to lift a local service provider freeze, the Company must confirm appropriate customer identification data and the customer's intent to lift the freeze. Carriers will impose and lift the freeze in accordance with the then applicable provisions of the federal regulations, the current provisions of which appear at Title 47, Part 64 of the Code of Federal Regulations, 47 C.F.R. 64.1190. Carriers must still follow the verification procedures of the FCC for changing preferred carriers (e.g., independent 3rd party verification, written letter of agency from customers, electronic authorization).

5 INTRALATA TOLL PRESUBSCRIPTION

5.1 General

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user 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 preferred IntraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user 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 Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier’s other service(s).

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 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.

Selection of an ITP by an end user is subject to the terms and conditions in Section 5.2.

5.2 Presubscription Charge Application

5.2.1 Initial Free Presubscription Choice for New Users

New end users (including an existing customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for 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 is the period within thirty days of installation of the new service.

Initial free selections available to new end user are:

1. 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.
2. 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 Company.
3. 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 5.7.1 following.

5.2.2 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 5.7.1.

5.2.3 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 who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users 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.

5.3 End User/Pay Telephone Service Provider Charge Discrepancy ("Anti-Slamming Measure")

- 5.3.1 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:

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

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.

5.3.2 Verification of Orders for Telemarketing

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

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

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

5.3.2.1.B The decision to change the PIC to the ITP; and

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

5.3.2.2 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 5.3.2.1 preceding to confirm the authorization; or

5.3.2.3 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).

5.3.3 The Company will follow the Federal Communications Commission's and the Maryland Public Service Commission's regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 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.

5.4 PIC Switchback Options

5.4.1 Customer denies requesting change of ITP.

When the 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.

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

- 5.4.1.1 Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or
- 5.4.1.2 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 Maryland 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.

5.4.2 Customer requests Switchback to Previous ITP PIC.

When the 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 Company will change the customers ITP to the previous PIC. The customer will be billed the PIC charge as specified in 5.7.2.

5.5 IntraLATA Preferred Carrier Freeze Selection

The Company will offer a preferred carrier freeze option to all customers on a nondiscriminatory basis regardless of the customer's carrier selection at no to the end user. The preferred carrier freeze option prevents a change in the end-user's IntraLATA toll provider unless the end users request a change in carrier.

End users may request a preferred carrier freeze on their IntraLATA toll service as a means of protection from unauthorized IntraLATA PIC changes. The Company will only accept preferred carriers freezes either orally or in writing from end users. The preferred carrier freeze will be offered on a per line basis.

The Federal Communications Commission and the Maryland Public Service Commission accepted the use of three-way calls to remove PIC freezes when the customer's IntraLATA toll presubscription choice has been frozen. Carriers must still follow the verification procedures for PIC changes of the Federal Communications Commission (e.g., independent 3rd party verification, written letter of agency from customer, electronic authorization) and the Maryland Public Service Commission. The carriers will impose and/or lift preferred carrier freeze request in accordance with Chapter 1 of Title 47 of the Code of Federal Regulation, Section 64.1190.

The customer owns the exclusive right to select the PIC freeze option on a per line basis, and may choose to unfreeze their PIC at any time in order to migrate from one carrier to another at any time. There is no reason a carrier may refuse to remove a PIC freeze from the line of a customer who has stated their intent to select a different carrier.

Marketing of PIC Freeze Option

The Company will not market the PIC freeze option to Customers within a 90-day period after implementation, i.e., 90 days following the Effective Date of this tariff. However, the freeze option is available during that period on Customer request.

5.6 Informational Notice to Customers

The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service.

5.7 Rates and Charges

5.7.1	Charge for ITP Carrier Change	Business	\$15.00
		Residential	\$10.00
5.7.2	Charge for Switchback Carrier Change	Business	\$15.00
		Residential	\$10.00