

**This tariff, Maryland Tariff No. 2 filed by Single Source Integrated Services, Inc., cancels and replaces, in its entirety, the current tariff on file with the Commission, Maryland Tariff No. 1, issued by Unified Messaging Services, Inc. d/b/a Single Source**

Tariff Schedule Applicable to  
Reseller Local Exchange

Telecommunications Services Furnished by  
**Single Source Integrated Services, Inc.**

Between Points Within the State of Maryland

---

Issued: December 22, 2005

Effective date: January 21, 2006

Lisa Glombiak, President  
Single Source Integrated Services, Inc.  
1447 York Road, Suite 604  
Lutherville, Maryland 21093

MDL0501b

---

**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 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> 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 54 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.

<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>	
1	Original	* 27	Original	* 52	Original	*
2	Original	* 28	Original	* 53	Original	*
3	Original	* 29	Original	* 54	Original	*
4	Original	* 30	Original	*		
5	Original	* 31	Original	*		
6	Original	* 32	Original	*		
7	Original	* 33	Original	*		
8	Original	* 34	Original	*		
9	Original	* 35	Original	*		
10	Original	* 36	Original	*		
11	Original	* 37	Original	*		
12	Original	* 38	Original	*		
13	Original	* 39	Original	*		
14	Original	* 40	Original	*		
15	Original	* 41	Original	*		
16	Original	* 42	Original	*		
17	Original	* 43	Original	*		
18	Original	* 44	Original	*		
19	Original	* 45	Original	*		
20	Original	* 46	Original	*		
21	Original	* 47	Original	*		
22	Original	* 48	Original	*		
23	Original	* 49	Original	*		
24	Original	* 50	Original	*		
25	Original	* 51	Original	*		
26	Original	* 52	Original	*		

\* indicates pages included in this filing

Issued: December 22, 2005

Effective date: January 21, 2006

Lisa Glombiak, President  
Single Source Integrated Services, Inc.  
1447 York Road, Suite 604  
Lutherville, Maryland 21093

MDL0501

---

TABLE OF CONTENTS

1 GENERAL.....6  
1.1 Explanation of Symbols.....6  
1.2 Application of the Tariff.....6  
1.3 Definitions.....7  
  
2 RULES AND REGULATIONS.....10  
2.1 Undertaking of the Company.....10  
2.2 Obligations of the Customer.....10  
2.3 Liability of the Company.....12  
2.4 Application for Service.....15  
2.5 Payment for Service.....17  
2.6 Customer Deposits.....18  
2.7 Late Payment Charges.....19  
2.8 Customer Complaints and Billing Disputes.....20  
2.9 Allowance for Interruptions in Service.....20  
2.10 Taxes and Fees.....21  
2.11 Returned Check Charge.....21  
2.12 Special Customer Arrangements.....21  
2.13 Termination of Service.....22  
2.14 Unlawful Use of Service.....27  
2.15 Interference with or Impairment of Service.....28  
2.16 Telephone Solicitation by Use of Recorded Messages.....28  
2.17 Incomplete Calls.....28  
2.18 Overcharge/Undercharge.....28  
  
3 DESCRIPTION OF SERVICES.....29  
3.1 Trial Services.....29  
3.2 Promotional Offerings.....29  
3.3 Individual Case Basis (“ICB”) Offerings.....29  
3.4 Customized Pricing Arrangements Offerings.....29

---

TABLE OF CONTENTS, CONT'D.

4 RATES AND CHARGES .....30

4.1 Calculation of Rates .....30

4.2 Local Service Provider Freeze .....30

4.3 Service Order and Change Charges .....31

4.4 Maintenance Visit Charges .....31

4.5 Restoration of Service.....31

4.6 General .....32

4.7 Single Source Basic Business Service .....33

4.8 Single-T Network Services .....35

4.9 Custom Calling Features .....37

4.10 Directory Assistance Services.....40

4.11 Directory Listings .....42

4.12 Operator Services.....47

5 INTRALATA TOLL PRESUBSCRIPTION.....48

5.1 General .....48

5.2 Presubscription Charge Application .....49

5.3 End User/Pay Telephone Service Provider Charge Discrepancy .....50

5.4 PIC Switchback Options .....51

5.5 IntraLATA Preferred Carrier Freeze Selection.....52

5.6 Informational Notice to Customers.....53

6 LONG DISTANCE SERVICES.....54

6.1 General.....54

## 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 business customers.
- 1.2.3 The Company's service territory is consistent with that served by Verizon.

---

## 1 GENERAL, (Cont'd.)

### 1.3 Definitions

- 1.3.1 "Advance Payment" means payment of all or part of a charge required before the start of service.
- 1.3.2 "Authorized User" is a person, corporation or other entity who is authorized by the Company Customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.
- 1.3.3 "Carrier," "Company" or "Utility" refers to Single Source Integrated Services, Inc.
- 1.3.4 "Commission" means the Maryland Public Service Commission.
- 1.3.5 "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.
- 1.3.6 "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.
- 1.3.7 "Customer Premises" is a location designated by the Customer for the purposes of connecting to the Company's services.
- 1.3.8 "Deposit" refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.
- 1.3.9 "Exchange Telephone Company or Telephone Company" denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.
- 1.3.10 "Individual Case Basis (ICB)" means a service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.
- 1.3.11 "IXC or Interexchange Carrier" is a long distance telecommunications services provider.

---

1 GENERAL, (Cont'd.)

1.3 Definitions, (Cont'd.)

- 1.3.12 "Interruption" is the inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common Company or other entity other than the Company. Any Interruption allowance provided within this Tariff by Company shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Company, pursuant to the terms of this Tariff, terminates service because of non-payment of bills, unlawful or improper use of the Company's facilities or service, or any other reason covered by this Tariff or by applicable law.
- 1.3.13 "Joint User" is a person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.
- 1.3.14 "LATA" means a Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor tariff(s).
- 1.3.15 "LEC" is a Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.
- 1.3.16 "Local Calling" is a completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.
- 1.3.17 "Monthly Recurring Charges" means the monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.
- 1.3.18 "Non-Recurring Charge" ("NRC") is the initial charge, usually assessed on a one-time basis, to initiate and establish service.

---

1 GENERAL, (Cont'd.)

1.3 Definitions, (Cont'd.)

- 1.3.19 "Premises" is the space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.
- 1.3.20 "Recurring" Charges are monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.
- 1.3.21 "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.
- 1.3.22 "Service" means any telecommunications service(s) provided by the Carrier under this tariff.
- 1.3.23 "Service Order" is the written or verbal request for Company services by the Customer and the Company in the format devised by the Company. A Service Order initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.
- 1.3.24 "Station" means a telephone instrument consisting of a connected transmitter, receiver, and associate apparatus to permit sending or receiving telephone messages.
- 1.3.25 "Subscriber" is the person, firm, partnership, corporation, or other entity who orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.
- 1.3.26 "Terminal Equipment" is any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.
- 1.3.27 "Usage Charges" are charges for minutes or messages traversing over local exchange facilities.
- 1.3.28 "User or End User" is a Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

## 2 RULES AND REGULATIONS

### 2.1 Undertaking of the Company

Single Source provides resale local exchange services to Business Customers for communications originating and terminating within the state of Maryland, under the terms of this tariff.

### 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 RULES AND REGULATIONS, (Cont'd.)

- 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 RULES AND REGULATIONS, (Cont'd.)

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 RULES AND REGULATIONS, (Cont'd.)

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 RULES AND REGULATIONS, (Cont'd.)

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 RULES AND REGULATIONS, (Cont'd.)

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 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 RULES AND REGULATIONS, (Cont'd.)

2.4 Application for Service, (Cont'd.)

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 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 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 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:
  - 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 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.
- 2.6.4 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).

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 reserves the right to apply late payment charges on bills not paid within 15 days of the billing invoice date in the case of all non-residential customers in accordance with COMAR Section 20.30.03.01B.
- 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 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 (1-888-649-0049) 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 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

The charge for a returned check is \$25.00.

2.12 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 RULES AND REGULATIONS, (Cont'd.)

2.13 Termination of Service

2.13.1 Denial of Service Without Notice

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

- 2.13.1.1 Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.
- 2.13.1.2 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.
- 2.13.1.3 Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.
- 2.13.1.4 Unauthorized Use of Service. Customer's unauthorized use of service by any method which causes hazardous signals over the Company's network..
- 2.13.1.5. Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

2 RULES AND REGULATIONS, (Cont'd.)

2.13 Termination of Service, (Cont'd.)

2.13.2. Denial of Service Requiring Notice

2.13.2.1 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:

2.13.2.1.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.

2.13.2.1.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.

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

---

2 RULES AND REGULATIONS, (Cont'd.)

2.13 Termination of Service, (Cont'd.)

2.13.2 Denial of Service Requiring Notice, (Cont'd.)

2.13.2.1.D Non-payment of Bill.

2.13.2.1.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.

2.13.2.1.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.

2.13.2.1.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.

2.13.2.1.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.

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

2.13.2.1.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 RULES AND REGULATIONS, (Cont'd.)

2.13 Termination of Service, (Cont'd.)

2.13.3. Insufficient Reasons for Denial of Service

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

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

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

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

2.13.3.1.D Failure to pay directory advertising charges;

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

2.13.3.1.F Failure to pay an outstanding bill that is over 7 years old, unless the:

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

2.13.3.1.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 RULES AND REGULATIONS, (Cont'd.)

2.13 Termination of Service, (Cont'd.)

2.13.3. Insufficient Reasons for Denial of Service, (Cont'd.)

2.13.3.1, (Cont'd.)

2.13.3.1.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.

2.13.3.2 This regulation applies to nonresidential classes of service.

2 RULES AND REGULATIONS, (Cont'd.)

PROVISION OF SERVICE AND FACILITIES

2.14 Unlawful Use of Service

2.14.1 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:

2.14.1.1 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

2.14.1.2 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.

2.14.2 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 RULES AND REGULATIONS, (Cont'd.)

2.15 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.

2.16 Telephone Solicitation by Use of Recorded Messages

2.16.1 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.

2.17 Incomplete Calls

2.17.1 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.

2.18 Overcharge/Undercharge

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

2.18.2 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 tariffed, 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 the tariff on file with the Commission, and the quoted ICB rates may be different than the tariffed 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.

#### 3.4 Customized Pricing Arrangements ("CPAs") Offerings

3.4.1 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.

### 4.2 Local Service Provider Freeze

4.2.1 The Company will make available a local service provider freeze to all 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.

4.2.2 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).

4.2.3 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).

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.3 Service Order and Change Charges

Nonrecurring charges apply to processing orders for new service and for changes in service.

	Business
Order Processing Charge	\$40.00
Line Connection Charge	\$65.00
Line Change Charge	\$40.00
Secondary Service Order Charge	\$40.00
Move, Change, Additions	\$40.00

##### 4.4 Maintenance Visit Charges

Maintenance Visit charges may apply when the installation of network access facilities requires a visit to the Customer's premises. In addition, when a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

	Business
Maintenance Visit Charge	\$175.00

##### 4.5 Restoration of Service

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	Business
Per Occasion	
Per Local Line	\$100.00
Per T1 Circuit	\$550.00
Per PRI Circuit	\$550.00
Per Line Feature	\$40.00

4 RATES AND CHARGES, (Cont'd.)

4.6 General

4.6.1 Application of Rates and Charges

All services offered in this tariff are subject to service order and change charges where the Customer requests new services or changes in existing services, as well as indicated Nonrecurring and Monthly Recurring Charges. Charges for local calling services are assessed on a measured rate basis and are additional to monthly recurring charges shown for the services herein.

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.7 Single Source Basic Business Service

Single Source Basic Business Service offers selected dial tone, usage, and internet access services with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Single Source Basic Business Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multiparty lines are provided. Service is available on measured rate basis only. Not all service plans will be available in all areas.

Recurring charges for Single Source Basic Business Services are billed monthly in advance. Usage charges are billed in arrears. Usage charges apply for calls placed from the Customer's line. 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.

##### 4.7.1 Monthly Recurring Charges

The following charges apply to Single Source Basic Business Service lines per month. Rates and charges include touchtone service for each line. The rates and charges below apply to service provided on a month-to-month basis.

	Monthly Rate
Centrex Service, per Line	\$22.00
Single Business Line, per Line	\$15.00

##### 4.7.2 Usage Rates

Local Measured Service, per minute	\$0.02
------------------------------------	--------

## 4 RATES AND CHARGES, (Cont'd.)

## 4.7 Single Source Basic Business Service, (Cont'd.)

## 4.7.3 Nonrecurring Charges

Nonrecurring charges apply to each line installed for the Customer. All such charges will appear on the next bill following installation of the service.

Service Establishment:	
Service Order Charge, per Order	\$40.00
Line Connection, per Line	
First Line	\$65.00

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.8 Single-T Network Services

###### 4.8.1 General

- A. Single-T Network Services provide trunk connections from an end user's Private Branch Exchange, Key System, or other device to the underlying provider switch port. Single-T Network Services are available as a DS 1 (1.544 Mbps) connection or a DS0 (voice grade) connection in minimum quantities of twenty-four (24), or twenty-three (23) for a PRI, and is delivered to Customer premises as a DS1.
- B. Single-T Network Services are offered by the Company in two flavors: (1) as a flat rate bundled service product ("All -You-Can-Eat"), including an unlimited DS1 mix of local access lines, local calling, and internet access services, or: (2) as an unbundled service product ("A-La-Carte"), with which a DS1 mix of local access lines, local calling and internet access services may be added at additional monthly rates.
- C. Single-T Network Services may be arranged for outbound only calling (DOD), inbound calling (DID), Internet Access, or a combination of DOD/DID outbound, inbound calling, and internet access. When DID or DID/DOD service is ordered, direct inward dialing (DID) numbers must be purchased from the Company.

###### 4.8.2 Regulations

- A. Single-T Network Services are available on a month-to-month basis with a minimum one year term, or on a two-or three-year-year term commitment.
- B. Presubscription to Single Source's long distance service is required for Single-T Network Services.

## 4 RATES AND CHARGES, (Cont'd.)

## 4.8 Single-T Network Services, (Cont'd.)

## 4.8.3 Rates and Charges

A.	Single-T Integrated Access Service - All-You-Can-Eat			
	Monthly Rate, Per T-1	\$999.00		
	Measured Rate, Per Minute	Included		
	Message Rate, Per Call	Included		
	Local Line Charge, Per Line	Included		
B.	Single-T Integrated Access Service - A-La-Carte			
	Monthly Rate, Per T-1	\$100.00		
	Measured Rate, Per Minute	\$0.020		
	Message Rate, Per Call	\$0.087		
	Local Line Charge, Per Line	\$22.00		
C.	Single PRI Single PRI Access Service - All-You-Can-Eat			
	Local PRI Service-Monthly Access	1 Year	2 Years	3 Years
	23B + 1D Channel	\$1,050.00	\$975.00	\$899.00
	20 DID Numbers	\$10.00	\$10.00	\$10.00
	Optional PRI Features, Per PRI			
	Backup D Channel	\$175.00	\$150.00	\$125.00
	Caller ID	\$125.00	\$125.00	\$125.00
	Call by Call	\$125.00	\$125.00	\$125.00
D.	Single PRI Access Service - A-La-Carte			
	Local PRI Service-Monthly Access	1 Year	2 Years	3 Years
	23B + 1D Channel	\$675.00	\$650.00	\$625.00
	20 DID Numbers	\$10.00	\$10.00	\$10.00
	Optional PRI Features, Per PRI			
	Backup D Channel	\$175.00	\$150.00	\$125.00
	Caller ID	\$125.00	\$125.00	\$125.00
	Call by Call	\$125.00	\$125.00	\$125.00
E.	Non-Recurring Charges			
	Service Order Charge, Per Order	\$40.00		
	Installation Charge, Per T-1	\$1, 200.00		

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.9 Custom Calling Features

The features in this section are made available to business Customers. All features are provided subject to availability. Features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Except as noted otherwise, all features are included in the monthly rates for service.

##### 4.9.1 Feature Descriptions

**Anonymous Call Rejection** - Permits the end-user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.

**Call Block** - Gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. The screening list holds a maximum of six numbers.

**Call Forwarding - Variable** - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.

**Call Return** - allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

**Call Trace** - Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.9 Custom Calling Features, (Cont'd.)

###### 4.9.1 Feature Descriptions, (Cont'd.)

Call Waiting – Basic - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

Caller ID - Basic - Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.

Caller ID - Deluxe - Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.

Caller ID-Deluxe – Provides for the display of the calling party name and telephone number on Caller ID compatible Customer premises equipment.

Calling Number Delivery Blocking - Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call.

Multiple Directory Number Distinctive Ringing - This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern, other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.9 Custom Calling Features, (Cont'd.)

###### 4.9.1 Feature Descriptions, (Cont'd.)

Priority Call - Allows a Customer to assign a maximum of 6 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list. If the Customer also subscribes to Call Forwarding and the incoming call arrives while the line is busy, the usual call waiting tone is altered with a distinctive ring.

Repeat Call – Automatically redials a busy number for up to 30 minutes until line is available.

Return Call - Allows a Customer to return the most recent incoming call and hear an announcement of the last telephone number that called.

Repeat Dialing - Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

- Calls to 800 Service numbers; Calls to 900 Service numbers;
- Calls preceded by an interexchange carrier access code;
- International Direct Distance Dialed calls;
- Calls to Directory Assistance; and
- Calls to 911

Three - Way Calling - Allows the Customer to add a third party to an existing conversation.

4 RATES AND CHARGES, (Cont'd.)

4.10 Directory Assistance Services

4.10.1 Local Directory Assistance

A. General

A Customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. The Customer may request a maximum of two (2) telephone numbers per call to Directory Assistance service without additional charges.

B. Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

1. Charges for Directory Assistance not applicable to calls from patients in hospitals, skilled nursing homes and convalescent homes licensed by the State of Maryland or a business or residence main telephone exchange line where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

4 RATES AND CHARGES, (Cont'd.)

4.10 Directory Assistance Services, (Cont'd.)

4.10.1 Local Directory Assistance, (Cont'd.)

B. Regulations, (Cont'd.)

2. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
3. Customer experiences poor transmission or is cut-off during the call.

C. Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Directory Assistance Charge	
Per Call	\$1.65

4 RATES AND CHARGES, (Cont'd.)

4.11 Directory Listings

4.11.1 General Terms and Conditions

- A. The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing
- B. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing, or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- C. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

4 RATES AND CHARGES, (Cont'd.)

4.11 Directory Listings, (Cont'd.)

4.11.1 General Terms and Conditions, (Cont'd.)

- D. Each listing must be designated Residential, Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- E. In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- F. Rates and regulations for listing service are applicable only to listings in the alphabetical directories.
- G. Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.
- H. A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.
- I. Listing services are available with all classes of main telephone exchange service.

4 RATES AND CHARGES, (Cont'd.)

4.11 Directory Listings, (Cont'd.)

4.11.2 Listings

A. Primary Listing

One listing, termed the initial listing is included with each Customer's service, and with the initial line of a line hunting group.

B. Additional Listings

At a charge, additional listings may be included in the alphabetical directory and on directory assistance records, or appear on directory assistance records only. The monthly rate for additional listings apply when the listings appear in Directory Assistance records in accordance with the date requested by the Customer.

If an additional listing is ordered discontinued by the Customer after the closing of the directory, the monthly rate continues through that issue of the directory and up to the date for rates to be effective for the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear the monthly rate continues only to the date of cancellation by the Customer, with a minimum service period of one month.

## 4 RATES AND CHARGES, (Cont'd.)

## 4.11 Directory Listings, (Cont'd.)

## 4.11.2 Listings, (Cont'd.)

## C. Nonpublished Service

Nonpublished service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company Directory Assistance Records. However, such information may be displayed on a call-by-call basis at Public Safety Answering Point locations where Enhanced Universal Emergency Number service is provided (E911).

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.11 Directory Listings, (Cont'd.)

###### 4.11.2 Listings, (Cont'd.)

###### D. Nondirectory Listed Service

Nondirectory listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the only obligation of the Company is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nondirectory listed service or the disclosing of said number to any person.

###### 4.11.3 Rates

###### A. Nonrecurring Charges

Nonrecurring charges apply as specified in section 4.1 for changes requested after service is initiated.

###### B. Monthly Recurring Charges

Additional Listings	\$3.50
Non-published Service, per listing:	\$3.50
Non-directory Listed Service, per listing:	\$2.75

---

#### 4 RATES AND CHARGES, (Cont'd.)

##### 4.12 Operator Services

###### 4.12.1 General

Company operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. Operator assistance surcharges apply in addition to local or long distance usage rates as set forth in the rates for service in this tariff.

###### 4.12.2 Description of Services

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Billed to Third Person - This charge applies for calls billed to a verified number other than the calling or call number.

Collect - This charge applies for calls billed to called number.

###### 4.12.3 Service Charges

	<b>Business</b>
Person-to-Person	\$3.00
Billed to a Third Number	\$2.20
Collect	\$1.65

---

## 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 Telephone 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 INTRALATA TOLL PRESUBSCRIPTION, (Cont'd.)

### 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 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 is the period within thirty days of installation of the new service.

Initial free selections available to new end user:

- 5.2.1.1 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.
- 5.2.1.2 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.
- 5.2.1.3 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 INTRALATA TOLL PRESUBSCRIPTION, (Cont'd.)

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 INTRALATA TOLL PRESUBSCRIPTION, (Cont'd.)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy  
("Anti-Slamming Measure"), (Cont'd.)

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 INTRALATA TOLL PRESUBSCRIPTION, (Cont'd.)

### 5.4 PIC Switchback Options, (Cont'd.)

#### 5.4.1 Customer denies requesting change of ITP., (Cont'd.)

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 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 offers a preferred carrier freeze option to all customers on a nondiscriminatory basis regardless of the customer's carrier selection at no charge 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 3<sup>rd</sup> 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

---

## 5 INTRALATA TOLL PRESUBSCRIPTION, (Cont'd.)

### 5.5 IntraLATA Preferred Carrier Freeze Selection, (Cont'd.)

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 \$0.00

5.7.2 Charge for Switchback Carrier Change \$0.00

6 LONG DISTANCE SERVICES

6.1 General

Customers may subscribe to intraLATA and interLATA long distance services offered by the Company. Customers have the option of selecting another carrier as their primary intraLATA and/or interLATA long distance carrier if requested. Some services require presubscription to Single Source.