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Competitive Local Exchange Carrier Tariff

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BETTERWORLD TELECOM, LLC  
BUSINESS SERVICES ONLY  
COMPETITIVE LOCAL EXCHANGE CARRIER  
REGULATIONS AND SCHEDULE OF CHARGES

The Company will mirror the exchange area boundaries as stated in the tariffs of Verizon Pennsylvania Inc. Telephone Pa. P.U.C. Nos. 182 and 182A.

The Company's tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Telecommunications Act of 1934, as amended), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.

This tariff is filed with the Pennsylvania Public Utility Commission. Copies are available for inspection at the Company's place of business: [BetterWorld Telecom, LLC, 11951 Freedom Drive, 13<sup>th</sup> Floor, Reston, VA 20190].

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Issued: August 20, 2009

Effective Date: August 27, 2009

Issued By: Joe Londeree, Regulatory Manager  
BetterWorld Telecom  
11951 Freedom Drive, 13<sup>th</sup> Floor  
Reston, VA 20190

Competitive Local Exchange Carrier Service

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List of Modifications

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BetterWorld Telecom  
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Reston, VA 20190

## Competitive Local Exchange Carrier Service

CHECK SHEET

The Title Sheet and all Sheets inclusive of this Tariff are effective as of the date shown at the bottom of the respective sheets(s). Revised sheets as named below contain all changes from the original filing that are in effect on the date listed.

Page	Revision	Page	Revision	Page	Revision
Title	Original	33	Original	66	Original
1	Original	34	Original	67	Original
2	Original	35	Original	68	Original
3	Original	36	Original	69	Original
4	Original	37	Original	70	Original
5	Original	38	Original	71	Original
6	Original	39	Original	72	Original
7	Original	40	Original	73	Original
8	Original	41	Original	74	Original
9	Original	42	Original	75	Original
10	Original	43	Original	76	Original
11	Original	44	Original	77	Original
12	Original	45	Original	78	Original
13	Original	46	Original	79	Original
14	Original	47	Original	80	Original
15	Original	48	Original	81	Original
16	Original	49	Original	82	Original
17	Original	50	Original	83	Original
18	Original	51	Original	84	Original
19	Original	52	Original	85	Original
20	Original	53	Original	86	Original
21	Original	54	Original	87	Original
22	Original	55	Original	88	Original
23	Original	56	Original	89	Original
24	Original	57	Original	90	Original
25	Original	58	Original	91	Original
26	Original	59	Original	92	Original
27	Original	60	Original	93	Original
28	Original	61	Original	94	Original
29	Original	62	Original	95	Original
30	Original	63	Original	96	Original
31	Original	64	Original	97	Original
32	Original	65	Original		

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TABLE OF CONTENTS

DESCRIPTION	SHEET NO.
Title Sheet	Title
List of Modifications	1
Check Sheet	2
Table of Contents	3
Tariff Format	5
Explanation of Symbols	6
<b>Section 1 Application of Tariff</b>	7
<b>Section 2 General Rules and Regulations</b>	8
Section 2.1 Use and Service	8
Section 2.2 Reserved for Future Use	13
Section 2.3 Payment for Service Rendered	13
Section 2.4 Disconnection, Termination or Suspension of Service	15
Section 2.5 Additional Provisions Applicable to Customers	20
Section 2.6 Additional Provisions	21
Section 2.7 Allowances for Interruptions in Service	26
Section 2.8 Automatic Number Identification	29
<b>Section 3 Connection Charges</b>	31
Section 3.1 Connection Charge	31
Section 3.2 Restoral Charge	31
Section 3.3 Moves, Adds and Changes	31
Section 3.4 Charges Associated with Premises Visit	32
<b>Section 4 Reserved for Future Use</b>	34

## Competitive Local Exchange Carrier Service

TABLE OF CONTENTS (cont'd)

DESCRIPTION	SHEET NUMBER
<b>Section 5 Features and rates</b>	35
Section 5.1 Calling Service	35
Section 5.2 Directory Listing Service	47
Section 5.3 Directory Assistance Service	48
Section 5.4 Local Operator Service	49
Section 5.5 Blocking Services	50
Section 5.6 InterLATA Toll Presubscription	52
<b>Section 6 Reserved for Future Use</b>	56
<b>Section 7 Switched Services</b>	57
Section 7.1 General	57
Section 7.2 Service Description and Rates	58
<b>Section 8 Special Services and Programs</b>	71
Section 8.1 Reserved for Future Use	71
Section 8.2 Reserved for Future Use	71
Section 8.3 Discounted Service for the Hearing or Speech Impaired Customers	71
Section 8.4 Reserved for Future Use	71
Section 8.5 Universal Emergency Telephone Number Service	72
Section 8.6 Reserved for Future Use	72
Section 8.7 Pennsylvania Telecommunications Relay Service	73
Section 8.8 Special Credit Card for Blind and Disabled Persons	76
<b>Section 9 Dedicated Services</b>	78
Section 9.1 Integrated Access and T-1 Service	78
Section 9.2 ISDN, PRI, and T-1 Service	78
Section 9.3 Features for Dedicated Local Service	79
<b>Section 10 Special Arrangements</b>	80
Section 10.1 Special Construction	80
Section 10.2 Non Routine Installation and/or Maintenance	82
Section 10.3 Individual Case Basis (ICB) Arrangements	83
<b>Section 11 Service Areas and Local Calling Area</b>	84
Section 11.1 Service Area	84
<b>Section 12 Explanation of Terms</b>	89

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Competitive Local Exchange Carrier Service

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## 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 pages 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 Pennsylvania Public Utility Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Pennsylvania Public Utility Commission is not always the Tariff page in effect. Consult the Check Sheet for the page currently in effect.

C. Paragraph Numbering Sequence – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets – When a Tariff filing is made with the Pennsylvania Public Utility 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. All revisions made in a given filing are designated by an asterisk (\*). 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 Pennsylvania Public Utility Commission.

Competitive Local Exchange Carrier Service

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

**EXPLANATION OF SYMBOLS**

The following symbols shall be used in this Tariff for the purpose indicated below:

- Increased rate (I)
- Decreased rate (D)
- Changes (C)

Competitive Local Exchange Carrier Service

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Section 1 – APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by BetterWorld Telecom, LLC as follows:

The furnishing of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the Commonwealth of Pennsylvania.

1.1.1 Service Territory

BetterWorld Telecom, LLC, will provide service in the following areas:

Verizon Pennsylvania's Philadelphia Suburban and Local Exchange Service Areas

1.1.2 Availability

Service is available in the service territory of Verizon Pennsylvania, Inc.

Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS

2.1 USE AND SERVICE

2.1.1 Obligation of BetterWorld Telecom, LLC

BetterWorld Telecom, LLC shall not be required to furnish, or continue to furnish, service where the circumstances are such that the proposed use of service would tend to adversely affect BetterWorld Telecom, LLC's service.

2.1.2 Limitations on Liability

A. Customer-Provided Equipment

The service furnished by BetterWorld Telecom, LLC are subject to the following limitations: BetterWorld Telecom, LLC shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, including but not limited to damage to property from voltages or currents transmitted over the equipment used by BetterWorld Telecom, LLC caused by customer-provided equipment or premises wire.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE AND SERVICE (cont'd)

2.1.2 Limitations on Liability (cont'd)

B. Use of Equipment of Other Companies

When the facilities of other companies are used in establishing a connection, BetterWorld Telecom, LLC is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

C. The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption as set forth in Section 2.7. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company. The Company will not be liable for any special, consequential, exemplary or punitive damages a Customer may suffer, whether or not caused by the intentional acts or omissions or negligence of the Company's employees or agents.

D. The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE AND SERVICE (cont'd)

2.1.3 Use Of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying BetterWorld Telecom, LLC of any unauthorized use. The customer may advise its customers that a portion of its service is provided by BetterWorld Telecom, LLC, but the customer shall not represent that BetterWorld Telecom, LLC jointly participates with the customer in the provision of the service.

2.1.4 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to BetterWorld Telecom, LLC.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.1 USE AND SERVICE (cont'd)

## 2.1.5 Directory Errors

- A. Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error occurs.
- B. Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly Tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- C. Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to BetterWorld Telecom, LLC of the error, mistake or omission in such records by the subscriber, BetterWorld Telecom, LLC shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.).
- D. Credit limitation: The total amount of the credit provided for the preceding paragraphs a., b., and c. shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph c., for the line or lines in question.
- E. Definitions: As used in Paragraphs a., b., c., and d. above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which BetterWorld Telecom, LLC has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.1 USE AND SERVICE (cont'd)

2.1.5 Directory Errors (cont'd)

- F. Notice: Such allowances or credits as specified in Paragraphs a., b., and c. above, shall be given upon notice to BetterWorld Telecom, LLC by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for BetterWorld Telecom, LLC to have knowledge of such error, mistake or omission, BetterWorld Telecom, LLC shall give credit without the requirement of notification by the subscribers.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.2 Reserved for Future Use

2.3 PAYMENT FOR SERVICE RENDERED

2.3.1 Responsibility for All Charges

Any applicant for service may be required to sign an application form requesting BetterWorld Telecom, LLC to furnish the service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

2.3.2 Reserved for Future Use

2.3.3 Payment of Charges

Bills are due and payable within twenty (20) days from the invoice date. Payment may be made by cash, check, money order, cashier's check or credit card. The payment receipt date will be the date the company receives the payment. The postmark date is not considered the date of payment.

2.3.4 Return Check Charge

When the bank returns a check, which has been presented to BetterWorld Telecom, LLC by a customer in payment for charges, the customer shall be responsible for the payment of a Returned Check Charge of \$15.00.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.3 PAYMENT FOR SERVICE RENDERED (cont'd)

## 2.3.5 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to the unpaid balance of the bill.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- C. Late payment charges do not apply to final accounts.

## 2.3.6. Billing Disputes

- A. Billing disputes should be addressed to Company's customer service organization by mail at 11951 Freedom Drive, Reston, VA 20190. Customer service representatives are available from 8:00 a.m. to 4:59 p.m. Eastern Time at 1.866. 567-2273. Messages may be left for the Customer Service Department from 5:00 p.m. to 7:59 a.m. Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens Customer service.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.3 PAYMENT FOR SERVICE RENDERED (cont'd)

2.3.7. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

- A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
- B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Pennsylvania Public Utility Commission for its investigation and decision.

The address and telephone number of the Commission are:

Pennsylvania Public Utility Commission  
Bureau of Consumer Services  
PO Box 3265  
Harrisburg, Pennsylvania 17105-3265  
Telephone: 800.692.7380

2.4 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

2.4.1 Grounds for Discontinuance of Service

BetterWorld Telecom, LLC may discontinue service. Written notice by first-class U.S. Mail will be provided stating that suspension of service will occur in seven (7) days with the reasons for suspension specified. This notification will be followed by a Notice of Termination mailed via first class mail after ten (10) days have passed since suspension of service.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

2.4.2 Verification of Nonpayment

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered unless:

- A. BetterWorld Telecom, LLC has verified that payment has not been received at any office of BetterWorld Telecom, LLC or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- B. BetterWorld Telecom, LLC has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

2.4.3 Termination For Cause Other Than Nonpayment

A General

BetterWorld Telecom, LLC, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the service, or any other violation by the customer of the rules and regulations governing the service furnished, or
2. if, in the judgment of BetterWorld Telecom, LLC, any use of the service by the customer may adversely affect BetterWorld Telecom, LLC's personnel, property or service. BetterWorld Telecom, LLC shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when damage to property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the service received from BetterWorld Telecom, LLC, or

Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

2.4.3 Termination For Cause Other Than Nonpayment (cont'd)

4. Reserved for future use

B. Prohibited, Unlawful or Improper Use of the Service

Prohibited, unlawful or improper use of the service includes, but is not limited to:

1. The use of service of BetterWorld Telecom, LLC without payment of Tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

2.4.3 Termination For Cause Other Than Nonpayment (cont'd)

C. Abandonment or Unauthorized Use of Service

1. If it is determined that services and/or equipment have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, BetterWorld Telecom, LLC may terminate telephone service.
2. In the event that telephone service is terminated for abandonment or unauthorized use and service is subsequently restored to the same customer at the same location:
  - a. No charge shall apply for the period during which service had been terminated, and
  - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of BetterWorld Telecom, LLC.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont'd)

2.4.3 Termination For Cause Other Than Nonpayment (cont'd)

c. Change in BetterWorld Telecom, LLC's Ability to Secure Access

Any change in BetterWorld Telecom, LLC's ability (a) to secure and retain suitable rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

2.4.4 Emergency Termination of Service

BetterWorld Telecom, LLC will immediately terminate the service of any customer, on request, when the customer has reasonable belief that an unauthorized person or persons are using the service. BetterWorld Telecom, LLC may require that the request be submitted in writing as a follow-up to a request made by telephone.

Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.5 ADDITIONAL PROVISIONS APPLICABLE TO CUSTOMERS

2.5.1 Application of Rates

- A. Rates as described in Section 7 apply to service furnished:
  - 1. In office buildings, stores, factories and all other places of a similar nature;
  - 2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and service is already established for the church at the same location;
  - 3. At any location where the customer resells or shares exchange service;
- B. The use of service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

2.5.2 Reserved for Future Use

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.5 ADDITIONAL PROVISIONS APPLICABLE TO CUSTOMERS (cont'd)

## 2.5.3 Dishonored Checks

If a customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and BetterWorld Telecom, LLC is not required to issue any additional notice before disconnecting service.

## 2.6 ADDITIONAL PROVISIONS

## 2.6.1 Reserved for future use

## 2.6.2 Telephone Number Changes

When a customer requests a telephone number change, the referral period for the disconnected number is 90 days.

BetterWorld Telecom, LLC reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where equipment permits for an additional charge as specified in this Tariff.

When service in an existing location is continued for a new customer, the existing number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

## 2.6.3 Customer Deposits are not Required

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.6 ADDITIONAL PROVISIONS (cont'd)

2.6.4 Installment Billing For Nonrecurring Charges

A customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12-month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Installment billing is subject to the following restrictions:

- A. Installment billing may be used;
- B. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- C. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- D. More than one installment plan may be in effect for the same customer at the same time;
- E. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- F. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- G. Installment billing payments will continue even when an account is temporarily suspended;
- H. No interest or carrying charges will be applied to the outstanding balance during the installment period.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.6 ADDITIONAL PROVISIONS (cont'd)

2.6.5 Adjusted Payment Schedule

- A. A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.6.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 30 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
- B. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
- C. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond BetterWorld Telecom, LLC's control, which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.6 ADDITIONAL PROVISIONS (cont'd)

## 2.6.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing customer with three or more month's service and for who service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than seven days before suspension of service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and BetterWorld Telecom, LLC.

If BetterWorld Telecom, LLC believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.6 ADDITIONAL PROVISIONS (cont'd)

## 2.6.8 Dishonored Checks

When a check received from a customer is dishonored, BetterWorld Telecom, LLC shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

## 2.6.9 Suspension or Termination - Abandonment

Suspension/termination of service for abandonment or unauthorized use may occur only after BetterWorld Telecom, LLC makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or BetterWorld Telecom, LLC is advised that a new customer has moved into the location.

## 2.6.10 Back Billing

BetterWorld Telecom, LLC shall not charge a customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of BetterWorld Telecom, LLC to render timely accurate billing. Unless the customer causes the late billing, BetterWorld Telecom, LLC shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the back billing period.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.7 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by BetterWorld Telecom, LLC under this Tariff.

## 2.7.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service or circuit is operative. If the Customer reports a service or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only the equipment on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 24 hours or more. Credit allowances will be calculated as follows:
  1. if interruption continues for more than 24 hours:
    - a) 1/30th of the monthly rate for each of the first three full 24-hour periods;
    - b) 2/30ths of the monthly rate for each full 24-hour period beyond the first three 24-hour periods.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.7.1 Credit for Interruptions (cont'd)

D. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service furnished by BetterWorld Telecom, LLC rendered useless or substantially impaired.

E. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where BetterWorld Telecom, LLC, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to BetterWorld Telecom, LLC, unlawful or improper use of the service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power.

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

2.7.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than BetterWorld Telecom, LLC, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of BetterWorld Telecom, LLC;
- B. interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- C. interruptions of service during any period in which BetterWorld Telecom, LLC is not given full and free access to its services for the purpose of investigating and correcting interruptions;
- D. interruptions of service during any period when the customer has released service to BetterWorld Telecom, LLC for maintenance purposes or for implementation of a customer order for a change in service arrangements;

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Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 AUTOMATIC NUMBER IDENTIFICATION

2.8.1 Regulations

BetterWorld Telecom, LLC will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity(ANI recipient), only under the following terms and conditions:

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

Competitive Local Exchange Carrier Service

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 AUTOMATIC NUMBER IDENTIFICATION (cont'd)

2.8.1 Regulations (cont'd)

- E. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24-month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.8.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Public Service Law.

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**Competitive Local Exchange Carrier Service**

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**Section 3 - CONNECTION CHARGES****3.1 CONNECTION CHARGE****3.1.1 General**

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one type of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

**3.2 RESTORAL CHARGE**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section I of this Tariff.

**3.3 MOVES, ADDS AND CHANGES**

The Company alone may make changes in the location of its lines and equipment. When it is found that others have made a move or change of such lines or equipment, the Connection Charge for the underlying service will apply as if the Company had done the work.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

- |         |  |
|---------|--|
| Move:   | The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises. |
| Add:    | The addition of a vertical service to existing equipment and/or service at one location.   |
| Change: | Change - including rearrangement or reclassification - of existing service at the same location.   |

Competitive Local Exchange Carrier Service

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Section 3 - CONNECTION CHARGES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.1 Terms and Conditions

3.4.2 Premise Visit Charge

A Premise Visit Charge is when a trip to the Customer's premise is required to complete work requested by the Customer, as shown on the related Service Order.

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Competitive Local Exchange Carrier Service

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Section 3 - CONNECTION CHARGES (cont'd)

## 3.4 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

## 3.4.3 Limits on Liability

The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.

The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.

The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized or joint user) resulting from the furnishing of services on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.

The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment unless the damage is caused by Company's willful misconduct or negligence.

The Company shall not be liable for any damages whatsoever associated with service or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services.

The Company makes no warranties or representations, expressed or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except for those expressly set forth herein.

Competitive Local Exchange Carrier Service

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Section 4 - Reserved for Future Use

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Effective Date: August 27, 2009

Issued By: Joe Londeree, Regulatory Manager  
BetterWorld Telecom  
11951 Freedom Drive, 13<sup>th</sup> Floor  
Reston, VA 20190

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES

## 5.1 CALLING SERVICE

## 5.1.1. GENERAL

- A. The customer of record will be responsible for all rates and charges associated with services as described in this section. The customer of record will be charged for all services activated on his/her service and/or charged the applicable monthly subscription rate for each line on which these services are provided. Customers who subscribe to Intercom Deluxe Service will receive Three-way Calling capability as part of the service offering and will not receive a separate charge for Three-way Calling. Customers who subscribe to Forward Deluxe will not be charged separately for Call Forwarding Variable.
- B. A customer served by a switching machine in an appropriately equipped office may request to have his/her line(s) made inoperable for usage services capability. The customer has the option to request deactivation of usage service capability on a per service basis or to request deactivation of usage service capability for all usage services. All capability for this service or services is removed from the line(s) at no charge. Should the customer subsequently request to reactivate usage services capability, a Service Reactivation Product/Service Charge applies per line regardless of the number of services reactivated. Services to which these provisions are applicable are: Return Call (\*69), Block, and Call Trace.
- C. When a customer who is using blocking hears an Anonymous Call Rejection announcement, the call will not be rated as a completed call.
- D. The live operator surcharge will be waived for victims of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs).
- E. Appropriate measured local use charges and/or toll charges apply to each call forwarded, conference, or made beyond the local calling area of the line with which the Calling Service is associated. These charges are in addition to the monthly subscription or usage rate of the applicable Calling Service.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

5.1 CALLING SERVICE (cont')

5.1.2 Description of Features

The following central office-based call management services are available to individual line customers where Telephone Company customer configuration permit:

A. Call Waiting

Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook. Where service permits, Tone Block is automatically included with Call Waiting. Tone Block permits Call Waiting subscribers to deactivate Call Waiting prior to initiating a call. The customer deactivates Call Waiting by dialing a special code. The Call Waiting will be automatically reactivated when the call or call attempt is terminated. There is no additional charge for the Tone Block feature of Call Waiting. Call Waiting is available to individual line customers by monthly subscription, which provides unlimited use.

B. Call Forwarding

1. Call Forwarding Variable (Subscription)

Call Forwarding Variable permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. The customer activates Call Forwarding Variable by dialing a special code followed by the telephone number of the location to which calls are to be transferred. The service may be deactivated by dialing another code. The customer must activate and deactivate this service from the station forwarding the calls. The customer may still make outgoing calls while Call Forwarding Variable is active, even while a transferred call is in progress. Calls cannot be answered at the base station while Call Forwarding Variable is active. Call Forwarding Variable is available to individual line customers by monthly subscription, which provides unlimited use of the service.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

B. Call Forwarding (cont'd)

## 2. Call Forwarding-Busy Line, Don't Answer

Call Forwarding-Busy Line, Don't Answer (CF-BL, DA) is a service offering that consists of two separate features, Call Forwarding-Busy Line (CF-BL) and Call Forwarding-Don't Answer (CF-DA). On a monthly basis customers may subscribe to one feature or to both features combined. This offering is available to individual line customers, excluding Exchange Access Lines associated with Direct Inward Dialing, WATs, Centrex (see PA Informational Tariff for Centrex provisioning), Pay Telephone Lines, Mobile service or other services as determined by the Telephone Company. CF-DA is a Remote Change Service.

Call Forwarding-Busy Line

This feature allows incoming calls to a line that is busy to be forwarded to another line specified by the customer.

Call Forwarding-Don't Answer

This feature allows incoming calls to a line that is not answered after a specific number of rings designated by the customer and within parameters defined by The Telephone Company to be forwarded to another line specified by the customer.

Call Forwarding-Busy Liner Don't Answer features are furnished from central offices where service is available, as determined by the Telephone Company. Certain restrictions as to the telephone number to which calls may be forwarded may apply. When calls are forwarded to other services, restrictions or regulations governing those services are applicable. CF-DA is a Remote Change Service.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

B. Call Forwarding (cont'd)2. Call Forwarding-Busy Line, Don't Answer (cont'd)

At the time service is ordered, the customer will specify the telephone number to which calls will be forwarded (fixed arrangement) and in the case of CF-DA, the number of rings at the called number before the calls are to be forwarded. When both features are provided, the number to which calls are forwarded may be different for each feature.

Once CF-BL or CF-DA are installed, they will remain in effect until changed by the customer. Any change in the numbers to which the calls are forwarded will require a change order(s) for which the appropriate Product/Service charge will apply.

For CF-DA, the number of rings is subject to limitations as determined by the Telephone Company. Where available, a customer may change the number of rings by calling into a Remote Access Directory Number at no charge. Customer requests for the Telephone Company to change the number of rings are subject to a Product/Service charge. A customer may request that Remote Change capability be blocked from their line at no charge.

It is the responsibility of the CF-BL, DA customer to obtain the necessary permission from the customer to whom the calls will be forwarded.

For each call forwarded, measured local use or toll charges based on the customer's class of service will apply to the line on which CF-BL, DA is installed.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

C. Call Gate

Call Gate allows user to restrict certain types of outgoing calls from being placed. Ideal for conference rooms, reception areas or other places where telephones may have unsupervised visitor traffic.

D. Three-Way Calling

Three-Way Calling permits the customer, by operation of the switch-hook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call. The customer may talk privately with the third party before establishing the three-way connection and may disconnect the third party to re-establish the original connection. The customer's line establishing the conference call must remain open for the duration of the call or the connection for all callers will be terminated. In addition, where service permits, Three-Way Calling may be used by a customer who has Call Waiting with Tone Block to deactivate Call Waiting during a call. Customers can either pay per use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use.

E. Home Intercom

Home Intercom allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the customer's access line. When a Home Intercom call is initiated, all extensions ring with a distinctive ringing pattern. Home Intercom functions on Touch-Tone or dial-pulse equipped access lines and will be provided to individual line customers by monthly subscription only.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

F. Intercom Deluxe Service

Intercom Deluxe Service provides the following capabilities in addition to the Home Intercom feature: a) Intercom Code Dialing which permits the user to initiate intercom calls by dialing one of two available activation codes for a distinctive ringing pattern instead of dialing the telephone number of the user's access line; b) Selective Call Transfer which permits the user to transfer an outside call to an extension by dialing one of the two activation codes provided with Intercom Code Dialing for distinctive ringing; c) Call Hold which permits the user to place an outside call on hold by dialing an activation code, hang up the telephone to consult privately with other household members or to continue the call from another extension; d) Three-Way Calling capability (same as the Three-Way Calling feature description in A.3. preceding). Intercom Deluxe Service will be provided to individual line customers by monthly subscription only.

G. Distinctive Ring Service

Distinctive Ring Service enables an individual line subscriber to have up to two telephone numbers (referred to as "Dependent" numbers) assigned to one dial tone line in addition to the main number (referred to as the "Master" number). Each number when dialed will result in a distinctive ring which facilitates the ability of the customer to determine which number is being called. Where service permits, a distinctive Call Waiting tone for each telephone number will be provided for customers who subscribe to Distinctive Ring Service and Call Waiting. Distinctive Ring Service is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls. Distinctive Ring Service is only offered on a monthly subscription basis.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

The following central office-based call management services forward the calling party's

H. Return Call (\*69)

This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called. To activate Return Call (\*69), the customer dials a code, then hears an announcement of the telephone number of the last party that called. If the customer wishes to return the call right away, voice prompts will instruct the customer to dial a certain digit and the call will automatically be returned.

If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

If a caller uses per call or line blocking, a called party who activates Return Call (\*69) will not receive the voiceback of the calling party's telephone number and will not be able to return the call through the use of Return Call (\*69) Service.

A Return Call (\*69) activation is considered complete and billable after the feature is activated by dialing the first code, regardless of whether or not the call is returned, except in cases where the calling number is not available from the network (e.g., calls from areas not equipped to provide this service) or the originating caller is using per call or line blocking.

All telephone numbers, including Non-Published and Non-Listed telephone numbers will be announced to a Return Call (\*69) user unless blocked on the originating end. Customers can either pay per use so that a separate charge applies to each activation of this service; or subscribe to the service and incur a monthly charge for unlimited use.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

I. Priority Call

This service provides one distinctive audible signal to the called customer when a call from one of up to six prespecified telephone numbers. Through an interactive dialing sequence, the customer creates a screening list of up to six telephone numbers in the switching machines. This list can only be created from and for telephone numbers located in appropriately equipped offices. When a call arrives from one of the prespecified telephone numbers, the Priority Call rings distinctively. If the called customer subscribes to Call Waiting, and the call arrives while the line is busy, the Call Waiting tone has a distinctive pattern. For calls from a dial tone line with multiline hunting, the distinctive signal is only produced when the main telephone number has been entered in the screening list.

Customers can either incur a daily usage charge that applies for each day the Priority Call list is active; or subscribe to the service and incur a monthly charge for unlimited use.

J. Select Forward

This service allows the customer to select a maximum of six telephone numbers for forwarding. The customer activates this service by dialing a code to create a screening list via an interactive dialing sequence. This list can only be created from and for telephone numbers located in appropriately equipped offices. Only calls from those telephone numbers in the screening list may be forwarded to the designated telephone number.

For calls from a line within multiline hunting, the call is selectively forwarded only where the main telephone number has been entered in the screening list. Customers can either incur a daily usage charge that applies for each day the list is active, or subscribe to the service and incur a monthly charge for unlimited use.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

5.1 CALLING SERVICE (cont')

5.1.2 Description of Features (cont'd)

K. Call Block

This service 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. To activate the service, the Call Block customer regains dial tone and dials a code, which creates a screening list for a maximum of six numbers. This list can only be created from and for telephone numbers located in appropriately equipped offices. Further calls to the Call Block customer from telephone numbers in the screening list are connected to an announcement stating that the called party is not accepting calls and the Call Block customer's telephone does not ring.

For calls from a line within multiline hunting, the call is blocked only where the main telephone number has been entered in the screening list.

Customers can either incur a daily usage charge that applies for each day the list is active; or subscribe to the service and incur a monthly charge for unlimited use.

L. Ultra Forward

Ultra Forward Service combines Call Forwarding with remote access capability to activate, deactivate or change forwarding routing anywhere, anytime. Ultra Forward Service transfers calls automatically to the number designate — including wireless phone.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

M. Caller ID Service

Caller ID is an optional service which allows a customer to see the telephone number of incoming calls. The calling telephone number will be displayed on a customer-provided display unit. The calling telephone number will be displayed between the first and second rings. All telephone numbers, including Non-Published and Non-Listed telephone numbers, will be displayed unless blocked on the originating end. When a calling party is using blocking, the Caller ID subscriber will receive an indication that the number is blocked.

In addition to the ability to see the telephone number of incoming calls, Caller ID Service may also provide a customer with the ability to reject calls from callers who have chosen to block the passage of their telephone numbers on outgoing calls. This feature, called Anonymous Call Rejection (ACR), can be activated or deactivated as the Caller ID subscriber desires by dialing specific codes. When initially provided, ACR is deactivated. ACR will remain on or off until the customer makes a change. When a caller, who has blocked the passage of his/her telephone number, calls a Caller ID subscriber who has activated ACR, he/she will receive an announcement that the customer is not accepting calls from callers who are blocking their telephone number. In addition, in this situation, the Caller ID subscriber's telephone will not ring.

Caller ID Service is available to customers by monthly subscription only, which provides unlimited use of the service.

N. Caller ID With Name Service

Caller ID With Name is an optional service which, in addition to providing the same capabilities as Caller ID, allows a customer to see the main listed name associated with the telephone number of incoming calls. All telephone numbers, including Non-Published and Non-Listed telephone numbers, will be displayed unless blocked on the originating end. When a calling party is using blocking, the Caller ID With Name subscriber will receive an indication that the name and number are blocked.

Caller ID With Name may also, as service permits, provide a customer with Anonymous Call Rejection, the feature that provides the ability to reject calls from callers who have chosen to block the passage of their telephone numbers and associated main listed names on outgoing calls.

Caller ID With Name Service is available to customers by monthly subscription only, which provides unlimited use of the service.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

## 5.1 CALLING SERVICE (cont')

## 5.1.2 Description of Features (cont'd)

O. Hunting Arrangement

Hunting Arrangements Service provides a means by which an idle circuit in a multi-line group is located for the transmission of an incoming telephone call. Optional Hunting Arrangements Service provides for the following hunting arrangement options:

- (a) circular;
- (b) first in last out;
- (c) hunt to last;
- (d) most idle;
- (e) reverse sequential; and
- (f) uniform call distribution.

P. Hunting

Call Hunting is a process where the user can set up multiple ring-to numbers for a toll free number. Instead of reaching a called party only at one number, callers can reach a live person every time they call.

Q. Blocking

A calling party may block the passage of his/her telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to Calling Services that utilize Signaling System 7 (SS7) technology. Blocking will also prevent call completion through the use of Return Call (\*69) Service.

Customers have two blocking options as follows:

1. Per-Call Blocking

To activate per-call blocking, a customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per-call blocking, and it is provided on an unlimited basis. Per-call blocking is available to all customers in BetterWorld Telecom's serving territory.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES, (cont'd)

5.1 CALLING SERVICE (cont')

5.1.2 Description of Features (cont'd)

Q. DID Numbers (and Additional)

Direct inward dialing (DID), is a feature offered by telephone companies for use with their customers' private branch exchange (PBX) systems. In DID service the telephone company provides one or more trunk lines to the customer for connection to the customer's PBX and allocates a range of telephone numbers to this line (or group of lines) and forwards all calls to such numbers via the trunk. As calls are presented to the PBX, the dialed destination number (DNIS) is transmitted, usually partially (e.g., last four digits), so that the PBX can route the call directly to the desired telephone extension within the organization without the need for an operator or attendant. Additional DID numbers are offered to customers as optional service to standard PBX service packages

R. Anonymous Call Rejection

Anonymous Call Rejection is a phone feature based on Caller ID. Incoming callers with Caller ID blocking service will hear a message stating that this line does not accept calls from callers who block their number.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

5.2 DIRECTORY LISTING SERVICE

5.2.1 General

For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's mail billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge

5.2.2 Primary Directory Listings

One (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

5.2.3 Additional Directory Listings

- A. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance
- B. Additional listing charges are automatically discontinued upon termination of the main service.

5.2.4 Non-Published Telephone Number Service

Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory and is not given out upon request.

5.2.5 Non-Listed Telephone Number Service

A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request. A Service Connection Charge as stated in 5.1.3 of this Tariff applies to the establishment or change of non-listed telephone numbers.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

5.3 DIRECTORY ASSISTANCE SERVICE

5.3.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing BetterWorld Telecom, LLC with a list of names and addresses for which telephone numbers are desired.

5.3.2 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:

- A. Calls from coin telephones.
- B. Requests for telephone numbers of non-published service.
- C. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform BetterWorld Telecom, LLC of the error in order to receive credit.
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 10 of this Tariff, up to a maximum of 50 requests per month.
- E. Request from exchange lines of the Commonwealth of Pennsylvania and its political subdivisions.
- F. Customers are allowed two (2) free calls to Local Directory Assistance per month.

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**Competitive Local Exchange Carrier Service**

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**Section 5 - FEATURES AND RATES (cont'd)****5.4 LOCAL OPERATOR SERVICE**

Local calls may be completed or billed with the live or mechanical assistance by BetterWorld Telecom, LLC's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station-to-station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$1.25. In addition to usage charges, an operator assistance charge applies to each call:

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

## 5.5 BLOCKING SERVICE

## 5.5.1 General

A calling party may block the passage of his/her telephone number, associated main listed name and voiceback of calling identification information to users or subscribers to Optional Central Office Services which utilize Signaling System 7 (SS7) technology. Blocking will also prevent call completion through the use of Return Call (\*69) Service. Customers have two blocking options as follows:

- A. Per-Call Blocking - To activate per-call blocking, a customer dials a special code prior to placing a call. Blocking will be activated for that outgoing call only. There is no charge for using per-call blocking, and it is provided on an unlimited basis. Per-call blocking is available to all customers in the Company's serving territory, or
- B. Per-Line Blocking - Per-Line Blocking must be added to a customer's line by contacting the Telephone Company's business office and having a service order issued. All calls are automatically blocked when a customer subscribes to Per-Line Blocking unless the blocking feature is deactivated. If a customer subscribes to Per-Line Blocking, he/she can deactivate blocking by dialing a special code prior to placing a call. Blocking will be deactivated for that outgoing call only. As service permits, a Per-Line Blocking customer will be provided with a separate code to deactivate blocking, which is different from the per call blocking code. Where this separate code is not available, the code for per-call blocking and the code to deactivate Per-Line Blocking will be the same. Per-Line Blocking is available to all customers in the Company's serving territory. Per-Line Blocking is provided without charge, except as discussed below.
- C. Per-Line Blocking will be available to all customers, free of charge, in the Company's serving area and can only be added or removed from a customer's line by placing a service order with the Company. Initial requests for Per-Line Blocking will be provided at no charge. Subsequent requests for Per-Line Blocking for the same customer and telephone number at the same address may be charged the applicable non-recurring charge(s). This non-recurring charge will be waived for customers of the Company who are victims of domestic violence, the staffs of domestic violence programs and agencies, and emergency services personnel, while performing their jobs.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

5.5 BLOCKING SERVICE (cont'd)

5.5.1 General (cont'd)

- D. Customers who use either per-call blocking or line blocking may be unable to complete calls to Caller ID subscribers who have activated the Anonymous Call Rejection feature (ACR) of Caller ID services. If a customer using blocking calls a Caller ID subscriber who has activated Anonymous Call Rejection, he/she will hear an announcement that the Caller ID subscriber is not accepting blocked calls. There are several ways to complete a call to a Caller ID subscriber who has activated Anonymous Call Rejection: (1) place the call through an operator; (2) place the call on the Company's network using a Company's telephone calling card; or (3) place the call without blocking. Options (1) and (2) involve charges in addition to the cost of the call. However, the live operator surcharge will be waived for the Company's customers who are victims of domestic violence, the staffs of domestic violence program agencies and emergency service personnel, while in the performance of their jobs. If the operator surcharge cannot be waived when the call is being placed, the Company will, upon notification, credit the live operator surcharge to the aforementioned party's telephone bill. Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Company will waive any additional charges associated with such alternative methods. Blocked calls routed to the Anonymous Call Rejection (ACR) announcement will not be rated as completed calls.
- E. Caller ID blocking will not prevent the delivery of telephone numbers to 911 emergency service providers. Caller ID blocking currently will not work for callers who place calls to 8xx, 900, and/or other information and message services carrying a specific charge billed to a caller by a local telephone company.

5.5.2 Regulations

- A. BetterWorld Telecom, LLC will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

5.5 BLOCKING SERVICE (cont'd)

5.5.2 Regulations (cont'd)

B. Blocking Service is available where service permits.

5.5.3 Rates and Charges

Blocking Service is provided at no charge.

5.6 INTERLATA TOLL PRESUBSCRIPTION

5.6.1. Toll Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) which the customer wishes to be the carriers of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. Toll pre-subscription does not prevent a customer, who has presubscribed to a toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

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 IXC, 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 IXC must use Feature Group D (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Telephone Company. IXCs must submit an Access Service Request (ASR) to the Telephone Company.

Selection of toll presubscription provider by an end user is subject to the terms and conditions following.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

5.6 INTERLATA TOLL PRESUBSCRIPTION (cont'd)

5.6.2. At the option of the IXC's, the nonrecurring charge for a change in toll presubscription, as provided herein, may be billed to the IXC's, instead of the end user. This may involve charges resulting from end-user initial free choice Preferred Interexchange Carrier (PIC), as specified in 5.6.3-1 following.

5.6.3. Presubscription Charge Application

1. End user choices for toll presubscription:

Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXC's' service. End users are not required to choose the same IXC for intra-LATA and interLATA toll presubscription. Other non-presubscribed IXC's are accessed by dialing 10XXX, 101XXXX, or other required codes.

Choosing no carrier as a primary carrier thus requiring 10XXX or 101XXXX code dialing to access all IXC's.

2. If a new customer cannot decide upon presubscription IXC's, the Telephone Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a 'No-PIC' and must dial an access code to make toll calls.

3. If an IXC elects to discontinue Feature Group, the IXC is obligated to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Telephone Company that this activity has taken place.

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

## 5.6 INTERLATA TOLL PRESUBSCRIPTION (cont'd)

Following the IXC's discontinuance of service, the Telephone Company will bill the canceling IXC the change charge for each end user that is currently designated to the IXC at the time of discontinuance.

4. An unauthorized PIC change is a change in the presubscribed IXC that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided at the end of this section. In addition, the IXC will be assessed the applicable charge for returning the end user to the preferred IXC.

## 5.6.4. End User Charge Discrepancy

1. When a discrepancy is determined regarding an end user's designation of a presubscription IXC, 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 Telephone 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/time determines customer choice.

- If an end user denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The nonrecurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user.

2. Verification of Orders for Telemarketing

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Competitive Local Exchange Carrier Service

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Section 5 - FEATURES AND RATES (cont'd)

## 5.6 INTERLATA TOLL PRESUBSCRIPTION (cont'd)

Neither the IXC or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the F.C.C.'s current anti-slamming practices and procedures.

## 5.6.5. PIC Switchback Option

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

When the Telephone Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Telephone Company, IXCs may subscribe to or cancel PIC Switchback Service on 30 days notice to the Telephone Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This option in no way relieves an IXC of the F.C.C. requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Telephone Company.

In addition, the end user has the option of initiating a complaint to the F.C.C. or the Pennsylvania Public Utility Commission's Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

## Charges

Charge for ITP Carrier Change	\$ 5.00
Charge for Switchback Carrier Change	\$ 5.00

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Section 6 – Reserved For Future Use

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Section 7 - SWITCHED SERVICES

7.1 GENERAL

Switched service provide a customer with a connection to BetterWorld Telecom, LLC's switching network which enables the customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access BetterWorld Telecom, LLC's local calling service;
- C. access BetterWorld Telecom, LLC's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 services from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

Switched service is provided via one or more channels terminated at the customer's premises. Each Switched service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time. Connection charges as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Tariff.

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Competitive Local Exchange Carrier Service

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Section 7 - SWITCHED SERVICES

7.2 SERVICE DESCRIPTIONS AND RATES

7.2.1 Descriptions of Service Plans

A. Measured Rate Services

Usage Sensitive Service (USS) provides unrestricted calling within a local calling area for which the customer is charged a monthly network access line rate in addition to usage rates. In exchanges where Usage Sensitive Service is offered, the service is offered on a measured usage basis only.

Measured Service - the customers are charged a monthly network access line rate in addition to usage rates based on the number of messages, the duration of the messages, the distance to the called party, and the time of day in which the messages are originated.

Local Area Unlimited Usage Package provides the following:

- (1) With the Local Area Unlimited Usage Package Option, the customer pays a stipulated monthly rate for an unlimited number of outgoing calls within a specified local calling area.
- (2) This option is available to all customers who continue such service at their current locations.

All Switched service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

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Competitive Local Exchange Carrier Service

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Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.1 Descriptions of Service Plans (cont'd)

## B. Digital PBX Trunk Service (cont'd)

## 1. Description

Digital PBX Trunk Service provide a customer with connection to BetterWorld Telecom, LLC switch via a DS1 digital fiber optic transmission service operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to BetterWorld Telecom, LLC switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Loop, Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming or Out-Going only, as specified by the customer

Service to points within the local calling area is included in the charge for Digital PBX Trunk Service. Local calling areas are as specified in Section 10.

Competitive Local Exchange Carrier Service

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Section 7 - SWITCHED SERVICES (cont'd)

7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

7.2.1 Descriptions of Service Plans (cont'd)

B. Digital PBX Trunk Service (cont'd)

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed herein, service order charges apply as described in Section 3 of this Tariff. Charges for each Message Rate Digital PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period.

Where appropriate services do not exist, Special Construction charges will also apply.

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**Competitive Local Exchange Carrier Service**

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**Section 7 - SWITCHED SERVICES (cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)****7.2.1 Descriptions of Service Plans (cont'd)****C. Centrex Service**

Centrex Service is a multi-station system offered to the customer with 2 or more lines or trunks. It consists of digital switching equipment in BetterWorld Telecom, LLC's switches connected to station lines on the customer's premises. Centrex Service enables the customer to originate and receive local calls within its system at no additional charge. Service to points within the local calling area is included in the charge for Centrex Service. Local calling areas are as specified in Section 10.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month-to-month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface:	2-Wire or 4-Wire as required for the provision of service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only

## Competitive Local Exchange Carrier Service

Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges

## A. Measured

Business Measured Budget Line	Month to Month	12 Month	24 to 36 Month
Rate Cell 1	\$10.95	\$10.08	\$9.72
Rate Cell 2	\$13.25	\$12.33	\$11.92
Rate Cell 3	\$15.81	\$14.58	\$14.12
Rate Cell 4	\$18.14	\$16.88	\$16.32
Multiple Measured Budget Lines/PBX Trunks (1)			
Rate Cell 1	\$10.09	\$9.18	\$8.27
Rate Cell 2	\$12.42	\$11.43	\$10.08
Rate Cell 3	\$14.88	\$13.68	\$12.28
Rate Cell 4	\$17.30	\$15.98	\$14.48
<p>1 Local Service consists of a Dial Tone Line and an optional usage package. Generally, the Downtown <i>Philadelphia</i> and <i>Pittsburgh Exchanges</i> use Rate Cell 1 or 2, <i>Philadelphia Suburban</i> and <i>Pittsburgh Suburban Exchanges</i> use Rate Cell 3. Anywhere else is covered by the <i>Pennsylvania Exchange</i> and uses either Rate Cell 3 or 4. Not all Usage Packages are available in every locality. A Dial Tone Line without a Usage Package is called Budget Service</p>			

Usage Packages	12 Month
Standard Usage Package (\$8.00 Allowance), <i>All Areas</i>	\$6.21
Value Pak (\$12.00 Allowance), <i>PA Exchange</i>	\$8.28
Value Pak (\$18.00 Allowance), <i>PA Exchange</i>	\$12.42
Value Pak (\$24.00 Allowance), <i>all except PA Exchange</i>	\$16.24
Remote Call Forwarding, per access path	\$12.50

<b>ADVANTAGE PLANS</b>	<b>Per Month</b>
(Budget Business & Centrex Lines)	
Unlimited Local Calling	\$13.50
Unlimited Local & Regional Calling	\$19.80
Unlimited Local, Regional & LD (Domestic)	\$31.50

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**Competitive Local Exchange Carrier Service**

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**Section 7 - SWITCHED SERVICES (cont'd)****7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)****7.2.2 Switched Services Rates and Charges (cont'd)****A. Measured (cont'd)**

<b>ADVANTAGE PLUS PLANS</b>	<b>Per Month</b>
Unlimited Local Calling plus features	\$23.50
Unlimited Local & Regional Calling plus features	\$29.80
Unlimited Local, Regional & LD (Domestic) plus features	\$41.50

## Competitive Local Exchange Carrier Service

Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## A. Measured (cont'd)

Local Calling Rates	Price per Month
Calls to Band 1 per Message, Any time of Day	\$0.0702
Calls to Band 2 & 3 per Minute, Any time of Day	\$0.0450
Calls to Band 4, 5, & 6 per Minute, Any time of Day	\$0.0630

Voicecom Voicemail Services	POTS	CTX	ACTIVA- TION
	Local DID	Local DID	
Single Box (Local DID)	\$12.50	\$12.50	\$10.00
Multiple Box (4 sub-boxes) (Local DID)	\$17.95	\$17.95	\$10.00
Multiple Box (9 sub-boxes) (Local DID)	\$44.95	\$44.95	\$10.00
Menu Svce (Local DID)	\$18.95	\$18.95	\$10.00
Announcement Only Svce (Local DID)	\$18.95	\$18.95	\$10.00
Network Messaging Svce (Local DID)	\$17.99	\$17.99	\$10.00
Message Notification < 200	\$3.95	\$3.95	\$10.00

**NOTES: Voicecom VMS**

1. The required Call Forwarding arrangements are in addition to the VMS rate and are at the standard feature rates.
2. A one time charge applies for the VM activation and a separate one time charge for the feature order.
3. Only Single boxes may be equipped for Email notification (V2E) to one email address (emails to multiple addresses can be achieved by setting up a group DL list internally).
4. A Multiple type VM allows one mailbox with one access number to be partitioned into sub-boxes. A menu up front is set up to provide callers with directions for leaving messages, i.e.,
5. Voicecom Multiple types support
6. The stand alone Menu service mailbox routes callers to other mailboxes on the same system and allows for customized configurations based on customer needs. The Menu box does
7. Voicecom VMS does not have interrupted (stutter tone alert) dial tone capability.

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## Competitive Local Exchange Carrier Service

Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## B.PBX Trunk

<b>PBX TRUNK SERVICES (PA Inc.)</b>	<b>12 Month</b>
DID Trunk Port *	\$27.45
DS-1 Digital Hand-Off Service (Mux Arngmt)	\$300.00
Installation DS-1 Digital Hand-Off Service	\$350.00
*Business Line rates apply in addition to DID Trunk Port and Touchtone charges plus FCC End User Line, Port Charges, Surcharges and Taxes	
Touchtone Service - per Trunk	\$5.00

<b>DID NUMBERS (PA Inc.)</b>	<b>Per Month</b>
Per Block of Initial 20 Station Numbers	\$6.30
Per Block of Additional 20 Station Numbers	\$6.30
Installation, First Block of 20 Station Numbers	\$126.00
Installation, Additional Block of 20 Station Numbers	\$13.50

## Competitive Local Exchange Carrier Service

Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## C. Centrex

Digital CentrexPak* Assume Dial 9, 2 lines, 30 lines - per system (Includes FCC End User Line Charge)				
Business Measured Budget Line	Mo. to Mo.	12 Month	24 Month	36 Month
Rate Cell 1	\$22.80	\$22.32	\$18.00	\$16.74
Rate Cell 2	\$25.18	\$24.65	\$20.50	\$19.07
Rate Cell 3	\$27.55	\$26.97	\$23.00	\$21.39
Rate Cell 4	\$29.93	\$29.30	\$25.00	\$23.72
Centrex Caller ID w/Name		\$6.30		\$7.00

Digital CentrexFlex Services (Includes FCC End User Line Charge)	CentrexFlex
	Mo. to Mo.
➤ 2-30 Lines	\$24.70
➤ 31-75 Lines	\$23.75
➤ 76 * Lines	\$23.28
12 / 24 / 36 Month	
➤ 2-30 Lines	\$21.39
➤ 31-75 Lines	\$20.46
➤ 76 * Lines	\$20.00
*All Centrex Contracts are independent of line size	
Centrex Caller ID w/Name	\$6.30

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 Competitive Local Exchange Carrier Service
 

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Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## D. Nonrecurring Rates

The following nonrecurring service charges apply to change orders for subscription to Calling Services. One charge applies per line, per order regardless of the number of services being changed or added. The nonrecurring Product/Service Charge is in addition to applicable charges for other work being performed.

Rates	<u>Nonrecurring Product/Service Charge</u>
1. Change orders for subscription to Calling Services, per line, per order	\$12.50
2. Calling Services, Service Reactivation, per line#	\$12.50
3. Change Distinctive Ring Service, per change** (Change Call Forwarding Arrangement, standard ringing and associated tone patterns, or telephone number of dependent number)	\$12.50

## NOTES:

# Applies to customers who have previously had usage service(s) removed as per 1.b preceding. These charges are not subject to any waiver stated in this or any other sections of this tariff. One charge applies per line regardless of the number of services reactivated.

\*\* Applies to customers who have previously established service. These charges are not subject to any waiver stated in this tariff.

Competitive Local Exchange Carrier ServiceSection 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## E. Feature Rates

The following monthly rates, and the nonrecurring Product/Service Charges specified in 5.1.2. preceding, apply to Calling Services and are in addition to the rates and charges applicable to the associated service.

<u>Verizon Pennsylvania Service Area</u>	Individual Monthly Rates
Call Block, per line	\$5.63
Call Forwarding-Busy Line, per line	\$2.45
Call Forwarding-Busy Line and Don't Answer, per line	\$2.80
Call Forwarding-Don't Answer, per line	\$2.45
Call Forwarding Basic, per line	\$4.88
Call Waiting, per line	\$4.60
Caller ID, Number Only, per line	\$7.65
Caller ID With Name and Number, per line	\$8.96
Home Intercom, per line	n/a
Distinctive Ring Service	
First Dependent Number, per line	\$5.85
Second Dependent Number, per line	\$5.85
Intercom Deluxe Service, per line	n/a
Priority Call /Selector, per line	\$2.48
Return Call (69*), per line	\$3.78
Select Forward, per line	\$3.15
Three-Way Calling, per line	\$4.95
Ultra Forward (Remote Access, Includes Call Forward Basic)	\$6.30
Call Gate (OC4)	\$3.60
Speed Dial (8#)	\$4.50
Speed Dial (30#)	\$5.85
Unlimited *66 Repeat Dialing (Busy Redial)	\$4.95
<u>Per Use Features</u>	
*66 Repeat Dialing (Busy Redial)	\$0.60
*69 Call Return	\$0.60

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Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## F. Service Connection Charges

	<b>First Line</b>	<b>Each Add'l Line</b>
New Line Installation	\$87.25	\$50.00
Move Service-Different Premises	\$87.25	\$50.00
Telephone Number Change	\$43.50	\$43.50
Rewire-From One Type of Service to Another	\$43.50	\$43.50
Features - per order	\$16.15	\$0.00
Restore Service for Non-Payment - per line	\$20.00	\$20.00
Change of Service Charge	\$12.50	\$0.00
Hunting Arrangement - per line group	\$32.00	

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## Competitive Local Exchange Carrier Service

Section 7 - SWITCHED SERVICES (cont'd)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 7.2.2 Switched Services Rates and Charges (cont'd)

## G. Directory Assistance Service

Verizon Pennsylvania Service Area

Directory Assistance, Local	\$ 1.25, per call
Directory Assistance, National	\$ 1.25, per call
Directory Assistance, Name/Address	\$ 1.25, per call
Directory Business Category Search	\$ 1.25, per call

## H. Directory Listing Service

Verizon Pennsylvania Service Area

## Monthly Charge

Primary Service Listing	No charge
Additional Listings, each	\$3.50
Non-Published Telephone Number service, per line	\$2.75
Non-Listed Telephone Number service, per line	\$2.25
Duplicate Listings, each	\$3.50
Foreign Listing	\$3.50

## I. Restoral Charges and Premise Visit Service

	<u>Per Occasion Charge</u>
Verizon Pennsylvania Area	Restoral Charge \$20.00
Per Premises Initial Visit Charge	\$43.50
Work Charge	\$12.50
(each 15 minute segment or fraction thereof of billable time required to complete the work. Additional Work Charges do not begin until they exceed 5 minutes.)	

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Competitive Local Exchange Carrier Service

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Section 8 - SPECIAL SERVICES AND PROGRAMS

8.1 Reserved for Future Use

8.2 Reserved for Future Use

8.3 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.3.1 General

A handicapped person who has been certified to BetterWorld Telecom, LLC as having a hearing or speech impairment which requires that he or she communicate over telephone equipment by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to BetterWorld Telecom, LLC, a 50% discount on local message rate service.

8.3.2 Certification

Acceptable certifications are:

- A. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Pennsylvania, or
- B. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of services of an agency for a person with hearing or speech impairment.

8.3.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 11, "Handicapped Person," for a listing of the necessary qualifications.

8.3.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

8.4 Reserved for Future Use

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Competitive Local Exchange Carrier Service

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking equipment whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

8.6 Reserved for Future Use

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Competitive Local Exchange Carrier Service

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

## 8.7 PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

## 8.7.1. General

The Pennsylvania Telecommunications Relay Service (PA TRS) is a relay telecommunication service for the deaf, hard of hearing, hearing and/or speech disabled population of the Commonwealth. The PA TRS is mandated by the Americans with Disabilities Act of 1990 to provide functionally equivalent telephone services that are available to other U.S. citizens, at no additional cost. The PA TRS includes both traditional relay (devices such as Teletypewriters (TTY) and Telecommunication Devices for the Deaf (TDD)) and captioned-telephone voice-carry-over relay services (captioned telephone). These relay services permit telephone communications between individuals with hearing and/or speech disabilities, who must use a TTY, TDD or captioned telephone, with individuals having normal hearing and speech. Additionally, 711 abbreviated dialing is available to access the PA TRS. The Company's switching equipment is arranged to translate the "711" calls to the assigned toll-free number, (888) 895-1197, in order to route calls to the Telecommunications Relay Service Provider, in accordance with Commission's Order entered on February 4, 2000 at Docket No. M-00900239.

## 8.7.2. Surcharge

- A. In addition to the charges provided in this tariff, a surcharge will apply to all access lines served by this company. (Access lines are those lines extending from the telephone company's central office to the end-user's premises.) This surcharge applies regardless of whether or not the access line uses the PA TRS.
- B. The surcharge serves as the funding vehicle for the operation of the PA TRS, Telecommunications Device Distribution Program and the Print Media Access Service Program and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the PA TRS surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve-month period commencing with July 1 of each year.
- C. The Commission may revise the surcharge more frequently than annually at its discretion. Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

## Competitive Local Exchange Carrier Service

Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)8.7 PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (cont'd)8.7.2. Surcharge (cont'd)

The following surcharge rates apply to all bills EFFECTIVE JULY 1, 2008:

Monthly Rate

Per access line

\$0.08

The TRS surcharge will be applied to Centrex lines using the following Centrex Equivalent Lines Table on a per Centrex customer basis.

<b>Number of Centrex Lines</b>	<b>Equivalent Lines</b>
1	1
2	2
3	3
4 to 6	4
7 to 10	5
11 to 15	6
16 to 21	7
22 to 28	8
29 to 36	9
37 to 45	10
46 to 54	11
55 to 64	12
65 to 75	13
76 to 86	14
87 to 98	15
99 to 111	16
112 to 125	17
126 to 139	18
140 to 155	19
156 to 171	20
172 to 189	21
190 to 207	22

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Competitive Local Exchange Carrier Service

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)8.7 PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE (cont'd)8.7.2. Surcharge (cont'd)

208 to 225	23
226 to 243	24
244 to 262	25
263 to 281	26
282 to 300	27
Each additional 18 Centrex lines	1

8.7.3 Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Toll calls will be charged at the applicable toll rate found in the selected long distance provider's rate schedule or current tariff. If the customer has not chosen a long distance carrier the default carrier's rates will apply for the toll calls.

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Competitive Local Exchange Carrier Service

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

## 8.8 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

## 8.8.1 General

Persons who are blind or whose disability causes difficult with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within BetterWorld Telecom, LLC's territory to place calls within and outside the state of Pennsylvania at a special rate or to place calls from a telephone outside of BetterWorld Telecom, LLC's territory, but within the state of Pennsylvania at rates applicable to the territory from which the call is made.

## 8.8.2 Rates

Within BetterWorld Telecom, LLC's Territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card with are billed at the higher operator handled rate.

Outside BetterWorld Telecom, LLC's Territory, but within Pennsylvania:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

## 8.8.3 Qualification

The follow criteria will be used to determine eligibility for the Special Credit Card:

- A. "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.
- B. "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as result of physical limitations.
- C. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or noncoin telephone. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist.

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Competitive Local Exchange Carrier Service

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Section 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.8 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (cont'd)

8.8.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- A. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within BetterWorld Telecom, LLC's service territory, but he or she does not need to have other service from BetterWorld Telecom, LLC.
- B. Another party may agree to accept responsibility for payment of charges incurred through use of the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within BetterWorld Telecom, LLC's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within BetterWorld Telecom, LLC's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

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Competitive Local Exchange Carrier Service

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## Section 9 – DEDICATED SERVICES

## 9.1 INTERGRATED ACCESS T-1 SERVICE

Integrated Access T-1 Service is a bundled service offering that requires Customer to purchase, at the same customer location, local exchange service, and Internet services from the Company. The standard configuration involves having a single DS-1 at the Customer's premises. When ordering service via DS-1, the Customer must purchase a minimum of six (6) local exchange lines or trunks and utilize at least 512 Kbps of data capacity. Additional charges apply for additional local exchange lines and additional data capacity (128 Kbps increments). Integrated Access Service includes Unlimited Local Calling and requires a two (2) year service term. Pricing for other service terms is ICB. Long distance usage is not included in the following rates.

## Per Month

Base Package (6 local lines, 512 K Data) \$654.00

Additional Local Lines \$7.50 each

Additional 128K Data Increments \$40.00 each

Features include: Hunting, Call Blocking, Call Waiting, Call forwarding, Speed Dial, and Call Transfer.

## 9.2 ISDN, PRI, and T-1 SERVICE

ISDN PRI T-1 Service is a service offering that requires Customer to purchase, at the same customer location, local exchange service from the Company. The standard configuration involves having a single DS-1 at the Customer's premises and includes 1 D Channel and 23 B Channels. ISDN PRI Service includes Unlimited Local Calling and requires a two (2) year service term. Pricing for other service terms is ICB. Long distance usage is not included in the following rates.

## Per Month

Base Package \$565.00

Features include:, Call Blocking, and Caller ID

Competitive Local Exchange Carrier Service

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## Section 9 – DEDICATED SERVICES (cont'd.)

## 9.3 FEATURES FOR DEDICATED LOCAL SERVICE

## Features Offered on a Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multi-line Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

## Features Per Month

- Additional DID numbers \$0.40 each
- Three Way Calling \$5.00
- Auto Redial \$5.00
- Call Return \$5.00
- Hunting \$5.00
- Call Blocking \$5.00
- Call Waiting \$5.00
- Call forwarding \$5.00
- Speed Dial \$5.00
- Call Transfer \$5.00
- Caller ID with Name \$20.00
- Anonymous Call Rejection \$5.00
- Wire Maintenance Plan \$10.00

## Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business line Customers where services permits. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

## Per Use Features

- Three Way Calling \$1.70
- Auto Redial \$1.70
- Call Return \$1.70

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Competitive Local Exchange Carrier Service

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Section 10 - SPECIAL ARRANGEMENTS

10.1 SPECIAL CONSTRUCTION

10.1.1 Basis for Charges

Basis for Charges where the Company furnishes a service for which a rate or charge is not specified in the Company's Tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- A. nonrecurring charges;
- B. recurring charges;
- C. termination liabilities; or
- D. combinations of (a), (b), and (c).

10.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Costs to install the equipment to be provided including estimated costs for the rearrangements of existing material. These costs include:
  - 1. equipment and materials provided or used;
  - 2. engineering, labor, and supervision;
  - 3. transportation; and
  - 4. rights of way and/or any required easements.
- B. Cost of maintenance.
- C. Depreciation on the estimated cost installed of any material provided, based on the anticipated useful service life with an appropriate allowance for the estimated net salvage.

Competitive Local Exchange Carrier Service

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Section 10 - SPECIAL ARRANGEMENTS (cont'd)

10.1 SPECIAL CONSTRUCTION (cont'd)

10.1.2 Basis for Cost Computation (cont'd)

- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- E. License preparation, processing, and related fees.
- F. Tariff preparation, processing and related fees.
- G. Any other identifiable costs; or
- H. An amount for return and contingencies.

10.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for material specially constructed at the request of a customer.

- A. The period on which the termination liability is based is the estimated service life.
- B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

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Competitive Local Exchange Carrier Service

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Section 10 - SPECIAL ARRANGEMENTS (cont'd)

## 10.1 SPECIAL CONSTRUCTION (cont'd)

## 10.1.3 Termination Liability (cont'd)

## B. (cont'd)

1. Costs to install the service to be provided including estimated costs for the rearrangements of existing service. These costs include:
    - a) equipment and materials provided or used;
    - b) engineering, labor, and supervision;
    - c) transportation; and
    - d) rights of way and/or any required easements;
  2. license preparation, processing, and related fees;
  3. Tariff preparation, processing and related fees;
  4. cost of removal and restoration, where appropriate; and
  5. any other identifiable costs related to the specially constructed or rearranged.
- C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in paragraph b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies.

## 10.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company regular business hours (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

Competitive Local Exchange Carrier Service

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Section 10 - SPECIAL ARRANGEMENTS (cont'd)

10.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona-fide request from a customer or prospective customer for service, which vary from Tariff arrangements. Rates quoted in response to such requests may be different for Tariff service than those specified for such service in the Rate Section. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

All ICB contracts will be filed with the Commission upon request.

## Competitive Local Exchange Carrier Service

Section 11 – SERVICE AREAS AND LOCAL CALLING AREA

## 11.1 SERVICE AREA

## 11.1.1 Verizon Pennsylvania Service Area

<i>Originating Exchange</i>	<i>Local Calling Area</i>  <i>Unlimited Usage Package Local Calling Areas Include All Stations Bearing the Central Office Designations of the Exchanges and Zones Listed. The incumbent local exchange carrier is listed for reference only, herein Verizon Pennsylvania Inc. unless otherwise noted.</i>
Philadelphia Zone 1	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4
Philadelphia Zone 2	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4, Phila. Sub. Zone 14, Phila. Sub. Zone 17, Phila. Sub. Zone 21, Phila. Sub. Zone 23, Phila. Sub. Zone. 24
Philadelphia Zone 3	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4, Phila. Sub. Zone 23, Phila. Sub. Zone 31, Phila. Sub. Zone 32, Phila. Sub. Zone 34
Philadelphia Zone 4	Phila. Zone 1, Phila. Zone 2, Phila. Zone 3, Phila. Zone 4, Phila. Sub. Zone 34, Phila. Sub. Zone 37, Phila. Sub. Zone 40, Phila. Sub. Zone 41
Chester Heights (Phil. Suburban Zone 10)	Chester, Chester Heights, Holly Oak, DE (Verizon – DE), Lenape, Media, Mendenhall, West Chester, Westtown, Wilmington, DE (Verizon – DE)
Chester (Phil. Suburban Zone 11)	Chester, Chester Heights, Darby-Ridley Park-Sharon Hill, Holly Oak, DE (Verizon – DE), Media, Swarthmore
Media (Phil. Suburban Zone 12)	Broomall-Newton Square, Chester, Chester Heights, Media, Swarthmore
Swarthmore (Phil. Suburban Zone 13)	Broomall-Newton Square, Chester, Darby-Ridley Park-Sharon Hill, Havertown-Manoa, Media, Swarthmore, Upper Darby

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## Competitive Local Exchange Carrier Service

Section 11 – SERVICE AREAS AND LOCAL CALLING AREA (cont'd)11.1 SERVICE AREA (cont'd)11.1.1 Verizon Pennsylvania Service Area (cont'd)

<i>Originating Exchange</i>	<i>Local Calling Area</i>  <i>Unlimited Usage Package Local Calling Areas Include All Stations Bearing the Central Office Designations of the Exchanges and Zones Listed. The incumbent local exchange carrier is listed for reference only, herein Verizon Pennsylvania Inc. unless otherwise noted.</i>
Darby-Ridley Park-Sharon Hill (Phil. Suburban Zone 14)	Chester, Darby-Ridley Park-Sharon Hill, Phila. Zone 2, Swarthmore, Upper Darby
Upper Darby (Phil. Suburban Zone 17)	Darby-Ridley Park-Sharon Hill, Havertown-Manoa, Phila. Zone 2, Swarthmore, Upper Darby
Havertown-Manoa (Phil. Suburban Zone 21)	Ardmore, Broomall-Newton Square, Havertown-Manoa, Phila. Zone 2, Swarthmore, Upper Darby
Broomall-Newton Square (Phil. Suburban Zone 22)	Ardmore, Broomall-Newton Square, Bryn Mawr, Havertown-Manoa, Media, Paoli-Malvern-Berwyn, Swarthmore, Wayne
Cynwyd-Narberth (Phil. Suburban Zone 23)	Ardmore, Bryn Mawr, Cynwyd-Narberth, Phila. Zone 2, Phila. Zone 3
Ardmore (Phil. Suburban Zone 24)	Ardmore, Broomall-Newton Square, Bryn Mawr, Conshohocken, Cynwyd-Narberth, Havertown-Manoa, Phila. Zone 2, Wayne
Bryn Mawr (Phil. Suburban Zone 25)	Ardmore, Broomall-Newton Square, Bryn Mawr, Conshohocken, Cynwyd-Narberth, Wayne

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## Competitive Local Exchange Carrier Service

Section 11 – SERVICE AREAS AND LOCAL CALLING AREA (cont'd)11.1 SERVICE AREA (cont'd)11.1.1 Verizon Pennsylvania Service Area (cont'd)

<i>Originating Exchange</i>	<i>Local Calling Area</i> <i>Unlimited Usage Package Local Calling Areas Include All Stations Bearing the Central Office Designations of the Exchanges and Zones Listed. The incumbent local exchange carrier is listed for reference only, herein Verizon Pennsylvania Inc. unless otherwise noted.</i>
Wayne (Phil. Suburban Zone 26)	Ardmore, Broomall-Newton Square, Bryn Mawr, Conshohocken, Norristown, Paoli-Malvern-Berwyn, Valley Forge, Wayne
Paoli-Malvern-Berwyn (Phil. Suburban Zone 28)	Broomall-Newton Square, Chester Springs, Downingtown, Eagle, Exton, Lenape, Paoli-Malvern-Berwyn, Phoenixville, Valley Forge, Wayne, West Chester, Westtown
Valley Forge (Phil. Suburban Zone 29)	Collegeville, Norristown, Paoli-Malvern-Berwyn, Phoenixville, Royersford, Valley Forge, Wayne
Norristown (Phil. Suburban Zone 30)	Ambler, Center Point, Collegeville, Conshohocken, Harleysville, Lansdale, Norristown, North Wales, Phoenixville, Royersford, Schwenksville, Valley Forge, Wayne
Conshohocken (Phil. Suburban Zone 31)	Ambler, Ardmore, Bryn Mawr, Center Point, Collegeville, Conshohocken, Flourtown, Norristown, Phila. Zone 3, Wayne
Flourtown (Phil. Suburban Zone 32)	Ambler, Cheltenham-Elkins Park-Jenkintown, Conshohocken, Flourtown, Phila. Zone 3
Ambler (Phil. Suburban Zone 33)	Ambler, Cheltenham-Elkins Park-Jenkintown, Conshohocken, Flourtown, Hatboro, Norristown, North Wales, Warrington, Willow Grove

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## Competitive Local Exchange Carrier Service

Section 11 – SERVICE AREAS AND LOCAL CALLING AREA (cont'd)11.1 SERVICE AREA (cont'd)11.1.1 Verizon Pennsylvania Service Area (cont'd)

<i>Originating Exchange</i>	<i>Local Calling Area</i>  <i>Unlimited Usage Package Local Calling Areas Include All Stations Bearing the Central Office Designations of the Exchanges and Zones Listed. The incumbent local exchange carrier is listed for reference only, herein Verizon Pennsylvania Inc. unless otherwise noted.</i>
Cheltenham-Elkins Park-Jenkintown (Phil. Suburban Zone 34)	Ambler, Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Flourtown, Hatboro, North Wales, Phila. Zone 3, Phila. Zone 4, Willow Grove
Bethayres-Huntingdon (Phil. Suburban Zone 37)	Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Feasterville-Churchville, Hatboro, Phila. Zone 4, Warrington, Willow Grove
Willow Grove (Phil. Suburban Zone 38)	Ambler, Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Feasterville-Churchville, Hatboro, Warrington, Willow Grove
Hatboro (Phil. Suburban Zone 39)	Ambler, Bethayres-Huntingdon, Cheltenham-Elkins Park-Jenkintown, Feasterville-Churchville, Hatboro, Warrington, Willow Grove
Feasterville-Churchville (Phil. Suburban Zone 40)	Bethayres-Huntingdon, Eddington-Cornwells Heights, Feasterville-Churchville, Hatboro, Langhorne, Newtown, Phila. Zone 4, Warrington, Willow Grove, Wycombe
Eddington-Cornwells Heights (Phil. Suburban Zone 41)	Bristol, Eddington-Cornwells Heights, Feasterville-Churchville, Langhorne, Phila. Zone 4

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## Competitive Local Exchange Carrier Service

Section 11 – SERVICE AREAS AND LOCAL CALLING AREA (cont'd)11.1 SERVICE AREA (cont'd)11.1.1 Verizon Pennsylvania Service Area (cont'd)

<i>Originating Exchange</i>	<i>Local Calling Area</i>  <i>Unlimited Usage Package Local Calling Areas Include All Stations Bearing the Central Office Designations of the Exchanges and Zones Listed. The incumbent local exchange carrier is listed for reference only, herein Verizon Pennsylvania Inc. unless otherwise noted.</i>
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Bristol (Phil. Suburban Zone 42)	Bristol, Eddington-Cornwells Heights, Langhorne, Levittown, Morrisville, Yardley
Langhorne (Phil. Suburban Zone 43)	Bristol, Eddington-Cornwells Heights, Feasterville-Churchville, Langhorne, Levittown, Morrisville, Newtown, Yardley
Levittown (Phil. Suburban Zone 44)	Bristol, Langhorne, Levittown, Morrisville, Newtown, Yardley
Warrington (Phil. Suburban Zone 45)	Ambler, Bethayres-Huntingdon, Buckingham, Doylestown, Feasterville-Churchville, Hatboro, Line Lexington, Warrington, Willow Grove, Wycombe

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Competitive Local Exchange Carrier Service

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Section 12 – EXPLANATION OF TERMS**AGENCY**

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

**ANALOG**

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

**AUTHORIZED USER**

A person, corporation or other entity who is authorized by BetterWorld Telecom, LLC's customer to utilize service provided by BetterWorld Telecom, LLC to the customer. The customer is responsible for all charges incurred by an Authorized User

**ATTENDANT**

An operator of a PBX console or telephone switchboard.

**AUTOMATIC NUMBER IDENTIFICATION ("ANI")**

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**BIT**

The smallest unit of information in the binary system of notation.

**BUILDING**

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

**CENTRAL OFFICE**

An operating office of BetterWorld Telecom, LLC where connections are made between telephone exchange lines.

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Competitive Local Exchange Carrier Service

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Section 12 – EXPLANATION OF TERMS (cont'd)

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as BetterWorld Telecom, LLC may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical route. One 1.544 Mbps Service is equivalent to 24 channels.

CHANNEL SERVICE UNIT ("CSU")

The equipment located at the customer's premises, which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

CUSTOMER OWNER COIN OPERATED TELEPHONE SYSTEM (COCOTS)

A public telephone, with payment by inserting money (usually coins) or a credit card

COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMPANY

BetterWorld Telecom, LLC, unless otherwise clearly indicated from the context.

COMMISSION

Pennsylvania Department of Telecommunications and Energy

CUSTOMER

The person, firm, corporation, or other entity, which orders service pursuant to this Tariff and utilizes service provided under Tariff by BetterWorld Telecom, LLC. A customer is responsible for the payment of charges and for compliance with all terms of BetterWorld Telecom, LLC's Tariff.

Competitive Local Exchange Carrier Service

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Section 12 – EXPLANATION OF TERMS (cont'd)

**DIRECT INWARD DIAL ("DID")**

A service attribute that routes incoming calls directly to stations, bypassing a central answer point.

**DIRECT OUTWARD DIAL ("DOD")**

A service attribute that allows individual station users to access and dial outside numbers directly.

**DIGITAL**

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

**DUAL TONE MULTI-FREQUENCY ("DTMF")**

The pulse type employed by tone dial station sets. (Touch-tone)

**E911 SERVICE AREA**

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

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**Competitive Local Exchange Carrier Service**

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**Section 12 – EXPLANATION OF TERMS (cont'd)****ERROR**

A discrepancy or unintentional deviation by BetterWorld Telecom, LLC from what is correct or true. An "error", can also be an omission in records.

**EXCHANGE**

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**EXCHANGE ACCESS LINE**

A central office line furnished for direct or indirect access to the exchange system.

**EXCHANGE SERVICE**

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**FINAL ACCOUNT**

A customer whose service has been disconnected who has outstanding charges still owed to BetterWorld Telecom, LLC.

**FLAT RATE SERVICE**

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

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**Competitive Local Exchange Carrier Service**

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**Section 12 – EXPLANATION OF TERMS (cont'd)****HANDICAPPED PERSON**

A person, who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

**Legally Blind** - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

**Visually Handicapped** - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

**Physically Handicapped** - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment that requires that they communicate over telephone by means other than voice is defined below:

**Hearing** - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

**Speech** - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

**INTERFACE**

That point on the premises of the subscriber at which provision is made for connection provided by someone other than BetterWorld Telecom, LLC to services provided by BetterWorld Telecom, LLC.

Competitive Local Exchange Carrier Service

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Section 12 – EXPLANATION OF TERMS (cont'd)

INTERRUPTION

The inability to complete calls, either incoming or outgoing or both, due to Company service malfunction or human errors.

JOINT USER

A person, firm, or corporation, which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

LINK

The physical location from the network interface on an end-user or carrier's premises to the point of interconnection on the main distribution frame of BetterWorld Telecom, LLC's central office.

LOCAL CALL

A call, which, if placed by a customer through the service of BetterWorld Telecom, LLC, is not, rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signaling between the terminal equipment or PBX/key system interface and BetterWorld Telecom, LLC's switch. It is the signal requesting service.

LOOPS

Segments of a line, which extends from the serving central office to the originating and to the terminating point.

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Competitive Local Exchange Carrier Service

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## Section 12 – EXPLANATION OF TERMS (cont'd)

**MESSAGE RATE SERVICE**

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

**MOVE**

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**MULTI-FREQUENCY ("MF")**

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**MULTILINE HUNT**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

**PBX**

A private branch exchange.

**PREMISES**

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.

**PRESUBSCRIPTION**

Presubscription is an arrangement whereby an end user may select and designate to the Telephone Company an interexchange carrier (IXC) to access, without an access code, for inter-LATA calls. This IXC is referred to as the end user's predesignated IXC.

**PUBLIC SAFETY ANSWERING POINT ("PSAP")**

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

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**Competitive Local Exchange Carrier Service**

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**Section 12 – EXPLANATION OF TERMS (cont'd)****REFERRAL PERIOD**

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

**SAME PREMISES**

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

**SERVING CENTRAL OFFICE**

The central office from which local service is furnished.

**SHARING**

An arrangement in which several users collectively use communications service provided by a carrier, with each user paying a pro-rata share of the communication related costs.

**STATION**

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

**SUSPENSION**

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

Competitive Local Exchange Carrier Service

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Section 12 – EXPLANATION OF TERMS (cont'd)

TELEPHONE CALL

A voice connection between two or more telephone stations through the public switched exchange system.

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

Any call extending beyond the local exchange of the originating caller, which is rated on a toll schedule by BetterWorld Telecom, LLC.

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.