

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

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A. APPLICATION OF RATES AND CHARGES

1. Application Form

Any applicant for facilities or services may from time to time be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations then in force and effect.

B. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS

1. Business rates apply to service furnished:

- a. In office buildings, stores, factories and all other places of a business nature.
- b. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; schools, colleges, hospitals, institutional homes, charitable societies and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location.
- c. At any location when the listing, public advertising, or display of a business sign indicates a business, profession or office except as otherwise provided in this Tariff.
- d. At any location where the service includes an extension, which is at a location where business rates apply unless, the extension is restricted to incoming calls.
- e. At any location where the substantial use of the service is occupational rather than domestic.

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B. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS (cont'd)

1. Business rates apply to service furnished:
 - f. At any location where the customer resells or shares exchange service.
 - g. Public Access Line service. This service is classified as a business service regardless of the location.
 - h. At any location where zoning does not permit residential use.
2. Business rates apply to service provided at any location used for business purposes. In determining whether a location is used for business purposes, the Company may consider, among other factors the items in 1. a. through h. and the following:
 - a. The number of telephone lines serving the location.
 - b. The type(s) of service(s) provided to the location.
 - c. The activities conducted at the location, as observed by or disclosed to Company employees.
 - d. The type and quantity of telephone equipment used at the location.
 - e. Employment information provided by the customer or applicant for service.

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B. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS (cont'd)

3. Residence rates apply to service furnished:
 - a. In private homes or apartments (including all parts of the customer's domestic establishment) for domestic use and not for substantial occupational use.
 - b. For service provided to individual members of the clergy at a church when business service is already established at the church and the purpose of the residential service is for personal use.
 - c. In college fraternity or sorority houses, convents and monasteries for domestic, rather than occupational, use in residential quarters.
 - d. To the residential portion of a location used for both residence and business purposes, where the use of the service is for domestic purposes and where the business use, if any, is occasional.
4. Residence rates do not apply to service furnished:
 - a. In residential locations if the listing indicates a business or profession, except as otherwise provided by this Tariff.
 - b. In residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

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B. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS (cont'd)

5. Where the Company reasonably believes that residence rates are being charged for service for which business rates properly apply, the Company shall so notify the customer, who must make arrangements for conversion of service to business rates, or demonstrate that residence rates are properly applicable. In disputed cases, the customer must make reasonable accommodation for the Company to observe the use of service at the location.

6. Flat Rate Service and Message Rate Service on Same Premises

Flat rate service and message rate service will be furnished on the same premises as follows:

- a. Flat rate service for the exclusive use of the customer may be furnished to a customer of public access line service or to a hotel, apartment house, club or hospital that subscribes to message rate service for the use of its guests, tenants, patrons or patients; or,
- b. Flat rate service and message rate service may be furnished on the same premises when the services are furnished from different exchanges.

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B. BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS (cont'd)

7. Special Assembly Charges

In any case where the furnishing of facilities or services involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Company, the customer may be required to agree in writing to a termination charge liability which would apply in the event of disconnection prior to a specified period, or pay an installation charge, construction charge, monthly charge or any combination thereof, based on the additional costs and expenses involved. The customer may also be required to pay additional charges for work performed outside of regular working hours at the request of the customer.

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Tariffs, charges based on cost plus the allowed rate of return apply.

A one-time quotation charge, as listed in the concurring Company's tariff, Section 3, Group 1, will apply to all requests for special assemblies that involve engineering evaluation. The charge will apply whether or not the customer elects to proceed with the installation and is in addition to the rates and charges applicable to the request itself.

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C. USE OF FACILITIES AND SERVICES

1. Use of Business and Residence Service

The use of business facilities and services is restricted to the customer, agents and representatives of the customer, and joint users except as otherwise provided by this Tariff.

The use of residence service and facilities is restricted to the customer, members of the customer's domestic establishment and joint users, except as otherwise provided by this Tariff.

Facilities and services are furnished only for communications in which the customer and the aforementioned persons have a direct interest and shall not be used for the collection, transmission or delivery of communications for others.

The Company shall not be required to furnish facilities or services where the circumstances are such that the proposed use of the facilities or services would tend to injuriously affect the efficiency of the Company's plant, property or service.

2. Use and Ownership of Directories and Unauthorized Attachments

Telephone directories, which are distributed by the Company, shall remain the property of the Company, shall not be mutilated, and shall be surrendered upon request or upon delivery of the subsequent issue. A binder, holder, insert, auxiliary cover or attachment which mutilates the directory or is so attached as to impede reference to essential service information or otherwise interfere with service, shall not be attached to or used with the directories owned by the Company.

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C. USE OF FACILITIES AND SERVICES

3. Use and Ownership of Equipment

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to it whenever requested, within a reasonable period following the request, in as good condition as reasonable wear will permit.

4. Broadcast of Recordings of Telephone Conversations and Incoming Messages

Broadcasting of a recording of a telephone conversation or incoming message during the period of recording is permitted provided that the recording is made in accordance with regulations set forth in this Tariff and any applicable regulations from the FCC.

5. Content Related Services

Customers wishing to establish any content related services (i.e.; Group Bridging Service or Interactive Information Network Service) must adhere to the terms and conditions contained in Section 7, Paragraphs H through K of this tariff.

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D. OBLIGATION OF TELEPHONE COMPANY

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without expense to it, suitable space for its plant and facilities in the building where service is or is to be provided; (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein; or (d) to secure compliance with the provision of this Tariff as to underground construction by the customer or any other party in interest, such as the applicant or the owner or operator of the premises where service is or is to be provided.

E. LIABILITY

1. Liability of Customer for Loss of or Damage to Equipment

The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

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E. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc.

a. Service Interruptions

A service interruption is considered to occur when the customer is unable to complete calls, either incoming or outgoing or both, due to Company facilities 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 customer, or where the Company, pursuant to the terms of this tariff, suspends or terminates service because of non-payment of bills due the Company, unlawful or improper use of the facilities or service, or any other reason covered by this tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this tariff, the customer is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the customer's local call allowance during a given billing period.

When, after notice by the customer to the Company of an interruption of service, service continues to be interrupted, a credit allowance will be given if the interruption continues for at least 24 hours. The allowance is equal to a portion of the tariff monthly rate for all services and facilities furnished by the Company that are rendered useless or substantially impaired. The allowance shall apply as follows with respect to the period of interruption that continues after such notice:

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E. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

a. Service Interruptions (Cont'd)

1. If interruption continues for less than 24 hours:

If the allowance is requested of the business office by the customer on the grounds that his service for the day was substantially impaired by such interruptions, then, for that day:

- a. 1/30th of such monthly rate, if there was not a previous interruption of at least 24 hours in the same billing period.
- b. 2/30ths of such monthly rate, if there was a previous interruption of at least 24 hours in the same billing period.

2. If interruption continues for more than 24 hours:

- a. If the interruption is caused by storm, fire, flood or other condition out of the Company's control, 1/30th of such monthly rate for each 24 hours (or fraction thereof).

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E. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

a. Service Interruptions (Cont'd)

2. If interruption continues for more than 24 hours (Cont'd):

b. For other interruptions, 1/30th of such rate for the first 24 hours and 2/30th of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours more than once in the same billing period, the 2/30th allowance applies for the first 24 hours of the second and subsequent interruptions.

c. In cases where groups of customers are affected by interruptions, when it is administratively feasible with a reasonable amount of effort for the Company to identify such customers, the Company will give credit without notification by the customers.

b. Exclusive of Allowance in Absence of Gross Negligence or Willful Misconduct

Apart from the interruption allowance stated above, no liability shall attach to the Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, or employees, in the course of establishing, furnishing, rearranging, moving, terminating or changing the service or facilities (including the obtaining or furnishing of information with respect thereof or with respect to the customers or users of the service or facilities) in the absence of gross negligence or willful misconduct.

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E. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

c. Use of facilities of other companies

When the facilities of other companies are used in establishing a connection, the Company 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.

d. Indemnification by Customer

The customer indemnifies and holds the Company harmless against claims for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer.

e. Customer-provided Equipment

The services and facilities furnished by the Company, in addition to the limitations set forth above, also are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to, injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

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GENERAL RULES AND REGULATIONS

E. LIABILITY (Cont'd)

2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

f. Credit to Customer

Credits attributable to any billing period under the preceding paragraphs shall not exceed the total charges for that period for the services and facilities furnished by the Company rendered useless or substantially impaired.

F. TELEPHONE NUMBER CHANGES

The Company reserves all rights to the telephone numbers assigned to customers, including Customized Numbers. The customer has no right to be assigned a particular number unless they agree to pay Customized Number rates which are provided where facilities permit. The customer has no ownership of any telephone number.

When existing service is continued for a new customer, the telephone number may be retained by the new customer only if the former customer consents, and if all charges against the account are paid or assumed by the new customer. Unless the Company's billing facilities can do differently, only one bill covering the full month that the conversion to the new customer took place will be issued. It shall be the responsibility of the new customer to ensure that all charges from either party are fully paid. The Company is not responsible for the release of billing information of the previous customer on the bill, which is sent to the new customer.

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G. ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for Company employees to enter the premises of the customer or joint user at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

H. MINIMUM PERIOD OF SERVICE

General

The minimum period of service for exchange service, private line service and leased channels and facilities, related to those services is one month except as otherwise provided in this Tariff. Customers must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the equipment is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is used in calculating the minimum period of service.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property by fire or similar cause requiring the premises to be abandoned or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer after the first month at the original customer's same premises, the minimum period of service requirements are assigned to the new customer if he agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service originally was furnished.

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I. PAYMENT FOR SERVICES RENDERED

1. Advance Payments

Any applicant for facilities or service whose financial responsibility is not established to the satisfaction of the Company may be required to pay in advance a sum not to exceed two times the average monthly bill for basic local exchange service.

Applicants for facilities or service to which construction charges are applicable may be required to prepay the monthly payments for such construction charges, the amount of such prepayment to be computed as provided in the construction section of this Tariff.

2. Deposits

Subject to the special provisions for residential customers set forth below, any applicant or customer, whose financial responsibility is not established to the satisfaction of the Company, may be required to deposit a sum up to an amount not to exceed two times the average monthly bill for basic local exchange service. Such applicant or customer who requests or is furnished facilities and service for which the minimum period of service is more than one month, as specified in this Tariff, may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any installation charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Tariff regulations for advance payments and for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Public Service Commission pertaining to customer deposits.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

2. Deposits (cont'd)

Either a new customer or an existing customer may be required to make a deposit. The need for a deposit is based upon any customer's payment and/or service history with any telephone company. A deposit may also be required when a new customer requests service on a seasonal or short-term basis and/or refuses to give the company permission to determine the existence of reportable charges.

a. Special Provisions for Residential Customers:

1. Deposits from existing customers:

Except as provided in (3) following, the Company may require a deposit from a residential customer who is applying for service if the customer has had service terminated for nonpayment once within the preceding six-month period. A deposit may also be required when a customer is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

2. Deposits (cont'd)

a. Special Provisions for Residential Customers:

1. Deposits from existing customers:

An existing residential customer is any applicant for service who was a customer of the same telephone corporation within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 6 months.

2. Deposits from New Customers (cont'd)

A new customer is an applicant for service who has not been a customer of the same telephone company within twelve months of making the request for service. A new residential customer shall not be required to post a security deposit as a condition of receiving telephone service unless such new customer is a seasonal or short-term customer.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals. A short-term customer is an individual who requires telephone service for a specific period of time that does not exceed one year.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

2. Deposits (cont'd)

3. Customers Exempt from Deposits:

a. Deposits from New or Existing Customers 62 Years of Age or Older

All new customers or existing customers who are 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months.

Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit.

Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.

b. Income Assistance Recipients

The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

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I. PAYMENT FOR SERVICES RENDERED (cont'd)

2. Deposits (cont'd)

a. Special Provisions For Residential Customers (cont'd)

4. Recent Payment History

Customers who have a recent payment history with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment. Customers who still owe money to the Company for residential service on a prior account shall be offered a deferred payment plan provided that the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements)

b. Interest on Deposits

Simple interest at the rate specified by the Public Service Commission shall be credited or paid to the customer while the Company holds the deposit. New deposits from residential customers are reviewed after the first 3 monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to residential customers after 1 year and to business customers after 3 years, unless the customer is delinquent in payment, in which case the Company continues to retain the deposit. When the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

c. Inadequate Deposit

If the amount of a deposit is inadequate, the customer shall be required to pay an additional deposit upon request.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

2. Deposits (cont'd)

d. Return of Deposit

When a customer is qualified for a return of a deposit, the amount to be returned may first be applied to any amount currently owed to the company. Return of the remaining amount of the deposit may be made to the customer by check. If the customer requests that the full amount of the deposit be issued by check, the Company will issue a check for the full refund. Customers may request that the full amount be credited to their bill.

3. Responsibility for All Charges

The customer is responsible for all local and toll calls sent over the customer's line and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

4. Payment of Charges

Monthly charges for facilities and service, other than usage charges, are due monthly in advance, and, except where otherwise provided in this Tariff, all other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company by U.S. Mail, or at any location designated by the Company. If the Company does not receive objection within six months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if the Company does not receive objection within two months after the bill is rendered. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which the objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the same interest rate paid on deposits.

Except for billing disputes, the Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for telephone service previously furnished until the indebtedness is satisfied. In the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, the Company may terminate this service unless the customer satisfies the indebtedness within 20 days after written notification. A residential customer who qualifies may repay the indebtedness in three equal payments, the first payment being due at the time the agreement is reached.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

5. Installment Billing For Nonrecurring Charges

Residence customers may elect to pay their service connection and other non-recurring charges associated with service orders in monthly installments for up to a 12-month period. When installment billing is requested, all non-recurring charges associated with a given service order will be included in the calculation of the monthly installment, subject to the following:

- a. Installment billing is an option for residential customers only.
- 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 though 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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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

6. Return Check Charge

When a check, which has been presented to the Company by a customer in payment for charges, is returned by the bank, the customer shall be responsible for the payment of a RETURNED CHECK CHARGE as listed in the concurring Company's tariff, Section 3, Group 1. This charge will be in addition to any charges assessed by any bank.

7. Return Payment Charge

When any form of payment, other than a check, that has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a RETURNED PAYMENT CHARGE as listed in the concurring Company's tariff, Section 3, Group 1. This charge will be in addition to any charges assessed by any bank.

8. Late Payment Charges

a. General

Customer bills for telephone service are due upon receipt. A customer is in default unless payment is made on or before the due date specified on the bill.

If payment is not made within 23 days of the date of the bill, a late payment charge, as listed in Section 3, Group 1, will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

8. Late Payment Charges (cont'd)

b. Regulations

1. Collection procedures and requirements for deposit are not affected by application of late payment charges.
2. Late payment charges do not apply to unpaid balances 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.
3. The late payment charge does not apply to final accounts.
4. The late payment charge does not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

9. Deferred Payment Agreements

Existing residence customers with three or more months service and for whom service has not been terminated for nonpayment shall be advised prior to suspension/termination that a deferred payment agreement can be arranged unless the customer has sufficient resources to pay the bill. If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Public Service Commission in writing of the reasons for its belief. The Public Service Commission shall make the final determination as to whether a Deferred Payment Agreement (DPA) should be provided. Customers with medical emergencies and customers who are elderly, blind or disabled shall be exempt from such eligibility criteria.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

9. Deferred Payment Agreements (cont'd)

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. Final notices of suspension/termination will advise customers of DPA and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The final notice will be mailed no less than six days before termination of total service.

A DPA will be for a period agreed to by both the customer and the Company. The Company must offer an eligible customer a DPA of no less than 5 months unless the customer agrees to a shorter period. DPAs cannot exceed \$150 unless agreed to by the Company or directed by the Public Service Commission. DPAs longer than 5 months can be arranged if the Company agrees to it. A down payment, not to exceed the lesser of one-fifth of the amount deferred or three months of a customer's average billing, may be required.

If a customer on a deferred payment agreement defaults on an existing deferred payment agreement a new DPA need not be offered provided, however that such a customer may have the existing payment agreement renegotiated once within a 24 month period if the customer can demonstrate that his/her financial circumstances have changed significantly because of conditions beyond their control. If a customer has renegotiated the existing DPA once within the last twenty-four months and has been served normal notification, no further extension of time is necessary before disconnection can occur.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

10. Adjusted Payment Schedule

Customers on fixed incomes (e.g., pensions and public assistance) shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

11. Back billing

The Company shall not charge a residential 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 twenty-four 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 the Company to render timely accurate billing. Unless the customer causes the late billing, the Company 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 also 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.

12. Disputed Bills

Telephone service shall not be suspended or terminated for nonpayment of any billed charge, which is in dispute, or for the nonpayment of a deposit, which is in dispute during the period before a determination of the dispute is made by the Company in accordance with the Company's complaint handling procedures. These procedures are in accordance with 16 NYCRR Parts 600 and 609. The Company may not discontinue service regarding a disputed bill or deposit until it has complied with said Commission rules.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

12. Disputed Bills (cont'd)

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within twenty-four hours following payment or within 24 hours of the end of circumstances beyond the Company's control, which delay the reconnection.

The Public Service Commission or its designee may request that service be reconnected in less than twenty-four hours.

13. Payments and Deposits in Connection With Election Service

- a. Any customer who is furnished facilities or service for use in connection with a federal, state or local election campaign for political office or in connection with a question, proposition or any other matter which is on an election ballot (Election Service) shall be required to deposit a sum equal to the total of the estimated charges for two months for the facilities or service; provided, however, that when the facilities or service are to be furnished for a period of less than two months, the subscriber shall be required to deposit a sum equal to the estimated charges for such facilities or service for such period.
- b. In any case where the deposit is determined to be insufficient, the Company shall forthwith give written notice to the subscriber of the additional amount of deposit required and of its intention to suspend or terminate service in accordance with the provisions of this tariff if such additional amount of deposit is not received by the date specified in the notice.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

13. Payments and Deposits in Connection With Election Service (cont'd)

- c. Any customer who is furnished facilities or service for use in connection with Election Service shall be required to sign a written application for Election Service which shall identify the applicant or subscriber and which shall expressly state that the person or persons signing the application will be liable for payment of all charges and that the person or persons signing the application understands that the Company will discontinue service under the provisions of this Tariff, if any amount due, or any deposit requested, is not paid.
- d. Except as provided here, other regulations for deposits set forth in this Tariff apply.

14. Customer Overpayments

The Company will provide interest on customer overpayments. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made and is caused by erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the unadjusted customer deposit interest rate or the Company's applicable Late Payment Charge, whichever is greater.

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GENERAL RULES AND REGULATIONS

I. PAYMENT FOR SERVICES RENDERED (cont'd)

14. Customer Overpayments (cont'd)

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

Interest will only be applied to refunds made after August 24, 1992. Interest will only be paid on overpayments that are not refunded within 30 days of the date the company receives the overpayment.

J. SUSPENSION OR TERMINATION OF SERVICE

1. Suspension or Termination for Nonpayment

In the event of the nonpayment of any bill rendered or any required deposit, the Company may suspend service (disconnect out-going service only) or terminate service (discontinue both incoming and outgoing service) until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Restoral Charge as well as any payment due and any applicable deposits.

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GENERAL RULES AND REGULATIONS

J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

1. Suspension or Termination for Nonpayment (cont'd)

Such suspension or termination shall not be made until:

- a. At least five days (10 days for termination) after the customer has either signed for or refused a registered letter containing written notification mailed to the billing address of the customer.
- b. Where termination follows suspension, at least five days must elapse following the date of suspension before service is terminated, unless the customer consents to earlier termination.
- c. Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or required deposit on weekends, the holidays listed below, other federal and state holidays proclaimed by the President or the Governor or on days when the main business office of this Company is not open for business.
- d. Telephone service shall not be suspended or terminated on the following days unless the main business office of the company is open for business:

New Year's Day	Memorial Day	Election Day
Martin Luther King Day	Independence Day	Veterans Day
Lincoln's Birthday	Labor Day	Thanksgiving Day
Washington's Birthday	Columbus Day	Christmas Day

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GENERAL RULES AND REGULATIONS

J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

1. Suspension or Termination for Nonpayment (cont'd)

Special Provisions for Residence Customers

- a. Suspension/termination notices may not be issued until at least 25 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to customers no later than 6 business days after the date of the bill. The 25-day period shall be extended one day for each day beyond the sixth business day when bills are mailed late.
- b. Suspension shall not be made until at least eight days (20 days for termination) after written notification has been issued.
- c. Suspension/termination may occur only between the hours of 8 a.m. and 7:30 p.m. Monday through Thursday and between 8 a.m. and 3 p.m. on Friday, provided that such day or the following day is not a public holiday or a day in 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. At least one attempt shall be made during non-working hours to contact the residential customer by telephone before the date of suspension/termination.

2. Dishonored Checks and/or Payments

If a business customer who has received a notice of discontinuance makes a payment on the bill that is subsequently dishonored, the account remains unpaid and the company is not required to issue any additional notice before disconnecting service.

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J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2. Dishonored Checks and/or Payments (cont'd)

When a payment received from a residential customer is dishonored, the Company 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 and/or payment within the past 12 months.

3. Exceptions to Suspension and Termination

The monthly local exchange service charges do not apply during the period of suspension or termination for non-payment.

Telephone service shall not be suspended or terminated for:

- a. Non-payment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service.
- b. Non-payment for services for which a bill has not been rendered.
- c. Non-payment for services, which have not been rendered.

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GENERAL RULES AND REGULATIONS

J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

4. Suspension or Termination - Medical Emergencies

In the event of a medical emergency as defined in 16 NYCRR §609.5, an additional 30 days will be allowed for residential customers before suspension or termination of service to those customers with a certified medical emergency that cannot pay. Service may be limited to basic local service and any additional service required to reach the customer's doctor, if the doctor deems it necessary. A medical certificate, as defined in 16 NYCRR §609.5, must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, customers will be able to defer payment of monthly charges in an amount up to the amount specified by the PSC until the emergency ceases or it is determined that the customer has the ability to pay the charges. Any charges in excess of the amount set in any month are due by the due date of the bill. These rules also apply to any new applicant for service.

5. Suspension or Termination-Elderly, Blind or Disabled

Where a residential customer is known to be or is identified to the Company as being blind or disabled, as defined in 16 NYCRR §609.5, or 62 years of age or older and all other residents of the customer's household are under 18 years of age, over 62 years of age, blind or disabled, an additional 20 days will be allowed before suspension or termination may occur. The Company shall make a diligent effort to contact by phone or in person an adult resident at the location for purposes of devising a payment plan at least eight days before the date of suspension or termination.

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GENERAL RULES AND REGULATIONS

J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

5. Suspension or Termination-Elderly, Blind or Disabled (cont'd)

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protections established under this subdivision, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

6. Verification of Non-Payment

Telephone service shall not be suspended or terminated for non-payment of a bill rendered or a required deposit unless:

- a. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. The Company 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.

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GENERAL RULES AND REGULATIONS

J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

7. Termination For Cause Other Than Nonpayment

a. General

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice (PSC recommends 10 days), may terminate service and sever the connection from the customer's premises under the following conditions:

1. In the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. If, in the judgment of the Company, any use of the facilities or service by the customer tends to injuriously affect the efficiency of the Company's personnel, plant, property or service.

The Company however shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur.

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J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

7. Termination For Cause Other Than Nonpayment (cont'd)

b. Prohibited, Unlawful or Improper Use of the Facilities or Services.

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

1. The use of facilities or service of the Company to transmit a message or locate a person or otherwise to give or obtain information 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 as to interfere with the service of other customers or to prevent others 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. The obtaining of telephone service by any fraudulent means whatsoever, with the intent of avoiding payment for the service.

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J. SUSPENSION OR TERMINATION OF SERVICE (cont'd)

7. Termination For Cause Other Than Nonpayment (cont'd)

c. Abandonment or Unauthorized Use of Facilities

1. In the event of abandonment of facilities or use by unauthorized persons, the Company may terminate telephone service if it is determined by such means as are necessary that such facilities have in fact been abandoned or are being used by unauthorized persons.

Suspension/termination of residential service for abandonment or unauthorized use may occur only after such means are used which are reasonably calculated to determine occupancy or authorized 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 the Company is advised that a new customer has moved into the location.

2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and that 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. No charge shall be made for reconnection of the service if the termination was in error.

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K. ORDER OF PRECEDENCE DURING PERIODS OF FACILITY SHORTAGES

Whenever facilities are not immediately available to furnish service to all applicants, the order of precedence, by categories, will continue to be that followed under the Civilian Production Administration Utilities Order U-2, as amended August 7, 1946.

L. TELEPHONE SURCHARGES

1. General

In addition to the local rates and charges applicable according to the rules and regulations of this tariff or a concurring tariff, various surcharges apply to the customer's monthly bill statement as outlined below. If there are surcharge rates applicable to a particular city, village, town or county tax district, the rate will be listed on Statement 1 at the end of the concurring company's tariff.

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GENERAL RULES AND REGULATIONS

L. TELEPHONE SURCHARGES (cont'd)

2. Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate services except returned check and/ or returned payment charges, late payment charges and rates for local coin calls. The applicable Gross Revenue Surcharge rates are shown on Statement 1, which is at the end of this section. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the Company will file a revised surcharge as directed by the Commission.

If a Company has a surcharge rate other than that which is listed on Statement 1, it will be noted in Section 1 of the concurring Company's tariff and the rate will be listed in Statement 1 of that Company's tariff.

3. Village or Municipal Surcharge On Local Utility Gross Revenue Taxes

In certain cities and villages, a municipal surcharge to recover the additional expense related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate services except returned check and/or payment charges, late payment charges and rates for local coin calls. Foreign Exchange Service provided from a central office located in a city or village where a surcharge applies is subject to the surcharge applicable in that location.

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L. TELEPHONE SURCHARGES (cont'd)

3. Village or Municipal Surcharge on Local Utility Gross Revenue Taxes (cont'd)

The percentage rate of the surcharge in each locality where such a surcharge applies is contained in Statement 1 filed with the Public Service Commission. This statement follows the Company's rate section.

The surcharge statement shall be filed at least fifteen business days before the effective date. The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. The surcharge shall not be canceled more than five business days after the tax enactment either ceases to be effective or is modified so as to reduce the tax rate.

Introduction, cancellation or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the settlement.

4. New York State Universal Service Fund Surcharge

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On August 17, 2012, the New York State Public Service Commission allowed the Company's contribution to the New York State Universal Service Fund to be recovered from the end-user, as Ordered in Case 09-M-0527. Annual fund assessments are determined by the Fund Administrator. If the Company has collected its annually assessed amount prior to the end of the calendar (N) year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by PSC Order.

J

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GENERAL RULES AND REGULATIONS

L. TELEPHONE SURCHARGES (cont'd)

4. New York State Universal Service Fund Surcharge (Cont'd)

Rates

The applicable New York Universal Service Fund Surcharge rate will be assessed by the company and listed on Statement 1 of the concurring company's tariff, in monthly increments, using one of the following options:

- a. Bill amounts – the assessment will be based upon a percentage of the customer's bills for local services. The surcharge will not be applied to taxes or other surcharges.
- b. Per Access Line/customer – the assessment will be based on a per line or per customer basis.

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5. Metropolitan Commuter Transportation District Tax Surcharge

In certain counties in New York State, a surcharge to recover the additional expense related to the Temporary Metropolitan Transportation District Tax Surcharge applies to recurring, non-recurring and usage rates and charges for all intrastate services except charges collected for sent-paid coin telephone messages, return check and/or payment and late payment charges. Foreign Exchange Service provided from a central office located in one of the tax districts where the MTA Surcharge applies is subject to the surcharge. If the MTA Surcharge is applicable, the locations where this applies and their respective rates are specified in Statement 3 of the concurring Company's tariff.

This surcharge will not extend beyond bills dated December 31, 1994 unless extended by the New York State Legislature.

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6. State Universal Service Fund Surcharge

The State Universal Service Fund is a fund that supports Universal telephone service throughout New York State and is funded by an assessment on Regulated Telephone Companies. In a Commission Order in Case 09-M-0527, effective August 17, 2012, the Commission allowed the affected companies to recover these costs by implementing a surcharge on subscribers' bills. Should a Company Choose to implement this surcharge, it will be listed in the Concurring Company's Tariff and the rates are specified in Statement 3 of the concurring Company's tariff.

(N)

J

M. RESERVED FOR FUTURE USE

N. POWER SUPPLY

The customer is responsible for providing suitable electric power when and where required. In the event of a power failure, no allowance is made for interruption of the service connected to the customer's power supply.

O. RESERVED FOR FUTURE USE

P. RESERVED FOR FUTURE USE

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NYSTA, Inc., 4 Tower Place, 2nd Floor, Albany, NY 12203

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New York State Telecommunications Association, Inc.

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GENERAL RULES AND REGULATIONS

Q. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

1. General

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company's services offered in this tariff and in the tariffs of the concurring Companies at a discounted rate, in accordance with the rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Opinion and Order 97-11 Adopting Discounts for Services for Schools and Libraries, issued June 25, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program; a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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GENERAL RULES AND REGULATIONS

Q. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

2. Regulations

a. Obligation of eligible schools and libraries

1. Requests for service

- a. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
- b. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
- c. Services requested will be used for educational purposes.
- d. Services will not be sold, resold or transferred in consideration for money or any other thing of value.

b. Obligations of the Company

1. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff, which are excluded from the discount program, in accordance with the Rules, are included as an attachment in this section of this tariff.

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GENERAL RULES AND REGULATIONS

Q. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM

2. Regulations

b. Obligations of the Company (cont'd)

2. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
3. In competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

3. Discounted Rates for Schools and Libraries

- a. Discounts for eligible schools, libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- b. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.
- c. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.
- d. The discount matrix for eligible schools, libraries and consortia are included as an addendum in this section of this tariff.

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GENERAL RULES AND REGULATIONS

R. HEALTH CARE PROVIDERS SUPPORT PROGRAM

1. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this tariff and the tariffs of concurring Companies. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997 and the New York State Public Service Commission in its Order in Cases 94-C-0095 and 28425, issued November 4, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

2. Regulations

- a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

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GENERAL RULES AND REGULATIONS

R. HEALTH CARE PROVIDERS SUPPORT PROGRAM

2. Regulations

d. Responsibility of Eligible Health Care Providers

1. Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.
2. Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.
3. Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.
4. A health care provider that cannot obtain toll free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.
5. Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

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GENERAL RULES AND REGULATIONS

R. HEALTH CARE PROVIDERS SUPPORT PROGRAM (cont'd)

2. Regulations

e. Responsibility of the Company

1. The Company shall offer the rates and charges as specified in Part R Section 3, to eligible health care providers to the extent that facilities and services are available and offered in the tariffs specified in Part R Section 1, preceding.
2. The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.
3. In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to New York State Public Service Commission approval.

3. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph c., which shall be available to all eligible health care providers, regardless of location:

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GENERAL RULES AND REGULATIONS

R. HEALTH CARE PROVIDERS SUPPORT PROGRAM (cont'd)

3. Rates and Charges

- a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in New York State with a population of at least 50,000.
- b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in New York State with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.
- c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

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