

P.S.C. No. 2 - Telephone

Section 0  
Original Page 1

THE NEW YORK STATE TELECOMMUNICATIONS ASSOCIATION, INC.  
(Supersedes P.S.C. No. 1 for the  
New York State Telecommunications Association, Inc.)

General Rules and Regulations  
Relating to the Provision of Service  
By The Thirty-Seven Landline  
Local Exchange Carriers  
Concurring In This Tariff

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P. S. C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 2INTRODUCTION

Under Section 92 of the Public Service Law, a telephone corporation is required to file with the Public Service Commission tariffs showing its rates and charges for the services it provides. The thirty-seven exchange telephone corporations ("Companies") listed below have authorized its trade association, the New York State Telecommunications Association, Inc. ("NYSTA"), to file on their behalf the following tariff. The tariff states the rules and regulations governing the provision of the services by the Companies. Revisions to this tariff will be filed by NYSTA upon the proper authorization of the Companies. Specific rates and charges for services are contained in separate tariffs and are filed by each Company. In addition, where a Company's services or regulations differ from those contained in this tariff, the differing tariff will be filed by the Company.

NYSTA is not a "telephone corporation" under the Public Service Law. The filing of this tariff on behalf of the Companies does not subject NYSTA to any provisions of the Public Service Law or the jurisdiction of the Public Service Commission that NYSTA would not be subjected to absent the filing of this tariff.

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P. S. C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0

Second Revised Page 3

Superseding First Revised Page 3

## Concurring Companies

The Companies that have authorized NYSTA to file this tariff on their behalf are listed below:

LIST OF TELCOs

|                                       |                                         |        |
|---------------------------------------|-----------------------------------------|--------|
| Armstrong Telephone Company           |                                         | (D)    |
| Berkshire Telephone Corporation d/b/a | Germantown Telephone Company, Inc.      | (D)    |
| Consolidated Communications           | d/b/a G'Tel Teleconnections             | (D)    |
| Cassadaga Telephone Corporation       | Hancock Telephone Company               | (C)    |
| Champlain Telephone Company           | Margaretville Telephone Company, Inc.   | (C)    |
| Chautauqua & Erie Telephone           | Middleburgh Telephone Company           | (C)    |
| Corporation d/b/a Consolidated        | Newport Telephone Company               | (C)    |
| Communications                        | Nicholville Telco LLC d/b/a Nicholville | (C)    |
| Chazy & Westport Telephone            | Telephone Company                       | (C)    |
| Corporation                           |                                         | (D)    |
| Citizen's Telephone Company of        | Oneida County Rural Telephone           |        |
| Hammond, New York, Inc.               | Company                                 |        |
| Crown Point Telephone Corporation     | Ontario Telephone Company, Inc          |        |
| Delhi Telephone Company               |                                         | (D)    |
| Deposit Telephone Company             | Pattersonville Telephone Company        |        |
| Dunkirk & Fredonia Telephone          | Port Byron Telephone Company            |        |
| Corporation                           | SLIC Network Solutions, Inc.            |        |
| Edwards Telephone Company             | State Telephone Company                 |        |
| Empire Telephone Corporation          | Taconic Telephone Corp. d/b/a           | (C)    |
| Fishers Island Telephone Corporation  | Consolidated Communications             | (C)    |
|                                       | Township Telephone Company, Inc.        | (D)    |
|                                       | Trumansburg Telephone Company, Inc.     | (D)    |
|                                       | Vernon Telephone Company, Inc.          | (D)    |
|                                       | Alteva of Warwick, LLC                  | (D)(C) |
|                                       | Westelcom Network, Inc                  |        |

Date Issued: October 16, 2019

Date Effective: October 16, 2019

Issued By: Caroline Hill, Regulatory and Member Services Director  
4 Tower Place, 2<sup>nd</sup> Floor Albany, NY 12203

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 4

GENERAL TABLE OF CONTENTS

SECTION 0 - TITLE, INTRODUCTION, CONCURRING COMPANIES, GENERAL  
TALBLE OF CONTENTS, INDEX

SECTION 1 - GENERAL RULES AND REGULATIONS

SECTION 2 - SERVICE CONNECTION

SECTION 3 - CONSTRUCTION CHARGES

SECTION 4 - BILLING

SECTION 5 - INTERCONNECTION

SECTION 6 - LOCAL EXCHANGE SERVICES

SECTION 7 - SUPPLEMENTAL SERVICES

SECTION 8 - PRIVATE LINE SERVICE

SECTION 9 - SPECIAL EQUIPMENT, SERVICES, AND ASSISTANCE PROGRAMS

SECTION 10 - PUBLIC TELEPHONE SERVICE

SECTION 11 - DIRECTORY

SECTION 12 - RESELLERS/DIRECTORY SUBSCRIBER LISTING INFORMATION

SECTION 13 - EXPLANATION OF TERMS

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 5

EXPLANATION OF TERMS

- (C) Indicates Changed Text, Rate or Regulation
- (D) Indicates Discontinued Text, Rate or Regulation
- (L) Indicates New Location for Existing Regulation
- (N) Indicates New Text, Rate or Regulation

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 6

## INDEX

Section Page

## A

|                                                                    |    |    |
|--------------------------------------------------------------------|----|----|
| Access to Customer's Premises .....                                | 1  | 17 |
| Access Wire Charge .....                                           | 2  | 12 |
| Acoustic or Inductive Connections .....                            | 5  | 12 |
| Acoustic or Inductive Connections Minimum Protection Criteria..... | 5  | 12 |
| Additional Line Charge .....                                       | 2  | 12 |
| Adjusted Payment Schedule .....                                    | 1  | 29 |
| Advanced Payments .....                                            | 1  | 18 |
| Allowance for Service Interruptions .....                          | 1  | 12 |
| Alphabetical Directory.....                                        | 11 | 2  |
| Composition of Listings .....                                      | 11 | 2  |
| Main Listings .....                                                | 11 | 12 |
| Non-Published Service .....                                        | 11 | 13 |
| Rates for Billed Main Listings and Additional Listings .....       | 11 | 12 |
| Types of Listings.....                                             | 11 | 9  |
| Application Form .....                                             | 1  | 4  |
| Application of Rates and Charges .....                             | 1  | 4  |
| Audio Teleconferencing Service (ATS) .....                         | 7  | 70 |
| ATS Features .....                                                 | 7  | 72 |
| Availability.....                                                  | 7  | 73 |
| Definitions .....                                                  | 7  | 70 |
| Descriptions .....                                                 | 7  | 71 |
| Rates and Charges .....                                            | 7  | 75 |
| Regulations .....                                                  | 7  | 73 |
| Types of Audio Teleconferencing .....                              | 7  | 71 |
| Auxiliary Lines .....                                              | 6  | 6  |

Date Issued: July 31, 2003

Date Effective: August 31, 2003

Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 7

## INDEX

Section      Page

## B

|                                                                |          |    |
|----------------------------------------------------------------|----------|----|
| Back Billing .....                                             | 1 .....  | 29 |
| Blocking Service .....                                         | 7 .....  | 24 |
| Broadcast of Recordings of Telephone                           |          |    |
| Conversations and Incoming Messages.....                       | 1 .....  | 10 |
| Buried and Underground Construction.....                       | 3 .....  | 11 |
| Business and Residence Service Classifications and Rates ..... | 1 .....  | 4  |
| Business Rates Apply to Service Furnished .....                | 1 .....  | 4  |
| Business Rates Apply to Service Provided                       |          |    |
| At Any Location Used for Business Purposes .....               | 1 .....  | 5  |
| Business Service Listings Composition.....                     | 11 ..... | 2  |
| Busy Verification And Interrupt Service .....                  | 7 .....  | 38 |
| Rate Application .....                                         | 7 .....  | 39 |

## C

|                                                            |          |    |
|------------------------------------------------------------|----------|----|
| Call Restriction.....                                      | 7 .....  | 7  |
| Cancellation or Change of Application (Construction) ..... | 3 .....  | 24 |
| Central Office Charge .....                                | 2 .....  | 7  |
| Central Office Network Connection Charge.....              | 2 .....  | 11 |
| Changes in Type, Grade or Class of Service .....           | 2 .....  | 15 |
| Charges .....                                              | 2 .....  | 15 |
| Charges for Service - Responsibility for .....             | 1 .....  | 23 |
| Charges - How and When Payable .....                       | 1 .....  | 24 |
| Classified Directory .....                                 | 11 ..... | 17 |
| Regulations .....                                          | 11 ..... | 17 |
| Connection Charges .....                                   | 2 .....  | 3  |
| Regulations .....                                          | 2 .....  | 4  |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 8

## INDEX

Section Page

## C

|                                                          |   |    |
|----------------------------------------------------------|---|----|
| Connection of Customer-Provided Facilities.....          | 5 | 3  |
| Responsibility of the Company.....                       | 5 | 5  |
| Responsibility of the Customer .....                     | 5 | 3  |
| Violation of Regulations .....                           | 5 | 7  |
| Connection of Customer-Provided Non-Key Equipment .....  | 5 | 14 |
| Demarcation Point Arrangement (DPA) .....                | 5 | 15 |
| Service Terminating Arrangement (STA) .....              | 5 | 16 |
| Standard Net Interface (SNI) or Net Interface (NI) ..... | 5 | 15 |
| Connections of Customer-Provided                         |   |    |
| Terminal Equipment...Not Subject to Part 68 .....        | 8 | 10 |
| Connections of Facilities Furnished                      |   |    |
| Involve Hazardous or Inaccessible Locations .....        | 5 | 14 |
| Connections of Registered Equipment .....                | 5 | 10 |
| Connections to Private Line Service .....                | 8 | 4  |
| Channel Derivation Devices .....                         | 8 | 18 |
| Connections of Registered Equipment .....                | 8 | 8  |
| Equipment-to-Equipment Connections .....                 | 8 | 19 |
| Construction Charges .....                               | 3 | 2  |
| Construction for Residential Subdivisions .....          | 3 | 14 |
| Construction on Private Property.....                    | 3 | 5  |
| Charges .....                                            | 3 | 7  |
| Pole Line Construction .....                             | 3 | 9  |
| Construction on Public Right-Of-Way .....                | 3 | 2  |
| Charges .....                                            | 3 | 3  |
| Content Related Services .....                           | 1 | 10 |
| Credit to Customers .....                                | 1 | 16 |
| Custom Calling Services .....                            | 7 | 5  |
| Description of Features .....                            | 7 | 5  |
| Optional Custom Calling Services Packages .....          | 7 | 17 |
| Rates and Charges .....                                  | 7 | 16 |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 9

## INDEX

|                                                                | Section | Page |
|----------------------------------------------------------------|---------|------|
| C                                                              |         |      |
| Custom Local Area Signaling Service (CLASS) .....              | 7       | 51   |
| Description.....                                               | 7       | 51   |
| Rates .....                                                    | 7       | 69   |
| Regulations .....                                              | 7       | 69   |
| Customer Overpayments .....                                    | 1       | 31   |
| Customer Provided Equipment, Liability for .....               | 1       | 11   |
| Customer's Liability for Loss of or Damage to Facilities ..... | 1       | 11   |
| Customer's Responsibility for Charges .....                    | 1       | 23   |
| Customized Number Service .....                                | 11      | 18   |
| Conditions .....                                               | 11      | 20   |
| Rates and Charges .....                                        | 11      | 20   |
| D                                                              |         |      |
| Database Administration Charge .....                           | 2       | 12   |
| Deferred Payment Agreements .....                              | 1       | 27   |
| Definitions .....                                              | 13      |      |
| Deloading Charge .....                                         | 2       | 12   |
| Deposits .....                                                 | 1       | 18   |
| Digital Data Service .....                                     | 8       | 34   |
| Rates and Charges .....                                        | 8       | 36   |
| Regulations .....                                              | 8       | 34   |
| Direct Inward Dialing Service .....                            | 6       | 24   |
| Rates .....                                                    | 6       | 27   |
| Regulations .....                                              | 6       | 24   |
| Directories.....                                               | 11      |      |
| Directory Assistance Service - Directory Assistance.....       | 7       | 41   |
| Rates .....                                                    | 7       | 42   |
| Regulations .....                                              | 6       | 41   |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 10

## INDEX

|                                                                           | Section | Page |
|---------------------------------------------------------------------------|---------|------|
| D                                                                         |         |      |
| Directory Assistance Service - Directory Assistance Call Completion ..... | 7       | 42   |
| Exemptions .....                                                          | 7       | 43   |
| Types of DACC .....                                                       | 7       | 44   |
| Rates .....                                                               | 7       | 45   |
| Regulations .....                                                         | 7       | 42   |
| Directory Assistance Service - Enhanced Directory Assistance .....        | 7       | 45   |
| Rates .....                                                               | 7       | 46   |
| Regulations .....                                                         | 7       | 45   |
| Directory Assistance Service –                                            |         |      |
| Enhanced Directory Assistance Call Completion .....                       | 7       | 46   |
| Rates .....                                                               | 7       | 47   |
| Regulations .....                                                         | 7       | 47   |
| Directory Errors or Omissions - Liability of the Company .....            | 11      | 21   |
| Directory Information Requests .....                                      | 11      | 22   |
| Directory Subscriber Listing Information. ....                            | 12      | 2    |
| Definition .....                                                          | 12      | 2    |
| Liability of the Company .....                                            | 12      | 4    |
| Unlisted or Non-Published Listings .....                                  | 12      | 3    |
| Rates and Charges .....                                                   | 12      | 5    |
| Discontinuance of Service for Non-Payment .....                           | 1       | 32   |
| Discounted Rates for School and Libraries .....                           | 1       | 47   |
| Discounted Toll Service for Hearing or Speech Impaired Customers .....    | 9       | 8    |
| Billing .....                                                             | 9       | 10   |
| Regulations .....                                                         | 9       | 9    |
| Resale of Discounted Service .....                                        | 9       | 9    |
| Qualification .....                                                       | 9       | 10   |
| Dishonored Checks .....                                                   | 1       | 34   |
| Disputed Bills .....                                                      | 1       | 29   |
| Duplicate Listings .....                                                  | 11      | 10   |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 11

## INDEX

Section      Page

## E

|                                                            |    |    |
|------------------------------------------------------------|----|----|
| Enhanced Directory Assistance .....                        | 7  | 45 |
| Enhanced Directory Assistance Call Completion.....         | 7  | 46 |
| Enhanced Universal Emergency Telephone Number Service..... | 9  | 16 |
| Rates and Charges .....                                    | 9  | 19 |
| Regulations .....                                          | 9  | 16 |
| Equipment for Hearing/Speech Impaired .....                | 9  | 6  |
| Errors - Company Liability for .....                       | 1  | 12 |
| Exceptions to Suspension and Termination.....              | 1  | 35 |
| Exchange Access Line Mileage .....                         | 6  | 15 |
| Exchange Rates .....                                       | 6  | 3  |
| Exchange Service .....                                     | 6  | 3  |
| Grade of Service.....                                      | 6  | 3  |
| Timing of Local Calls .....                                | 6  | 8  |
| Type of Service .....                                      | 6  | 4  |
| Explanation of Terms .....                                 | 13 |    |
| Extended Number Referral Service.....                      | 7  | 26 |
| Rates .....                                                | 7  | 26 |
| Regulations .....                                          | 7  | 26 |
| Extension Service Between Locations .....                  | 6  | 16 |

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 12

## INDEX

Section Page

## F

|                                                                  |   |    |
|------------------------------------------------------------------|---|----|
| Flat Rate Service and Message Rate Service on Same Premises..... | 1 | 7  |
| Flexible Pricing Plan .....                                      | 7 | 4  |
| Regulations .....                                                | 7 | 4  |
| Foreign Exchange Service.....                                    | 6 | 17 |
| Rates and Charges .....                                          | 6 | 18 |
| Regulations .....                                                | 6 | 17 |
| Four-Party Line Service.....                                     | 6 | 3  |

## G

|                                     |   |    |
|-------------------------------------|---|----|
| General Rules and Regulations ..... | 1 |    |
| Grade of Service.....               | 6 | 3  |
| Gross Revenue Tax.....              | 1 | 42 |
| Group Bridging Service .....        | 7 | 27 |
| Regulations .....                   | 7 | 27 |

## H

|                                            |   |    |
|--------------------------------------------|---|----|
| Health Care Providers Support Program..... | 1 | 48 |
| Rates and Charges .....                    | 1 | 50 |
| Regulations .....                          | 1 | 48 |

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 13

## INDEX

|                                                                                            | Section | Page |
|--------------------------------------------------------------------------------------------|---------|------|
| I                                                                                          |         |      |
| Impaired Hearing - Equipment for Users With .....                                          | 9       | 6    |
| Indemnification By Customer .....                                                          | 1       | 15   |
| Indented Listings .....                                                                    | 11      | 9    |
| Individual Line Service .....                                                              | 6       | 3    |
| Initial Charges .....                                                                      | 2       | 13   |
| Installation Charges .....                                                                 | 2       | 4    |
| Installment Billing for Nonrecurring Charges .....                                         | 1       | 25   |
| Integrated Services Digital Network (ISDN) .....                                           | 8       | 39   |
| Rates and Charges .....                                                                    | 8       | 44   |
| Regulations .....                                                                          | 8       | 40   |
| Interactive Information Network Service .....                                              | 7       | 32   |
| Obligations of the Vendor .....                                                            | 7       | 37   |
| Regulations .....                                                                          | 7       | 33   |
| Interconnection of Customer Owned and Maintained Equipment .....                           | 5       | 9    |
| Interconnection of Mobile Services .....                                                   | 5       | 16   |
| Facilities Requirements .....                                                              | 5       | 18   |
| Listings Regulations .....                                                                 | 5       | 20   |
| Rates and Charges .....                                                                    | 5       | 28   |
| Regulations .....                                                                          | 5       | 17   |
| Types of Interconnection .....                                                             | 5       | 20   |
| Interpositioning of Customer-Provided Terminal Equipment &<br>Communications Systems ..... | 5       | 9    |
| Interruptions to Service - Liability of the Company .....                                  | 1       | 12   |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 14

## INDEX

Section Page

## J

|                          |   |    |
|--------------------------|---|----|
| Joint User Service ..... | 6 | 9  |
| Rates .....              | 6 | 10 |
| Regulations .....        | 6 | 9  |

## K

## L

|                                                                       |    |    |
|-----------------------------------------------------------------------|----|----|
| Large Print Bills .....                                               | 4  | 3  |
| Rates .....                                                           | 4  | 3  |
| Late Payment Charges .....                                            | 1  | 26 |
| Leased Channels .....                                                 | 8  | 21 |
| Regulations .....                                                     | 8  | 21 |
| Maintenance Charge .....                                              | 8  | 24 |
| Liability of the Company for Errors .....                             | 11 | 14 |
| Allowance for Errors .....                                            | 11 | 15 |
| Liability of the Company For Service Interruptions, Errors, etc ..... | 1  | 12 |
| Liability of the Customer For Loss of or Damage to Equipment .....    | 1  | 11 |
| Lifeline Telephone Service .....                                      | 9  | 3  |
| Locality Charge Waiver .....                                          | 9  | 5  |
| Options .....                                                         | 9  | 3  |
| Regulations .....                                                     | 9  | 4  |
| Voluntary Toll Blocking (Restriction) .....                           | 9  | 5  |
| Line Change Charge .....                                              | 2  | 8  |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 15

## INDEX

Section Page

## L

|                                                         |    |    |
|---------------------------------------------------------|----|----|
| Link Up America .....                                   | 9  | 6  |
| Listings .....                                          | 11 | 9  |
| Directory Information Requests .....                    | 11 | 22 |
| Liability for Errors and Omissions .....                | 11 | 21 |
| Listings For Special Reversed Charge Toll Service ..... | 11 | 23 |
| Local Exchange Service .....                            | 6  | 3  |
| Local Message - Timing of .....                         | 6  | 8  |
| Local Service Surcharges .....                          | 1  | 41 |
| Local Zone Charges .....                                | 6  | 15 |

## M

|                                                                   |   |    |
|-------------------------------------------------------------------|---|----|
| Maintenance Service Charge .....                                  | 2 | 11 |
| Medical Lifeline .....                                            | 9 | 25 |
| Message Rate Service .....                                        | 6 | 6  |
| Metropolitan Commuter Transportation District Tax Surcharge ..... | 1 | 44 |
| Mileage Charges .....                                             | 6 | 15 |
| Exchange Access Line Mileage .....                                | 6 | 15 |
| Extension Service Between Locations .....                         | 6 | 16 |
| Local Zone Charges .....                                          | 6 | 15 |
| Minimum Period of Service .....                                   | 1 | 17 |
| Mobile Services (Interconnection of) .....                        | 5 | 16 |
| Moves .....                                                       | 2 | 14 |
| Charges .....                                                     | 2 | 14 |
| Multiline Hunt Service .....                                      | 7 | 38 |
| Multiple and Duplicate Bill Charges .....                         | 4 | 2  |
| Regulations .....                                                 | 4 | 2  |
| Multi-Premises Service .....                                      | 6 | 9  |
| Municipal Surcharge for Local Utility Gross Revenue Taxes .....   | 1 | 42 |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 16

## INDEX

Section Page

## N

|                                                  |    |    |
|--------------------------------------------------|----|----|
| Network Access Charge .....                      | 2  | 11 |
| Network Interface Jack Installation Charge ..... | 2  | 9  |
| Nonpayment - Suspension or Termination for ..... | 1  | 32 |
| Non-Published Service .....                      | 11 | 13 |
| Nonrecurring Charge Waiver Option .....          | 7  | 24 |
| Regulations .....                                | 7  | 24 |
| Number Changes .....                             | 1  | 16 |

## O

|                                                                |    |    |
|----------------------------------------------------------------|----|----|
| Obligation of Telephone Company .....                          | 1  | 11 |
| Off Premises Extension Service .....                           | 6  | 27 |
| Rates .....                                                    | 6  | 28 |
| Regulations .....                                              | 6  | 27 |
| Omission of Listings-Liability of the Company .....            | 11 | 21 |
| Optional Custom Calling Services Packages .....                | 7  | 17 |
| Order of Precedence During Periods of Facility Shortages ..... | 1  | 41 |
| Other Special Construction .....                               | 3  | 23 |
| Ownership of Directories .....                                 | 1  | 9  |
| Ownership of Equipment .....                                   | 1  | 10 |

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 17

## INDEX

Section Page

## P

|                                                                 |    |    |
|-----------------------------------------------------------------|----|----|
| Party Line Service .....                                        | 6  | 3  |
| Payment for Services Rendered .....                             | 1  | 18 |
| Payment of Charges .....                                        | 1  | 24 |
| Payments - Advance .....                                        | 1  | 18 |
| Payments and Deposits in Connection With Election Service ..... | 1  | 30 |
| Pole Attachments .....                                          | 3  | 23 |
| Rates .....                                                     | 3  | 24 |
| Regulations .....                                               | 3  | 23 |
| Pole Line Construction .....                                    | 3  | 9  |
| Power Supply .....                                              | 1  | 44 |
| Premises Connection Work Surcharge .....                        | 2  | 12 |
| Premises Visit Charge .....                                     | 2  | 9  |
| Premium Installation Service .....                              | 2  | 16 |
| Private Branch Exchange .....                                   | 6  | 6  |
| Private Line Service .....                                      | 8  | 3  |
| Regulations .....                                               | 8  | 3  |
| Reporting Service .....                                         | 8  | 4  |
| Promotional Offering Trial .....                                | 7  | 22 |
| Regulations .....                                               | 7  | 23 |
| Public Access Line Service .....                                | 10 | 2  |
| Rates .....                                                     | 10 | 6  |
| Regulations .....                                               | 10 | 3  |
| Responsibility of the Customer .....                            | 10 | 4  |
| Public Rights-of-Way, Construction Along .....                  | 3  | 2  |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 18

## INDEX

Section      Page

## Q

## R

|                                                                   |    |    |
|-------------------------------------------------------------------|----|----|
| Record Order Charge .....                                         | 2  | 6  |
| Recording of Two-Way Telephone Conversations .....                | 5  | 7  |
| Reference Listings .....                                          | 11 | 11 |
| Regulations - General.....                                        | 1  | 3  |
| Remote Call Forwarding Service .....                              | 7  | 20 |
| Rates and Charges .....                                           | 7  | 21 |
| Regulations .....                                                 | 7  | 20 |
| Resale and Sharing of Service.....                                | 12 | 2  |
| Residence Rates Apply to Service Furnished .....                  | 1  | 6  |
| Residence Rates Are Being Charged For                             |    |    |
| Services Which Business Rates Properly Apply .....                | 1  | 6  |
| Residence Rates Do Not Apply to Service Furnished.....            | 1  | 6  |
| Residence Service Listings.....                                   | 11 | 9  |
| Residence Service - Voluntary Suspension of .....                 | 6  | 12 |
| Residential Subdivision - Construction In .....                   | 3  | 14 |
| Responsibility for All Charges .....                              | 1  | 23 |
| Restoral Charges .....                                            | 2  | 13 |
| Return Check Charge .....                                         | 1  | 26 |
| Return Payment Charge .....                                       | 1  | 26 |
| Reuse of Facilities in Place .....                                | 2  | 13 |
| Rewires .....                                                     | 2  | 9  |
| Rural Health Care (See Health Care Provider Support Program)..... | 1  | 48 |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 19

## INDEX

Section Page

|                                                                          |    |    |
|--------------------------------------------------------------------------|----|----|
| Schools and Libraries Discount Program .....                             | 1  | 45 |
| Discounted Rates for School and Libraries .....                          | 1  | 47 |
| Regulations .....                                                        | 1  | 46 |
| Seasonal Service .....                                                   | 6  | 11 |
| Description of Options .....                                             | 6  | 11 |
| Regulations .....                                                        | 6  | 12 |
| Service Connection.....                                                  | 2  |    |
| Service for Transmission at the Speed of 1.544 Megabits Per Second ..... | 8  | 26 |
| Regulations .....                                                        | 8  | 27 |
| Service Interruptions, Company's Liability for .....                     | 1  | 12 |
| Service Order Charge .....                                               | 2  | 4  |
| Service Trial .....                                                      | 7  | 21 |
| Regulations .....                                                        | 7  | 21 |
| Sharing of Service .....                                                 | 12 | 2  |
| Special Assembly Charge .....                                            | 1  | 8  |
| Special Billing Detail .....                                             | 4  | 3  |
| Rates .....                                                              | 4  | 3  |
| Special Coin Calling Card Service.....                                   | 9  | 11 |
| Certification .....                                                      | 9  | 11 |
| Special Construction.....                                                | 3  | 23 |
| Special Equipment For Hearing or Speech Impaired Customers.....          | 9  | 6  |
| Standard Listings.....                                                   | 11 | 9  |
| Surcharge for State Gross Income and Gross Earnings Taxes .....          | 1  | 42 |
| Suspended Service                                                        |    |    |
| Suspension - Elderly, Blind or Disabled .....                            | 1  | 36 |
| Suspension - Medical Emergencies .....                                   | 1  | 36 |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 20

## INDEX

Section Page

## S

|                                                              |        |    |
|--------------------------------------------------------------|--------|----|
| Suspension of Business Service (Voluntary) .....             | 6..... | 12 |
| Suspension of Residence Service (Voluntary) .....            | 6..... | 12 |
| Suspension or Termination - Elderly, Blind or Disabled ..... | 1..... | 36 |
| Suspension or Termination for Nonpayment .....               | 1..... | 32 |
| Suspension or Termination - Medical Emergencies .....        | 1..... | 36 |
| Suspension or Termination of Service .....                   | 1..... | 32 |
| Switched 56 Kbps Service .....                               | 8..... | 37 |
| Rates and Charges .....                                      | 8..... | 39 |
| Regulations .....                                            | 8..... | 37 |

## T

|                                              |        |    |
|----------------------------------------------|--------|----|
| Telecommunications Relay Service (TRS) ..... | 9..... | 23 |
| Liability .....                              | 9..... | 25 |
| Regulations .....                            | 9..... | 24 |
| Telecommunications Service Priority .....    | 2..... | 17 |
| Preemption .....                             | 2..... | 27 |
| Rates and Charges .....                      | 2..... | 27 |
| Responsibilities of the Company .....        | 2..... | 24 |
| Responsibilities of the End-user .....       | 2..... | 23 |
| Rules and Regulations .....                  | 2..... | 17 |
| TSP Request Process .....                    | 2..... | 19 |
| Telephone Number Changes .....               | 1..... | 16 |
| Telephone Number Retention Service .....     | 6..... | 14 |
| Rates and Charges .....                      | 6..... | 15 |
| Regulations .....                            | 6..... | 14 |
| Telephone Surcharges .....                   | 1..... | 41 |

Date Issued: July 31, 2003  
 Issued By: Robert R. Puckett, President  
 100 State Street, Albany NY, 12207

Date Effective: August 31, 2003

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 21

## INDEX

Section Page

## T

|                                                    |    |    |
|----------------------------------------------------|----|----|
| Termination for Cause Other Than Non-Payment ..... | 1  | 38 |
| Termination of Service.....                        | 1  | 32 |
| Timing of Local Calls .....                        | 6  | 8  |
| Toll Blocking (see Call Restriction).....          | 7  | 24 |
| Toll Control Service.....                          | 7  | 70 |
| Touch Calling Service.....                         | 7  | 5  |
| Trap Circuit Service .....                         | 7  | 40 |
| Rates .....                                        | 7  | 40 |
| Regulations .....                                  | 7  | 40 |
| Two-Party Service .....                            | 6  | 3  |
| Type 1 Interconnection.....                        | 5  | 22 |
| Type 2 Interconnection.....                        | 5  | 24 |
| Type of Service.....                               | 6  | 4  |
| Types of Listings.....                             | 11 | 9  |

## U

|                                                                    |   |    |
|--------------------------------------------------------------------|---|----|
| Underground Construction.....                                      | 3 | 11 |
| Underground Extensions for New Residential Subdivisions .....      | 3 | 14 |
| Connection Requirements .....                                      | 3 | 17 |
| Responsibility of Applicant.....                                   | 3 | 22 |
| Responsibility of the Developer .....                              | 3 | 16 |
| Universal Emergency Telephone Number Service .....                 | 9 | 12 |
| Conditions of Furnishing Service .....                             | 9 | 14 |
| Rates and Charges .....                                            | 9 | 15 |
| Regulations .....                                                  | 9 | 12 |
| Use and Ownership of Directories and Unauthorized Attachments..... | 1 | 9  |
| Use and Ownership of Equipment.....                                | 1 | 10 |
| Use of Business and Residence Service .....                        | 1 | 9  |
| Use of Facilities and Services .....                               | 1 | 9  |

Date Issued: July 31, 2003

Date Effective: August 31, 2003

Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

## P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 0  
Original Page 22

## INDEX

Section      Page

## V

|                                                                            |         |    |
|----------------------------------------------------------------------------|---------|----|
| Verification of Non-Payment .....                                          | 1 ..... | 37 |
| Village or Municipal Surcharge for Local Utility Gross Revenue Taxes ..... | 1 ..... | 42 |
| Voice Channels for Use With                                                |         |    |
| Customer Owned and Maintained Equipment .....                              | 8 ..... | 24 |
| Voice Mail Service .....                                                   | 7 ..... | 47 |
| Features .....                                                             | 7 ..... | 48 |
| Regulations .....                                                          | 7 ..... | 50 |
| Voluntary Suspension of Service .....                                      | 6 ..... | 12 |
| Regulations .....                                                          | 6 ..... | 13 |

## W

## X

## Y

## Z

Date Issued: July 31, 2003  
Issued By: Robert R. Puckett, President  
100 State Street, Albany NY, 12207

Date Effective: August 31, 2003