



148

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SERVICE COMMISSION  
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MAIL ROOM

**ORIGINAL**

April 20, 2000

Florida Public Service Commission  
**Division of Records and Reporting**  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

RE: Telergy Network Services, Inc.  
Application Form for Authority to Provide Alternative  
Local Exchange Service Within the State of Florida

000473-70

Dear Sir or Madam:

Enclosed please find an original and six (6) copies of the above-referenced Application, along with required attachments for filing. Also enclosed is a check made payable to the Florida Public Service Commission in the amount of \$250.00 representing the requisite non-refundable application fee.

Please direct questions regarding this filing to the undersigned at (315) 362-2606.

Additional information, such as the financial information and the Business Plan of Telergy Network Services, Inc. and its parent company, Telergy Operating, Inc. are hereby submitted under Seal and marked **CONFIDENTIAL AND PROPRIETARY**. We respectfully ask that this information remain confidential, and disclosure is limited to staff members directly involved in this case. We further ask that all pleadings or other filings that incorporate, reference, or attach these documents, or any portion thereof, be submitted under Seal.

6 copies filed

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for this purpose.

Your assistance in this matter is greatly appreciated.

Very truly yours,

Karen M. Hawkins  
Regulatory Compliance Paralegal

Enclosure

RECEIVED & FILED

FPSC-BUREAU OF RECORDS

Check received with filing and forwarded to Fiscal for deposit. Fiscal to forward a copy of check to RAR with proof of deposit.

Initials of person who forwarded check:

DOCUMENT NUMBER - DATE  
04971 APR 21 8  
FPSC-RECORDS/REPORTING

CC: Theresa Atkins, Esq.

*Confidential*  
DOCUMENT NUMBER - DATE

One Telergy Parkway • East Syracuse, New York 13057  
315.362.2000 • 877.TELERGY • (315.835.3749) • FAX: 315.362.5399

www.telergy.net

Power in Telecom

04972 APR 21 8

FPSC-RECORDS/REPORTING

**\*\* FLORIDA PUBLIC SERVICE COMMISSION \*\***

**DIVISION OF TELECOMMUNICATIONS**  
**BUREAU OF CERTIFICATION AND SERVICE EVALUATION**

**ORIGINAL**

**APPLICATION FORM**  
**for**  
**AUTHORITY TO PROVIDE**  
**ALTERNATIVE LOCAL EXCHANGE SERVICE**  
**WITHIN THE STATE OF FLORIDA**

000473-JX

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Instructions

- ◆ This form is used as an application for an original certificate and for approval of the assignment or transfer of an existing certificate. In the case of an assignment or transfer, the information provided shall be for the assignee or transferee (See Appendix A).
- ◆ Print or type all responses to each item requested in the application and appendices. If an item is not applicable, please explain why.
- ◆ Use a separate sheet for each answer which will not fit the allotted space.
- ◆ Once completed, submit the original and six (6) copies of this form along with a non-refundable application fee of **\$250.00** to:

**Florida Public Service Commission**  
***Division of Records and Reporting***  
**2540 Shumard Oak Blvd.**  
**Tallahassee, Florida 32399-0850**  
**(850) 413-6770**

- ◆ If you have questions about completing the form, contact:

**Florida Public Service Commission**  
**Division of Telecommunications**  
**Bureau of Certification and Service Evaluation**  
**2540 Shumard Oak Blvd.**  
**Tallahassee, Florida 32399-0850**  
**(850) 413-6600**

APPLICATION

ORIGINAL

1. This is an application for  (check one):

**Original certificate** (new company).

**Approval of transfer of existing certificate:** Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.

**Approval of assignment of existing certificate:** Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.

**Approval of transfer of control:** Example, a company purchases 51% of a certificated company. The Commission must approve the new controlling entity.

2. Name of company:

Telergy Network Services, Inc.

3. Name under which the applicant will do business (fictitious name, etc.):

Telergy Network Services, Inc.

4. Official mailing address (including street name & number, post office box, city, state, zip code):

One Telergy Parkway

East Syracuse, New York 13057

5. Florida address (including street name & number, post office box, city, state, zip code):

NONE

ORIGINAL

6. Structure of organization:

- ( ) Individual ( ) Corporation  
(  ) Foreign Corporation ( ) Foreign Partnership  
( ) General Partnership ( ) Limited Partnership  
( ) Other \_\_\_\_\_

7. **If individual**, provide:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Internet E-Mail Address: \_\_\_\_\_

Internet Website Address: \_\_\_\_\_

8. **If incorporated in Florida**, provide proof of authority to operate in Florida:

- (a) **The Florida Secretary of State corporate registration number:**

\_\_\_\_\_

9. **If foreign corporation**, provide proof of authority to operate in Florida:

SEE ATTACHED EXHIBIT II

- (a) **The Florida Secretary of State corporate registration number:**

F00000000568

\_\_\_\_\_

10. **If using fictitious name-d/b/a**, provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

- (a) **The Florida Secretary of State fictitious name registration number:**



---

11. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) The Florida Secretary of State registration number:

\_\_\_\_\_

12. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Fax No.: \_\_\_\_\_

Internet E-Mail Address: \_\_\_\_\_

Internet Website Address: \_\_\_\_\_

13. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(a) The Florida registration number: \_\_\_\_\_

14. Provide **F.E.I. Number**(if applicable): 16-1554071

15. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. Provide explanation.

None of the officers, directors or stockholders have previously

been adjudged bankrupt, mentally incompetent or found guilty of

any felony or of any crime.

(b) an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

KCI Long Distance, Inc. was previously a certificated reseller of telecommunications services in Florida and is affiliated with Telergy.

Telergy is in the process of assuming KCI's assets and liabilities.

Officers and directors of Telergy were officers and directors of KCI.

16. Who will serve as liaison to the Commission with regard to the following?

(a) The application:

Name: Theresa Atkins, Esq.

Title: Vice President - Law

Address: One Telergy Parkway

City/State/Zip: East Syracuse, New York 13057

Telephone No.: (315) 362-2882 Fax No.: (315) 362-5399

Internet E-Mail Address: tatkins@telergy.net

Internet Website Address: www.telergy.net

(b) Official point of contact for the ongoing operations of the company:

Name: Theresa Atkins, Esq.

Title: Vice President - Law

Address: One Telergy Parkway

City/State/Zip: East Syracuse, New York 13057

Telephone No.: (315) 362-2882 Fax No.: (315) 362-5399

Internet E-Mail Address: tatkins@telergy.net

**Internet Website Address:** www.telergy.net

(c) Complaints/Inquiries from customers:

**Name:** Christine Borreggine

**Title:** Director - Customer Care

**Address:** 5792 Widewaters Parkway

**City/State/Zip:** Syracuse, New York 13214

**Telephone No.:** (877) 835-3749 **Fax No.:** (315) 445-7988

**Internet E-Mail Address:** cborreggine@telergy.net

**Internet Website Address:** www.telergy.net

17. List the states in which the applicant:

(a) has operated as an alternative local exchange company.

currently operating in New York and Rhode Island

(b) has applications pending to be certificated as an alternative local exchange company.

SEE ATTACHED EXHIBIT III

(c) is certificated to operate as an alternative local exchange company.

SEE ATTACHED EXHIBIT III

(d) has been denied authority to operate as an alternative local exchange company and the circumstances involved.

- (e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

No, Telergy Network Services, Inc. has not had penalties imposed for violations of telecommunications statutes.

- (f) has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

No, Telergy Network Services, Inc. has not been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity.

18. Submit the following:

- A. Financial capability. SEE ATTACHED EXHIBIT IV.

The application **should contain** the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer **affirming that the financial statements are true and correct** and should include:

1. the balance sheet: **SUBMITTED UNDER SEAL**
2. income statement: and **MARKED CONFIDENTIAL AND PROPRIETARY**
3. statement of retained earnings.

**NOTE:** *This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.*

# ORIGINAL

Further, the following (which includes supporting documentation) should be provided:

1. **written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.  
REFER TO EXHIBIT IV
  2. **written explanation** that the applicant has sufficient financial capability to maintain the requested service.  
REFER TO EXHIBIT IV
  3. **written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.  
REFER TO EXHIBIT IV
- B. **Managerial capability:** give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each. SEE ATTACHED EXHIBIT V
- C. **Technical capability:** give resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance. SEE ATTACHED EXHIBIT V



**\*\* APPLICANT ACKNOWLEDGMENT STATEMENT \*\***

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

**UTILITY OFFICIAL:**

	March 27, 2000
Signature <u>William M. Kelly, Jr.</u>	Date
Executive Vice President	(315) 362-2000
Title	Telephone No.
Address: <u>Telergy Network Services, Inc.</u>	(315) 362-5399
One Telergy Parkway	Fax No.
East Syracuse, New York 13057	

**ATTACHMENTS:**

- A - CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT
- B - INTRASTATE NETWORK
- C - AFFIDAVIT

# ORIGINAL

NOT APPLICABLE

**\*\* APPENDIX A \*\***

## CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT

I, (Name) \_\_\_\_\_,

(Title) \_\_\_\_\_ of (Name of Company)

\_\_\_\_\_ and current holder of Florida Public Service Commission Certificate Number # \_\_\_\_\_, have reviewed this application and join in the petitioner's request for a:

( ) sale

( ) transfer

( ) assignment

of the above-mentioned certificate.

### UTILITY OFFICIAL:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone No.

\_\_\_\_\_  
Address:

\_\_\_\_\_  
Fax No.

# ORIGINAL

NOT APPLICABLE

**\*\* APPENDIX B \*\***

## INTRASTATE NETWORK (if available)

Chapter 25-24.825 (5), Florida Administrative Code, requires the company to make available to staff the alternative local exchange service areas only upon request.

**1. POP: Addresses where located, and indicate if owned or leased.**

1) \_\_\_\_\_  
\_\_\_\_\_

2) \_\_\_\_\_  
\_\_\_\_\_

3) \_\_\_\_\_  
\_\_\_\_\_

4) \_\_\_\_\_  
\_\_\_\_\_

**2. SWITCHES: Address where located, by type of switch, and indicate if owned or leased.**

1) \_\_\_\_\_  
\_\_\_\_\_

2) \_\_\_\_\_  
\_\_\_\_\_

3) \_\_\_\_\_  
\_\_\_\_\_

4) \_\_\_\_\_  
\_\_\_\_\_

**3. TRANSMISSION FACILITIES: POP-to-POP facilities by type of facilities (microwave, fiber, copper, satellite, etc.) and indicate if owned or leased.**

POP-to-POP

OWNERSHIP

1) \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

2) \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

3) \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

4) \_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_

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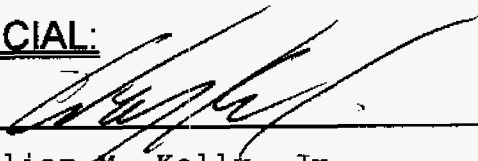
**\*\* APPENDIX C \*\***

## AFFIDAVIT

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide alternative local exchange company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."

### UTILITY OFFICIAL:

Signature	 William M. Kelly, Jr.	March 27, 2000 Date
Title	Executive Vice President	(315) 362-2000 Telephone No.
Address:	Telergy Network Services, Inc. One Telergy Parkway East Syracuse, New York 13057	(315) 362-5399 Fax No.

ORIGINAL

**BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

Application of Telergy Network Services, Inc.        )  
for Authority to Provide                                        )  
Interexchange Telecommunications                        )  
Service    )        Application No. \_\_\_\_\_  
Within the State of Florida                                        )  
\_\_\_\_\_    )

**APPLICATION FOR AUTHORITY TO PROVIDE ALTERNATIVE  
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

Telergy Network Services, Inc. ("Applicant" or "Telergy") respectfully requests that the Florida Public Service Commission ("Commission") grant a Certificate of Authority to provide local exchange telecommunications services in the State of Florida. The Company seeks authority to provide such services as both a reseller and as a facilities-based provider.

In support of its Application, Telergy submits the following:



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## Introduction

Telergy is requesting authority to provide basic local exchange services to both residential and business customers throughout Florida. Initially, Telergy plans to offer service through resale arrangements with the incumbent local exchange carrier ("LEC"). Should its Application be granted, Telergy plans to commence offering service immediately upon the establishment of the appropriate and necessary resale and interconnection agreements with the incumbent LEC.

Approval of this Application will promote the public interest by increasing the level of competition in the Florida telecommunications market. Customers will benefit by having alternatives from which to choose and from general improvements in price, features and options that are generated by competitive pressures.

### **1) Financial Qualifications**

In support of its financial qualifications, Telergy Network Services, Inc., submits its Balance Sheet and Income Statement(s) in Exhibit IV. Also included are the consolidated financials of all Telergy Operating Companies, issued by Telergy, Inc., together with the unaudited Balance Sheet for the Third Quarter of 1999.

Telergy Network Services, Inc. was incorporated May 26, 1998 (See attached Exhibit I), and began operations approximately November 1, 1998. Telergy is a privately owned corporation, with 100% of its stock held by Telergy Operating, Inc. As such, it is not required to file public financial statements and respectfully requests that any financial information required to be filed with the Commission be granted proprietary and confidential status.

Telergy has marshaled significant financial resources to enable the company to effectively provide the proposed services. The Company has arranged bank loans and lines of credit commitments in amounts totaling in excess of \$100,000. These funds may be used for asset

# ORIGINAL

acquisition, working capital, and/or corporate expansion. In light of these resources, Telergy will be financially well qualified to provide local service. Thus, Telergy asserts that it has the financial resources necessary to operate as a competitive local service provider in Florida.

## **2) Public Interest Standard**

Telergy's provision of local service to customers will increase competition and provide customers in Florida with additional choices. Telergy will provide a competitive alternative to the public and it will promote, through competition, the efficient use of the local exchange telecommunications networks. Customers will benefit as increased competition increases market responsiveness to customer needs and encourages technical and service innovation. In addition, Telergy's customers will benefit from consolidated billing options and a single point of contact for telecommunications needs.

## **3) Description of Proposed Services and Service Territory**

Telergy plans to provide local and long distance intrastate telecommunications services to the public on a statewide basis. Telergy presently owns no transmission facilities in Florida. Initially, Telergy will offer service to its subscribers using facilities of the communications networks of the local exchange telephone companies ("LECs") on a resale and lease basis. Telergy owns and operates its own switches in other parts of the country, and plans to utilize those switches at a future point in time to provide local services to its Florida customers. At such time as Telergy plans to construct any telecommunications transmission facilities within the State of Florida, it will comply with all applicable laws, as well as any Commission rules and regulations. Therefore, the Company seeks the authority to provide both resale and facilities-based local service within the State.

Telergy will offer a broad variety of local exchange services to both business and residential customers in Florida. Telergy's line of local services will be comparable to that currently offered by the incumbent LECs. Telergy combines high quality services with very competitive rates, flexible end user billing, professional customer service and excellent management to meet the individualized needs of its customers.

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Until Telergy has entered into a final interconnection agreement with incumbent LECs, it will not be able to detail the exact manner in which it will provide its local exchange services. Prior to providing local service, Telergy will file tariffs with the Commission describing the terms and conditions of its services. Telergy's local calling area will duplicate that of the incumbent local exchange carrier(s), a description of which can be found, for the purpose of informing the public, in the local telephone directory.

Telergy services will satisfy the minimum standards established by the Commission. The Company will file and maintain tariffs in the same manner and form as required of local exchange telecommunications companies with which Telergy seeks to compete. Telergy will meet the minimum basic local standards, including quality of service and billing standards required of all CLECs regulated by the Commission.

Telergy Network Services, Inc. possesses all the necessary capabilities to operate as a provider of local exchange services, and will also be able to take full advantage of the resources, expertise and technical capabilities of its underlying carriers, the incumbent LECs. Consequently, the quality of service that Telergy's local exchange customers receive will be at least equivalent to that provided by these LECs. As the foregoing illustrates, Telergy is certainly technically qualified to provide local exchange service in Florida.

#### **4) Managerial and Technical Ability**

The members of Telergy's senior management team have over thirty (30) years of personal experience in the telecommunications industry. The resumes of Telergy's key personnel are provided on Page 19 of the Business Plan attached as Exhibit V, and constitute evidence that Telergy possesses the managerial and technical qualifications required to provide the requested services.

## **5) Organizational Structure**

Telergy Operating, Inc., a company incorporated in the State of Delaware on October 8, 1999 became Telergy's parent company with One Hundred Percent (100%) of Telergy Operating, Inc.'s stock held by Telergy, Inc. The organizational structure provided as part of the Business Plan (Exhibit V) was completed prior to the formation of Telergy Operating, Inc. and does not appear in the organizational structure chart.

## **6) Statement of Compliance**

Telergy is capable of and willing to comply with all state laws and all Commission policies, rules and orders pertaining to its provision of the services described herein.

## **7) Conclusion**

This Application demonstrates that Telergy possesses the technical, financial, and managerial resources to provide local exchange service in Florida. Telergy's service offerings will increase competition, service quality, pricing options, and provide customers with additional choices for local exchange services.

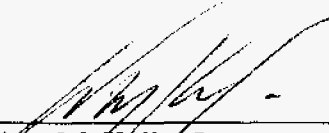
ORIGINAL

VERIFICATION

STATE OF NEW YORK


COUNTY OF ONONDAGA

William M. Kelly, Jr., being first duly sworn, deposes and says: That he is Executive Vice President for Telergy Network Services, Inc, the Applicant in the above proceeding, that he has read the foregoing application, and knows the contents thereof; and that he is authorized by Telergy Network Services, Inc. to verify that the contents of the applications are true.

  
\_\_\_\_\_  
William M. Kelly, Jr.  
Executive Vice President  
Telergy Network Services, Inc.

Subscribed and sworn to before me this

10<sup>th</sup> day of April, 2000

  
\_\_\_\_\_  
Notary Public  
State of New York

My commission expires: 7/15/2000

**KAREN M. HAWKINS**  
Notary Public, State of New York  
Qualified in Madison Co. No. 01445063010  
Commission Expires July 15, 2000



ORIGINAL

APPLICATION OF  
Telergy Network Services, Inc.

**Exhibit I**

**Telergy's Articles of Incorporation and Amendment**

**ORIGINAL**

**Table of Exhibits**

<b>Exhibit I</b>	<b>Articles of Incorporation and Amendment</b>
<b>Exhibit II</b>	<b>Certificate of Authority</b>
<b>Exhibit III</b>	<b>Certification Status</b>
<b>Exhibit IV</b>	<b>Financial Statement</b>
<b>Exhibit V</b>	<b>Business Plan</b>
<b>Exhibit VI</b>	<b>Illustrative Tariff</b>

CERTIFICATE OF INCORPORATION  
of  
TELERGY COMMUNICATIONS, INC.

Under Section 402 of the Business Corporation Law of the State of New York

The undersigned, being a natural person over eighteen years of age, for the purpose of forming a corporation under Section 402 of the Business Corporation Law, affirms the information set forth in this Certificate under the penalties of perjury:

FIRST: The name of the corporation is:

TELERGY COMMUNICATIONS, INC.

SECOND: The purposes for which this corporation is formed are to engage in any lawful acts or activities for which corporations may be organized under the Business Corporation Law of the State of New York, provided that the corporation is not formed to engage in any act or activity requiring the consent or approval of any state official, department, board, agency or other body without such consent or approval first being obtained.

THIRD: The office of the corporation shall be located in Onondaga County, New York.

FOURTH: The aggregate number of shares which the corporation shall have authority to issue is 200 common shares without par value, all of which shall be of one class.

FIFTH: The Secretary of State of the State of New York is designated as the agent of the corporation upon whom process against it may be served. The post office address to which the Secretary of State shall mail a copy of any process served against the corporation is One Teleroy Parkway, East Syracuse, New York 13057.

SIXTH: Directors of the corporation shall not be personally liable to the corporation or its shareholders for monetary damages because of their breach of duty as directors unless such liability is based upon a judgment or other final adjudication adverse to the director which establishes (i) that the director's acts or omissions were in bad faith or involved intentional misconduct or a knowing violation of law, (ii) that the director personally gained in fact a financial profit or other advantage to which the director was not legally entitled, or (iii) that the director's acts violated Section 719 of the New York Business Corporation Law. If the New York Business Corporation Law is amended to authorize the further elimination or limitation of the liability of directors, the liability of a director of the corporation, in addition to the limitation on personal liability established by this Certificate shall be further limited to the fullest extent permitted by the amended New York Business Corporation Law.

IN WITNESS WHEREOF, I have signed this Certificate of Incorporation on this 26th day of May, 1998, and affirm under the penalties of perjury that the statements contained in this Certificate of Incorporation are true.

A handwritten signature in black ink, appearing to read "Celeste A. Rossetti", written over a horizontal line.

Celeste A. Rossetti, Incorporator  
c/o Bond, Schoenck & King, LLP  
111 Washington Avenue  
Albany, New York 12210



*Network*

CERTIFICATE OF AMENDMENT  
OF THE  
CERTIFICATE OF INCORPORATION  
OF

TELERGY COMMUNICATIONS, INC.

*Under Section 805 of the Business Corporation Law*

The undersigned, President and Secretary of Telergy Communications, Inc. (the "Corporation"), hereby certify:

1. The name of the Corporation is TELERGY COMMUNICATIONS, INC.
2. The Certificate of Incorporation of the Corporation was filed by the Department of State on May 26, 1998.
3. The Certificate of Incorporation is amended at paragraph "FIRST" as authorized by Section 801 of the Business Corporation Law to change the name of the Corporation to "TELERGY NETWORK SERVICES, INC."
4. Paragraph "FIRST" of the Certificate of Incorporation which refers to the corporate name is amended and substituted to read in full as follows:

"FIRST: The name of the corporation is: TELERGY NETWORK SERVICES, INC."

5. The Amendment to the Certificate of Incorporation was authorized by unanimous written consent of the Board of Directors followed by written consent of the sole Shareholder of the Corporation.

IN WITNESS WHEREOF, this certificate has been subscribed on the 8<sup>th</sup> day of June, 1998, by the undersigned who affirm that the statements made herein are true under the penalties of perjury.

Brian Kelly  
Name: \_\_\_\_\_  
President

Brian Kelly  
Name: \_\_\_\_\_  
Secretary

ORIGINAL

APPLICATION OF

Telergy Network Services, Inc.

**Exhibit II**

**Telergy's Certificate of Authority to Transact Business**

---



FLORIDA DEPARTMENT OF STATE

Katherine Harris  
Secretary of State

February 1, 2000

TINA LELAND  
UNISEARCH INC  
101 CAPITOL WAY NORTH, STE 202  
OLYMPIA, WA 98501-1077

Qualification documents for TELERGY NETWORK SERVICES, INC. were filed on January 31, 2000 and assigned document number F0000000568. Please refer to this number whenever corresponding with this office.

Your corporation is now qualified and authorized to transact business in Florida as of the file date.

A corporation annual report/uniform business report will be due this office between January 1 and May 1 of the year following the calendar year of the file date. A Federal Employer Identification (FEI) number will be required before this report can be filed. If you do not already have an FEI number, please apply NOW with the Internal Revenue by calling 1-800-829-3676 and requesting form SS-4.

Please be aware if the corporate address changes, it is the responsibility of the corporation to notify this office.

Should you have any questions regarding this matter, please telephone (850) 487-6091, the Foreign Qualification/Tax Lien Section.

Michael Mays  
Document Specialist  
Division of Corporations

Letter Number: 500A00004774

**APPLICATION BY FOREIGN CORPORATION FOR AUTHORIZATION TO TRANSACT  
BUSINESS IN FLORIDA**

*IN COMPLIANCE WITH SECTION 607.1503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN CORPORATION TO TRANSACT BUSINESS IN THE STATE OF FLORIDA.*

1. Telergy Network Services, Inc.  
(Name of corporation; must include the word "INCORPORATED", "COMPANY", "CORPORATION" or words or abbreviations of like import in language as will clearly indicate that it is a corporation instead of a natural person or partnership if not so contained in the name at present.)
2. New York 3. 16-1554071  
(State or country under the law of which it is incorporated) (FEI number, if applicable)
4. May 26, 1998 5. Perpetual  
(Date of incorporation) (Duration: Year corp. will cease to exist or "perpetual")
6. Upon qualification  
(Date first transacted business in Florida.) (SEE SECTIONS 607.1501, 607.1502 and 817.155, F.S.)
7. One Telergy Parkway  
East Syracuse, NY 13057  
(Current mailing address)

8. All forms of telecommunication services  
(Purpose(s) of corporation authorized in home state or country to be carried out in state of Florida)
9. **Name and street address of Florida registered agent:** (P.O. Box or Mail Drop Box **NOT** acceptable)  
Name: NRAI Services, Inc.  
Office Address: 526 E. Park Avenue  
Tallahassee, Florida, 32301  
(Zip code)

FILED  
00 JUN 31 AM 11:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

**10. Registered agent's acceptance:**

*Having been named as registered agent and to accept service of process for the above stated corporation at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.*

Tina Leland  
Tina Leland (Registered agent's signature) Asst. Sec. for  
NRAI Services, Inc.

11. Attached is a certificate of existence duly authenticated, not more than 90 days prior to delivery of this application to the Department of State, by the Secretary of State or other official having custody of corporate records in the jurisdiction under the law of which it is incorporated.

12. Names and addresses of officers and/or directors: (Street address ONLY - P.O. Box NOT acceptable)

**A. DIRECTORS (Street address only - P.O. Box NOT acceptable)**

Chairman: Please see attached Addendum

Address: \_\_\_\_\_  
\_\_\_\_\_

Vice Chairman: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Director: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Director: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

**B. OFFICERS (Street address only - P.O. Box NOT acceptable)**

President: Please see attached Addendum

Address: \_\_\_\_\_  
\_\_\_\_\_

Vice President: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

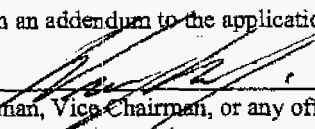
Secretary: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Treasurer: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

**NOTE:** If necessary, you may attach an addendum to the application listing additional officers and/or directors.

13.   
(Signature of Chairman, Vice Chairman, or any officer listed in number 12 of the application)

14. William M. Kelly, Jr., Executive Vice-President  
(Typed or printed name and capacity of person signing application)

FILED  
00 JAN 31 AM 11:45  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

**ADDENDUM**  
**OF**  
**TELERGY NETWORK SERVICES, INC.**

**CORPORATE OFFICERS:**

President	Brian P. Kelly	One Telergy Parkway East Syracuse, NY 13057
Vice President	Kevin J. Kelly	One Telergy Parkway East Syracuse, NY 13057
Secretary	Brian P. Kelly	One Telergy Parkway East Syracuse, NY 13057
Treasurer	Kevin J. Kelly	One Telergy Parkway East Syracuse, NY 13057

**DIRECTORS:**

Chairperson	Brian P. Kelly	One Telergy Parkway East Syracuse, NY 13057
Director	Kevin J. Kelly	One Telergy Parkway East Syracuse, NY 13057
Director	William M. Kelly, Jr.	One Telergy Parkway East Syracuse, NY 13057

SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

00 JAN 31 AM 11:45

FILED

ORIGINAL

APPLICATION OF

Telergy Network Services, Inc.

**Exhibit III**

**Certification Status**

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## **Certification Status**

Telergy has applications for competitive local exchange service pending in the following states: Connecticut, Maine, Maryland and Virginia.

Telergy has never been denied authority to offer competitive local exchange service.

Telergy Network Services, Inc. has approved Applications in New York (all forms), Massachusetts (all forms), New Hampshire (long distance), Rhode Island (all forms), New Jersey (all forms), Vermont (all forms), District of Columbia (local and facilities-based), Pennsylvania (all forms except CAP), Delaware (all forms) and West Virginia (resale only).

ORIGINAL

APPLICATION OF

Telergy Network Services, Inc.

**Exhibit IV**

**Financial Statement**

## **Telergy Network Services, Inc.**

### **Statement of Financial Capability**

**Telergy is a privately owned corporation. As such, it is not required to file public financial statements and respectfully requests that any financial information filed with the Commission be granted proprietary and confidential status.**

Telergy Network Services, Inc. has sufficient financial capability to provide the requested telecommunications services, the financial capability to maintain these services, and the financial capability to meet its lease and ownership obligations. Telergy has full support and commitment to financial backing from its parent company, Telergy Operating, Inc., in addition to full support from Telergy, Inc., its (Telergy Operating, Inc.'s) parent company. Filed separately, under seal, with this Application, are the Company's audited financial statements as of December 31, 1998. Also included are the audited, consolidated financial statements of Telergy, Inc. for 1998, together with its 1999 Third Quarter Balance Sheets.

The Company is properly preparing for its venture into the telecommunications business. Telergy is positioned to add significant revenue growth while having a majority of its expenses fixed in nature.

Telergy has marshaled significant financial resources to enable the Company to effectively provide the proposed services through the arrangement of bank loans and lines of credit. These funds may be used for asset acquisition, working capital, and/or corporate expansion. In light of these resources, Telergy will be financially well-qualified to provide interexchange telecommunications service. Thus, Telergy asserts that it has the financial resources necessary to operate as a competitive interexchange service provider in Florida.

ORIGINAL

APPLICATION OF

Telergy Network Services, Inc.

**Exhibit V**

**Business Plan**

**Telergy Network Services, Inc.**

**Officers and Directors**

The officers and directors of Telergy are listed below. Each has his primary place of business at One Telergy Parkway, East Syracuse, New York 13057.

<b>Brian P. Kelly</b>	<b>President and Director</b>
<b>Kevin J. Kelly</b>	<b>Vice President and Director</b>
<b>Brian P. Kelly</b>	<b>Secretary</b>
<b>Kevin J. Kelly</b>	<b>Treasurer</b>
<b>William M. Kelly, Jr.</b>	<b>Executive Vice President and Director</b>

ORIGINAL

APPLICATION OF

Telergy Network Services, Inc.

**Exhibit VI**

**Illustrative Tariff**

The Company's proposed local exchange tariff will be provided prior to initiating service and after negotiating interconnection with the incumbent local exchange carriers.

**TELERGY NETWORK SERVICES, INC.**

**Tariff No. 1**

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL FACILITIES BASED COMMUNICATIONS SERVICES WITHIN  
THE STATE OF FLORIDA**

**Applicable in Florida**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for alternative local exchange telecommunications services provided by **Telergy Network Services, Inc.**, within the State of Florida. This tariff is on file with the **Public Service Commission of Florida**. Copies may be inspected during normal business hours at the Company's principal place of business.

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Date of Issue:

Effective Date:

Issued By: Brian P. Kelly, President of Telergy Network Services, Inc.  
1 Telergy Parkway, East Syracuse, N.Y. 13057 (877) 835-3749

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**CHECK SHEET**

The title page and pages of this Tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised pages, as named below, comprise all changes from the original Tariff and are currently in effect as of the date on the bottom of this page.

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				7	Original
<b>Section 5</b>		<b>Section 6</b>		<b>Section 7</b>	
1	Original	1	Original	1	Original
2	Original	2	Original	2	Original
3	Original	3	Original	3	Original
4	Original	4	Original	4	Original
				5	Original

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**CHECK SHEET**

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**CONCURRING, CONNECTING AND OTHER PARTICIPATING CARRIERS**

**CONCURRING CARRIERS:**

No Concurring Carriers

**CONNECTING CARRIERS:**

No Connecting Carriers

**OTHER PARTICIPATING CARRIERS:**

No Participating Carriers

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**EXPLANATION OF SYMBOLS**

- (D) To signify Deleted or Discontinued Rate or Regulation
- (I) To signify Change Resulting in an Increase to a Customer's Bill
- (M) To signify Text Relocated Without Change
- (N) To signify New Rate or Regulation
- (R) To signify Change Resulting in a Reduction to a Customer's Bill
- (T) To signify Change in Text or Regulation but No Change in Rate or Charge

A. **Check Sheets** – When a Tariff filing is made with the FPSC, an updated check sheet accompanies the tariff filing.

B. **Sheet Numbering and Revision Levels** – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially within each section of the tariff. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between existing sheets 14 and 15 in Section 2 would be 14.1. Revision levels also appear in the upper right corner of each page. These levels are used to determine the most current sheet version on file with the FPSC. For example, the 4<sup>th</sup> revised sheet 14 cancels the 3<sup>rd</sup> revised sheet 14.

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**SECTION 1 - APPLICATION OF TARIFF**

**1.1 Application of Tariff**

This Tariff sets forth the regulations and rates applicable to services provided by Telergy Network Services, Inc. ("Telergy" or "Company"), as follows:

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

**1.2 Service Territory**

Telergy will provide all forms of telecommunication services in the following local calling areas and counties:

Throughout the State of Florida.

**1.3 Availability**

Service is available where facilities permit.

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Date of Issue:

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.1. USE OF FACILITIES AND SERVICE**

**The rules and regulations set forth in this Tariff shall apply only to the extent not inconsistent with Florida laws or statutes, or other such rules, regulations or orders of the Public Service Commission. In all respects, the Company agrees to comply with Florida laws, or statutes, and all other rules, regulations or orders of the Public Service Commission.**

**A. Obligation of the 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 unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the Customer; or (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.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed or actual use of the facilities or service would tend to adversely affect the Company's plant, property or service, or would result in service degradation to the Company's other Customers.

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 service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

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Date of Issue:

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1 Telergy Parkway, East Syracuse, N.Y. 13057 (877)835-3749

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.1 USE OF FACILITIES AND SERVICE (cont'd)**

**B. Limitations of Liability**

**1. Indemnification by Customer**

The Customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) 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; 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. In the event such infringing use is enjoined, the Customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

**2. Customer-Provided Equipment**

The service and facilities furnished by the Company 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.

**3. Use of Facilities of Other Companies**

When the facilities of other companies or the Customer 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, including the Customer's proposed or actual use of the facilities or service in a manner set forth in this Section. This includes the provision of a signaling system database by another company.

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Date of Issue:

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**SECTION 2 – GENERAL RULES AND REGULATIONS,  
CONT'D.**

**2.1. USE OF FACILITIES AND SERVICE (cont'd)**

**C. Use of Service**

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the Customer's option. The Customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its Customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customers in the provision of the service. The resale or joint use of the Company's facilities or services shall be subject to all the relevant provisions set forth herein, including but not limited to this Section.

**D. 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 the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear expected. 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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1 Telergy Parkway, East Syracuse, N.Y. 13057 (877)835-3749

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.1. USE OF FACILITIES AND SERVICE (cont'd)**

**E. Directory Errors**

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

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

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

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Date of Issue:

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1 Telergy Parkway, East Syracuse, N.Y. 13057 (877)835-3749

**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.1. USE OF FACILITIES AND SERVICE (cont'd)**

**E. Directory Errors (cont'd)**

5. only to the extent that an error, mistake or omission of an address places  
(cont'd) the subscriber on an incorrect street or in an incorrect community.

6. Notice: Such allowances or credits as specified in paragraphs 1,2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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Date of Issue:

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1 Telergy Parkway, East Syracuse, N.Y. 13057 (877)835-3749

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.2. MINIMUM PERIOD OF SERVICE**

The minimum period of service is one month except as otherwise provided in this Tariff. The Customer 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 service 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 accumulated to calculate if the Customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property 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 at the same premises after the first month's service, the minimum period of service requirements are assigned to the new Customer if the new Customer 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 was originally furnished.

**2.3. FLEXIBLE PRICING**

**A. General**

Flexible Pricing sets minimum and maximum rates that can be charged for the telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to the Customers and the [PUBLIC SERVICE COMMISSION].

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'**

**2.3. FLEXIBLE PRICING (cont'd)**

**B. Conditions**

1. The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.
2. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.
3. A rate shall not be changed unless it has been in effect for at least thirty (30) days.
4. A Customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The Customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

**2.4. PAYMENT FOR SERVICE RENDERED**

**A. Responsibility for All Charges**

Except as otherwise prohibited by law, any applicant for facilities or service may be required to sign an application form requesting the Company to furnish facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The Customer is responsible for all local and toll calls origination from the Customer's premises and for all calls charged to the Customer's line where any person answering the Customer's line agrees to accept such charge. If a Customer has entered into a Term Contract with the Company (i.e. a contract for 1, 2 or 3 years or some other specified term) and cancels some or all of the service or products before expiration of the Term, the Customer shall be assessed a cancellation charge equal to 50% of the average monthly charges for the six (6) months prior to notice of cancellation multiplied by the number of months remaining in the Term Contract. Notwithstanding the above, a cancellation charge may or may not apply if at the time of cancellation the Customer and the Company are able to negotiate modified terms acceptable to the Company.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.4. PAYMENT FOR SERVICE RENDERED (cont'd)**

**B. Deposits**

Subject to special provision as may be set forth below and in this Section of this Tariff, 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 equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the Customer 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 connection 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 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 Commission pertaining to Customer deposits.

**C. Payment of Charges**

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due upon receipt and are payable at any Business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an 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 greater of the unadjusted Customer deposit rate or the applicable late payment rate, if any, for the service classification under which the Customer was billed. Interest will be paid from the date when the Customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on Customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

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 objection is not received by the Company within two months after the bill is rendered.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.4. PAYMENT FOR SERVICE RENDERED (cont'd)**

**D. Return Check Charge**

When a check which has been presented to the Company by a Customer for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge of \$25.00.

**E. Late Payment Charges**

Customer bills for telephone service are upon receipt. A Customer is in default unless payment is made within 30 days after the date of the bill. If payment is not received by the Customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff.

1. Late Payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
2. Late payment charges do not apply to final accounts.

**2.5. INSTALLATION SERVICE**

The Company provides a Half-Day Installation Plan, which offers Customers half-day appointments (i.e. morning/afternoon or a rolling interval) for connection of Commission regulated service involving a Customer premise visit. In the case of any inconsistency with the regulations of the Commission for installation service, the rules of the Commission shall prevail.

**2.6. ACCESS TO CUSTOMER'S PREMISES**

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.7. [RESERVED FOR FUTURE USE]**

**2.8. [RESERVED FOR FUTURE USE]**

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.9. SUSPENSION OR TERMINATION OF SERVICE**

**A. Suspension or Termination for Nonpayment**

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate 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 Connection Charge as well as any payment due and any applicable deposits upon reconnection.

1. Termination shall not be made until at least thirteen (13) days after written notification has been mailed to the billing address of the Customer and no sooner than 5 days after suspension.
2. Suspension will not be made until at least eight (8) days after written notification has been mailed to the Customer.
3. Telephone service shall only be suspended during the hours between 8:00 AM and 7:30 PM, Monday through Thursday and between 8:00 AM and 3:00 PM on Fridays. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal or state holidays proclaimed by the President or Governor, or on days when the main Business office of the Company is not open for Business, or during the periods from December 23<sup>rd</sup> through December 26<sup>th</sup> or December 30<sup>th</sup> through January 1<sup>st</sup>.

**B. Exceptions to Suspension and Termination**

Telephone service shall not be suspended or terminated for:

1. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
2. Nonpayment for service which a bill has not been rendered;
3. Nonpayment for service which has not been rendered;
4. 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 Company's complaint handling procedures.
5. 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.
6. Nonpayment of backbilled amounts as outlined in this Tariff.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.9. SUSPENSION OR TERMINATION OF SERVICE (cont'd)**

**C. Verification of Nonpayment**

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

1. The Company has verified, in a manner approved by the 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
2. 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.

**D. Termination for Cause Other than Nonpayment**

**1. General**

The Company may refuse initial service or, after notice in writing to the Customer and after having given the Customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the Customer's premises under the following conditions:

- (a) 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
- (b) if, in the judgement of the Company, any proposed or actual use of the facilities or service by the Customer may adversely affect the Company's personnel, plant, property or service or may result in service degradation to the Company's other Customers. The Company 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, or
- (c) in the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the

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Company, or

**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.9. SUSPENSION OR TERMINATION OF SERVICE (cont'd)**

**D. Termination for Cause Other than Nonpayment (cont'd)**

- (d) in the event that service is connected for a Customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the Customer satisfies the indebtedness within twenty (20) days after written notification. See this Section regarding Deferred Payment Agreements.

**2. Abandonment or Unauthorized Use of Facilities**

- (a) If it is determined that facilities have been abandoned, or are being used by unauthorized person, or that the Customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
- (b) In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same Customer at the same location:
- (c) No charge shall apply for the period during which service had been terminated, and
- (d) Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

**3. Change in the Company's Ability to Secure Access**

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

**E. Emergency Termination of Service**

The Company will immediately terminate the service of any Customer, on request, when the Customer has reasonable belief that the service is being used

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by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.10. ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS**

**A. Application of Rates**

1. Business rates as shown in the Rate Attachment 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: colleges, hospitals 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 or public advertising indicates a Business or a profession;
  - (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 Customer resells or shares exchange service;
2. The use of Business facilities and service is restricted to the Customer, Customer's agent and representatives of the Customer, and joint users.

**B. Telephone Number Changes**

1. When a Business Customer requests a telephone number change, the referral period for the disconnected number is 180 days.
2. The Company reserves all rights to the telephone numbers assigned to any Customer. The Customer may order a Customized Number where facilities permit for an additional charge as specified in this Tariff.
3. When service is an existing location is continues for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.10. ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS  
(cont'd)**

**B. Telephone Number Changes (cont'd)**

4. Deposits will be returned to a Business Customer upon cancellation of service or after one year, whichever occurs first, unless the Customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the Customer.

**C. Dishonored Checks**

If a Business Customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue an additional notice before disconnecting service.

**2.11. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS**

**A. Application of Rates**

Residential rates shown in the Rate Attachment apply to service furnished in private homes or apartments (including all parts of the Customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in Residential quarters.

Residential rates do not apply to service in Residential locations if the listing indicates a Business or profession. Residential rates do not apply to service furnished 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.

The use of Residential service and facilities is restricted to the Customer, members of the Customer's domestic establishment, and joint users.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.11. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS  
(cont'd)**

**B. Telephone Number Changes**

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

The Company reserves all rights to any telephone number assigned to a Customer for local service. The Customer may order a Customized Number where facilities permit for an additional charge as specified in this Tariff.

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

**C. Deposits**

**1. General**

- (a) Except as provided in the following, the Company may require a deposit, as described in this Section of this Tariff, from a Residential Customer who is applying for service if the Customer:
  - (I) has had service terminated for nonpayment once within the preceding six month period
  - (II) is delinquent in payment. A Customer is delinquent in payment if that Customer has received two consecutive telephone bills without making payment of a 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.
- (b) An existing Customer is an applicant for service who was a Customer of the Company within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within ten (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 six (6) months.
- (c) A new Customer is an applicant for service who has not been a Customer of the Company within twelve months of making the

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**SECTION 2 - GENERAL RULES AND REGULATIONS, CONT'D.**

**2.11 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)**

**B. Deposits (cont'd)  
(c) (cont'd)**

request for service. A new Customer shall not be required to post a security deposit as a condition of receiving telephone service.

- (d) 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 schedule at the time of application. A seasonal Customer may be required to post a deposit.

**2. Customer Exempt from Deposits**

- (a) A new Customer or existing Customer who is 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 thirty (30) days from the date service is connected, or thirty (30) days from the date that verification if 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) 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.

**3. Recent Payment History**

A Customer who has a recent payment history (within the preceding twelve months) with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment or have had service terminated for nonpayment. A Customer who still owes 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,).

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.11. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (cont'd)**

**C. Deposits (cont'd)**

New deposits from a Residential Customer is reviewed after the first three (3) monthly bills have been rendered; if too much has been taken, the excess is returned. The entire deposit is returned to a Residential Customer after one (1) year, unless the Customer is delinquent in payment, in which case the Company may continue to retain the deposit until the delinquency is satisfied. If the service is discontinued, the deposit is applied against the final bill, and any balance is returned to the Customer.

**D. Installment Billing for Nonrecurring Charges**

1. A Residential Customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.
2. **Installment billing is subject to the following restrictions**
  - (a) Installment billing may be used only by Residential Customers;
  - (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;

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.11. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS  
(cont'd)**

**1. Installment billing is subject to the following restrictions (cont'd)**

- (g) Installment billing payments will continue even when an account is temporarily suspended;
- (h) No interest or carrying charges will be applied to the outstanding balance during the installment period.

**E. Adjusted Payment Schedule**

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

**F. Suspension or Termination for Nonpayment**

1. Suspension/termination notices may not be issued until at least twenty-five (25) days after the date of the bill. Bills must be mailed to the Customer no later than six (6) Business days after the date of the bill.
2. After issuing the written notification in accordance with this Section, at least one attempt shall be made during non-working hours to contact the Residential Customer by telephone before the scheduled date of suspension/termination.
3. Suspension/termination may occur only between the hours of 8:00 a.m. and 7:30 p.m. Monday through Thursday and 8:00 a.m. and 3:00 p.m. on Friday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
4. Telephone service may be suspended or terminates 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 24 hours following payment or within 24 hours of the end of the circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.
5. The Company will rely on the underlying local exchange carrier to provide access to 911 during temporary disconnections for non-payment of a residential subscriber's local service.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.11. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS  
(cont'd)**

**G. Deferred Payment Agreements**

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

A Deferred Payment Agreement will be for a period agreed to by both the Customer and the Company.

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

**H. Dishonored Checks**

When a check 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 within the past 12 months.

**I. Suspension or Termination - Abandonment**

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D.**

**2.11. ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMER (cont'd)**

**J. Backbilling for Residential Customers**

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 (24) hours 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 caused 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 be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

**2.12. ALLOWANCES FOR INTERRUPTIONS IN SERVICE**

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

**A. Credit for Interruptions**

1. An interruption period begins when the Customer reports a service, facility or circuit to be interrupted and releases it for testing and repair. An interruption period ends when service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
2. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rate basis against rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive credit.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D**

**2.12. ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)**

3. A credit allowance will be given, upon request of the Customer to the Business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:

(a) if interruption continues for less than 24 hours:

(I) 1/30th of the monthly rate if it is the first interruption in the same billing period.

(II) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

(b) if interruption continues for more than 24 hours:

(I) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

(II) for other interruption, 1/30th of the monthly rate for the first 24 hours and 2/30ths 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 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions.

(III) Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

**4. Credit to Customer**

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D**

**2.12. ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)**

**A. Credit for Interruptions (cont'd)**

**5. "Interruption" Defined**

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

**B. Limitations on Credit Allowances**

No credit allowance will be made for:

1. Interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to, the Customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities.
2. interruptions due to the failure or malfunction of non-Company equipment, including service connected to Customer provided electric power;
3. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigation and correcting interruptions;
4. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
5. interruptions of service due to circumstances or causes beyond the control of the Company.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D**

**2.13. AUTOMATIC NUMBER IDENTIFICATION**

**A. Regulations**

1. The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by Tariff, to any entity (ANI recipient), only under the following terms and conditions:
2. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
3. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established Customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
4. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
5. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision A, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
6. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D**

**2.13. AUTOMATIC NUMBER IDENTIFICATION (cont'd)**

**B. Terms and Conditions**

Violations of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to applicable State law.

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**SECTION 2 – GENERAL RULES AND REGULATIONS, CONT'D**

**2.13. AUTOMATIC NUMBER IDENTIFICATION (cont'd)**

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions**

**ACCESS LINES -**

A Telephone facility which permits access to and from both the Customer's premises and the telephone exchange or serving central office.

**ADD/DROP MULTIPLEXING -**

A multiplexing function that allows lower level signals to be added or dropped from an Optical Carrier (OC) channel.

**ADDITIONAL LISTING -**

Any listing of a name or other authorized information in connection with a Customer's telephone number in addition to that which is entitled with his regular service.

**ADVANCE PAYMENT -**

A payment required before the start of service.

**AGENCY -**

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

**ALTERNATE ROUTING ("AR") -**

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service).

**ANALOG -**

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

**APARTMENTS -**

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

**APPLICANT -**

A person who applies for telecommunications service. Includes persons seeking reconnection of their service after Company-initiated termination.

**APPLICATION -**

A request made orally or in writing for telephone service.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**ASCII -**

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

**ASYNCHRONOUS -**

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

**ATTENDANT -**

An operator of a PBX console or telephone switchboard.

**AUTHORIZED USER -**

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

**AUTOMATIC LOCATION IDENTIFICATION ("ALI") -**

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

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

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

**AUXILIARY LINE SERVICE -**

Auxiliary line service is additional individual line service furnished to supplement the main individual line service of a Customer.

**BASE RATE AREA -**

A specific area, within which the schedule rates for local exchange service apply without exchange line mileage or without special rates in lieu of mileage.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**BIT -**

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

**BUILDING -**

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

**BUSINESS SERVICE -**

Determination as to whether or not Customer's service should be classified as Business will be based on the character or use to be made of the service. The practice of advertising a telephone number in newspapers, business cards, or on trucks shall be a contributing, but not an exclusive factor in determining the classification of service. Service will be classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature.

**CALL INITIATION -**

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

**CALL TERMINATION -**

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

**CENTRAL OFFICE -**

An operating office of the Company where connections are made between telephone exchange lines.

**CENTRAL OFFICE LINE -**

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

**CHANNEL -**

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

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**CHANNEL CONVERSION -**

The termination of 1.544 Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

**CHANNEL SERVICE UNIT ("CSU") -**

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

**CIRCUIT -**

A channel used for the transmission of electrical energy in the furnishing of telephone and other Communication services.

**COLLEGE -**

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

**COMMUNICATIONS SYSTEMS -**

Channels and other facilities which are capable of two-way communications between subscriber - provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

**COMPANY -**

Telergy Network Services, Inc., unless otherwise clearly indicated from the context.

**COMPLETED CALL OR TELEPHONIC COMMUNICATIONS -**

A call, or other telephonic communication, originated by a person or mechanical/electrical device from a number to another number which is answered by a person or mechanical/electrical device. The numbers may be located any distance apart within New York; and the communication may consist of voice, data, the combination of both, or other transmission via a wire or wireless medium; and may be for any duration of time.

**CONNECTING ARRANGEMENT -**

The equipment provided by the Company to accomplish the direct electrical connection of Customer-provided facilities with the facilities of the Company; or facilities of the Company with other facilities of the Company.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**CONNECTING COMPANY -**

A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interexchanged.

**CONSTRUCTION CHARGE -**

A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in this tariff.

**CONTRACT -**

The agreement between a Customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariffs.

**COST -**

The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

**CUSTOMER -**

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

**CUSTOMER PREMISES EQUIPMENT (CPE) -**

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

**DATE OF PRESENTATION -**

Postmark date on billing envelop.

**DAY -**

Day Rates apply for any portion of a call occurring Monday through Friday during the period from 8:00 A.M. to but not including 5:00 P.M, unless otherwise provided in the tariff.

**DEDICATED -**

A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**DEFAULT ROUTING ("DR") -**

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

**DEMARCATIION POINT -**

The physical dividing point between the Company's network and the customer.

**DIAL PULSE ("DP") -**

The pulse type employed by a rotary dial station set.

**DIGITAL -**

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

**DIGITAL BIT STREAM -**

Synchronous flow of binary data in digital from a single Customer-provided source at a predetermined speed.

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

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

**DIRECTORY LISTING -**

A publication in the Dominant Telephone Company's alphabetical directory of information relative to a Customer's name or other identification and telephone number.

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

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

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**SECTION 3 - DEFINITIONS**

**3.1 Definitions (cont'd)**

**DISCONNECT NOTICE -**

The written notice sent to a Customer following billing, notifying him that his service will be discontinued if charges are not satisfied by the date specified on the notice.

**DROP WIRE -**

Wires between an open wire lead or aerial or underground cable terminal and the point of entrance to the premises in which the Customer's telephone service is located. The drop wire terminates in the protector or its equivalent.

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

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

**DUPLEX (CHANNELS) SERVICE -**

When applied to a channel service, denotes one with the capability of the simultaneous transmission, to the extent of its defined characteristics, of two messages, one in each direction.

**E911 SERVICE AREA -**

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

**E911 CUSTOMER -**

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**EMERGENCY SERVICE NUMBER ("ESN") -**

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

**END OFFICE -**

The term "end office" denotes the LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**ENTRANCE FACILITIES -**

Facilities extending from the point of entrance on private property to the premises on which service is furnished.

**ERROR -**

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

**EVENING -**

Evening Rates apply for any portion of a call occurring Monday through Friday during the period from 5:00 P.M. to but not including 11:00 P.M., unless provided otherwise in this tariff.

**EXCHANGE -**

A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain one or more central offices together with the associated plant, equipment and facilities used in furnishing communication service within that area.

**EXCHANGE ACCESS LINE -**

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

**EXCHANGE AREA -**

The area within which the telephone Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

**EXCHANGE SERVICE -**

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

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**EXTENDED AREA SERVICE (INTRALATA TOLL SERVICE) -**

A type of telephone service furnished under tariff provisions whereby Customers of a given exchange may complete calls to and receive messages from one or more exchanges without the application, where provided by the tariff, of long distance message telecommunications charges.

**FACILITIES -**

Includes, in the aggregate or otherwise, but is not limited to, the following:

Channels lines communications paths apparatus devices systems equipment accessories

**FINAL ACCOUNT -**

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

**FLAT RATE SERVICE -**

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

**GROUND START -**

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**HANDICAPPED PERSON -**

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

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

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

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

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

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

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

**HOSPITAL -**

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**HOTEL -**

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

**INCOMING SERVICE GROUP -**

Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

**INDIVIDUAL CASE BASIS -**

A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the case.

**INTERFACE -**

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

**INTERFACE EQUIPMENT -**

Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

**INTERFACE JACK -**

A connection device provided for use as a point of demarcation between network access service and Customer owned equipment.

**INTEROFFICE MILEAGE -**

The segment of a line which extends between the central offices serving the originating and terminating points.

**INTERRUPTION -**

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

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**JOINT USER -**

A person, firm or corporation which is designated by the Customer as a user of Local Exchange Service furnished to the Customer and to whom a portion of the charges for the services will be billed under a joint user arrangement as specified herein.

**KILOBIT -**

One thousand bits.

**LATA -**

A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court of the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association Inc. Tariff FCC No. 4. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

**LINK -**

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

**LEASED CHANNEL -** A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

**LOCAL CALL -**

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

**LOCAL CALLING AREA -**

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

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**LOCAL SERVICE -**

Telephone exchange service within a local calling area.

**LOCAL TELEPHONE NUMBER PORTABILITY -**

The ability of end users to retain their existing telephone numbers when remaining at a location, or changing their location within the geographic area served by the initial carrier's serving central office, regardless of the LEC or CLC selected.

**LOOP START -**

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

**LOOPS -**

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

**MEGABIT -**

One million bits.

**MESSAGE RATE SERVICE -**

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

**MILEAGE -**

The measurement upon which charges are computed for line extensions.

**MINIMUM CONTRACT PERIOD -**

The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment whether or not retained by the Customer for such minimum length of time.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**MOVE -**

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

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

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

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

**NETWORK CONTROL SIGNALING -**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

**NETWORK CONTROL SIGNALING UNIT -**

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

**NIGHT -**

Night rates apply for any portion of a call occurring during the period from 11:00 P.M. to but not including 8:00 A.M. Sunday through Friday, unless otherwise provided in this tariff.

**NODE -**

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**NSF CHECK -**

Any negotiable instrument returned by a bank, savings institution, or other eligible institution which is returned by that institution with one of the following instructions: non-sufficient funds, uncollectible funds, account closed, account frozen, no account.

**NXX RATING POINT -**

The end office/wire center location designated in the Local Exchange Routing Guide as the assignment point for an NPA-NXX code.

**PERSON -**

A natural person, firm partnership, corporation, association, municipality, cooperative, organization, government agency, real estate trust or other legal entity.

**POINT OF DEMARCATION -**

The Point of Demarcation is a point in a Customer's circuit to which the Telephone Company is responsible for service and beyond which the Customer is responsible for service.

**PORT -**

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

**PREMISES -**

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

**PRIVATE BRANCH EXCHANGE SERVICE -**

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**PRIVATE BRANCH EXCHANGE SYSTEM (PBX)** - An arrangement of equipment, consisting of switching apparatus with attendant's telephones, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephone interconnection between these stations, and also communication with the general exchange system.

**PUBLIC ACCESS LINE SERVICE** -

Service providing facilities for a customer owned coin operated telephone ("COCOT").

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

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

**RATE CENTER** -

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

**RECURRING CHARGES** -

The monthly charges to the Customer for services, facilities and equipment, which continues for the agreed upon duration of the service.

**REFERRAL PERIOD** -

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

**REGISTERED EQUIPMENT** -

The term "Registered Equipment" as used in this tariff denotes equipment which complies with and has been approved within the registration provisions of Part 68 of the Federal Communication's Rules and Regulation.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**RESALE OF SERVICE -**

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

**RESIDENCE SERVICE -**

Service will be classified as residence service where the business use, if any, is merely incidental and where the major use is of a social or domestic nature.

**SAME PREMISES -**

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

**SELECTIVE ROUTING ("SR") -**

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

**SERVICE ORDER CHARGE -** The nonrecurring charge a Customer is required to pay at the time of the establishment of telephone service or subsequent additions to that service.

**SERVICE ORDER -**

The written request for the Company's services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

**SERVING CENTRAL OFFICE -**

The central office from which local service is furnished.

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**SECTION 3 -- DEFINITIONS**

**3.1 Definitions (cont'd)**

**SERVING WIRE CENTER -**

A serving wire center denotes the wire center from which the Customer designated premises would normally obtain dial tone from the Company.

**SHARING -**

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

**STANDARD NETWORK INTERFACE -**

The point where Company network services or facilities terminate and the Company's responsibility for installing and maintaining such services or facilities ends.

**STATION -**

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

**SUSPENSION -**

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

**SYNCHRONOUS -**

Transmission in which there is a constant time interval between bits, characters or events.

**SYNCHRONOUS OPTICAL NETWORK (SONET) -**

A set of International standards for fiber based transmission systems. SONET defines standard optical carrier transmission rates and utilizes a modular multiplexing signal approach based on the application of Synchronous Transport Signals.

**T-1 SYSTEM -**

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**TELEPHONE CALL -**

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

**TELEPHONE GRADE LINES -**

Lines furnished for voice transmission or for certain signaling purposes.

**TERMINATION OF SERVICE -**

Discontinuance of both incoming and outgoing service.

**TIE LINE -**

A dedicated line connecting two switchboards or dial systems.

**TOLL CALL -**

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

**TOLL MESSAGE -**

A message between stations in different exchange areas and furnished under the provisions of the applicable toll tariff.

**PERSON TO PERSON TOLL MESSAGE -** A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.

**COLLECT MESSAGE -** A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.

**THIRD NUMBER MESSAGE -** A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.

**CREDIT CARD MESSAGE -** A toll message in which associated charges are billed to credit card number assigned by a telephone Company and issued to either the called or calling party.

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**SECTION 3 – DEFINITIONS**

**3.1 Definitions (cont'd)**

**TOLL RATE -**

The initial period charge prescribed for toll message usually based upon a minimum initial period and distance between changes.

**TONE DIAL SIGNALING ("TD") -**

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

**TOUCH CALLING -**

Multifrequency dialing arrangement furnished from central offices whereby calls are originated through the use of push buttons in lieu of a rotary dial.

**TRANSMISSION FACILITIES -**

The facilities used to provide analog voice grade signals to Customers, consisting of cable television facilities available for the Company's use and suitability equipped to provide two way voice communications.

**TRUNK -**

A communication line between two switching systems. The term switching system typically includes equipment in a central office (the telephone Company) and PBXs. A tie trunk connects PBXs. Central office trunks connect a PBX to the switching system at the central office.

**TWO WAY -**

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

**USER -**

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

**VOICE GRADE FACILITY -**

A communication path between two points comprised of any form or configuration of physical plant capable of and typically used in the telecommunications industry for transmission within the frequency bandwidth of approximately 300 to 3000 Hertz.

**WEEKEND -**

Weekend rates apply for any portion of a call occurring during the period from 11:00 P.M. to but not including 8:00 A.M. Sunday through Friday, all Saturday, and Sunday to but not including 5:00 P.M., unless otherwise provided in this tariff.

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**SECTION 4 – NONRECURRING CHARGES**

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**SECTION 4 – NONRECURRING CHARGES, CONT'D.**

**4.1. SERVICE ORDER CHARGE**

**A. General**

A Service Order Charge applies per line per Customer request for connection, moves, changes of service or telephone number, and where line installation, connection, initial or other one time charges apply. The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, a Service Order Charge for the underlying service will apply as if the work had been done by the Company. The Customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

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

**B. Exceptions**

1. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the Customer's exchange.
2. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the Customer's exchange service.
3. The Company may from time to time waive or reduce the charge as part of a promotion.

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**SECTION 4 – NONRECURRING CHARGES, CONT'D.**

**4.2. LINE OR PORT CHARGE**

**A. General**

A Central Office Line or Port Charge applies per line per Customer request for connection of lines and mileage circuits and terminations of each line to different buildings as follows:

Individual line or port	Auxiliary line or port
Centrex line or port	Off premises station line or port
Trunk or Trunk port WATS line	Access Channel or Port (C.O. Termination)
Intercept Line or Port	Centralized Switching or Centralized Switching Port
Public Access Smart-pay Line or Port	Party Line
	Concentrator-Identifier Line

A Central Office Line or Port Charge applies for each termination of the following lines when terminations of such lines are in different buildings (one charge per line, per building):

Access Channel or Port	Private Line
Call Circuit or Port	Teletypewriter Line or Port
Facsimile Line or Port	Tie Line
Intercommunication Line or Port	Trunk Multiple or Trunk Multiple Port
Leased Channel or Port (Leased Line or Port)	Turret Line or Port
	Off-premises Station Line or Port (PBX Service)

Central Office Line or Port Charge shall apply to lines that terminate in only jacks or keys.

A Central Office Line or Port Charge shall apply for each change from full service to port service or from port service to full service.

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**SECTION 4 – NONRECURRING CHARGES, CONT'D.****4.3 LINE OR PORT CHANGE (REWIRE) CHARGE****A. General**

The Customer will be assessed a Central Office Line Change Charge per Customer request for change in type, grade or class of service, change in telephone number, or temporary suspension of Business or Residential services. A rewire is a change at the subscriber's initiative in the termination of lines, ports, wiring or installation of a Switched Voice Grade Analog Link. Such changes may be made either in a CO or at a subscriber's premises. A rewire of a line includes corresponding changes in the multiple terminals of the line, including pickups in station key equipment.

A Line or Port Change Charge applies, per line or port, to each change in type, grade or class of service, to each change of telephone number or individual, auxiliary, Centrex lines or ports and trunks and trunk ports and to each temporary suspension of Business and residence service.

A Line or Port Change Charge applies, per line or port, to provide certain Blocking Options to PBX Service subscribers and to individual line or port Business subscribers with three or more lines or ports.

Rewire charges shall not apply when other Nonrecurring Charges apply to connect, move, or substitute stations associated with the lines or ports rewired.

Rearrangements, such as the following are classified as rewires:

- Changes in restriction arrangements on stations
- Changes in telephone number of PBX or Centrex-CU stations, including associated bridged stations, each station.
- Provision of change in or discontinuance of line hunting arrangements subsequent to connection of station, each line or port.
- Changes in trunk terminations from switching equipment to attendant position or vice versa, each trunk
- Changes in type of line treatment on tie lines or Centrex lines, or port, each line or port
- Changes of PBX stations or Centrex primary stations to bridged stations and vice versa, per station

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**SECTION 4 – NONRECURRING CHARGES, CONT'D.****4.4. RECORD ORDER CHARGE****A. General**

A Record Order Charge applies per line for work performed by the Company in connection with receiving, recording and processing of Customer requests where only changes in COMPANY RECORDS ARE INVOLVED. A Record Order Charge shall also apply to connections or changes made by an installer or repairman, where work is completed at the time of a visit to a Customer's premises where such a visit is made at the Company's initiative or for maintenance reasons.

A Record Order Change applies to the following:

- Addition of Directory Listings
- Change in listed name, except changes resulting from death, marriage or court order.
- Change in listed address, exception deletions or partial omissions.
- Change to dual name listing
- Change of billing party
- Change from Centrex II to Centrex III or vice versa
- Change from listed service to non-listed service
- Change from listed service to non-published service not involving a change in telephone number
- Establishment of a Joint User
- An order for a Variety Package Customer who already subscribes to the appropriate Custom Calling Services
- An order to discontinue a Variety Package
- An order to change or reset an existing PIN from a Ability Call Feature Access Customer
- An order to add / change Optional Features of the Voice Mail Option for Residence and Small Business

\*\*\*A Record Order Charge does not apply to a record order placed by the Customer at the same time as an order to which the Service Order Charge applies. (It is either one OR the other, not BOTH.)

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**SECTION 4 – NONRECURRING CHARGES, CONT'D.**

**4.5. RESTORAL CHARGE**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service.

**4.6. CHARGES ASSOCIATED WITH PREMISES VISIT**

**A. Equipment**

The following registration jacks are provided by the Company at a Demarcation Point. The charges below apply for standard jacks, as defined by Part 68 of the Federal Communications Board's Rules and Regulations for the connection to the telecommunications network and private line services of inside wire and registered terminal equipment such as non-key telephones, key telephone systems, PBX systems, data sets and ancillary equipment.

1. Indoor and Outdoor Jacks flush or non-flush are furnished for use with any class of service.
2. Heavy Duty Outdoor Jacks, plugs and cords are furnished at outdoor locations exposed to weather, excessive moisture or where the equipment is subject to hard use. Combined hand or wall telephones without keys are furnished for use with heavy duty outdoor jacks.
3. Adapters

Adapters are not provided by the Company under Tariff.

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**SECTION 4 – NONRECURRING CHARGES, CONT'D.**

**4.6 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd).**

**B. Premises Visit Charge**

When a visit to the Customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to Customer-provided equipment or inside wire, a separate Premises Visit Service Charge applies in addition to applicable Labor Charges.

**C. Labor Charge**

A minimum labor charge plus charges per ¼ hour or fraction thereof will apply in addition to the Premises Visit Charge.

**4.7 MISCELLANEOUS**

Reserved for future use.

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**SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES**

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**SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES**

**5.1. GENERAL**

Residential Network Switched Service provides a Residential Customer with a connection to the Company's switching network which enables the Customer to:

- A. place and receive calls from other stations on the public switched telephone network;
- B. access the Company's local and intraLATA calling service;
- C. access the Company's operators and Business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).
- D. access high-speed data service

**5.2. SERVICE DESCRIPTIONS AND RATES**

**A. General**

Unless otherwise stated or agreed to by the Customer and the Company, all Residential Network Switched Service is provided on a month-to-month basis and may be connected to Customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

Optional Features, as well as Feature packages offered to Residential Network Switched Service Subscribers are set forth in Section 5 of this Tariff.

**B. Flat Rate Service**

Flat Rate Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the local calling area is included in the charge for Flat Rate Service. Flat Rate Service is generally available to all Residential customers. However, Residential Customers who also request Basic Business Message Rate Service are not eligible for Flat Rate Residential service. Standard Nonrecurring Service Order Charges as well as Recurring Charges apply.

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**SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, CONT'D**

**5.2. SERVICE DESCRIPTIONS AND RATES (cont'd)**

**B. Flat Rate Service (cont'd)**

Each Flat Rate Service line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, Customer-provided station set or facsimile machine.

Each Flat Rate Service Line has the following characteristics:

Terminal Interface: 2-wire  
Signaling Type: Loop Start  
Pulse Type: Dual Tone Multi-Frequency (DTMF)  
Directionality: Two-way, In-Only, or Out-Only, as specified by the Customer.

**C. Message Rate Service**

Message Rate Service provides the Customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period. Standard Nonrecurring Service Order Charges as well as Recurring Charges apply.

Each Message Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Message Rate Service lines are provided for connection to a single, Customer-provided station set or facsimile machine.

Each Measured Rate Port has the following characteristics:

Terminal Interface: 2-wire  
Signaling Type: Loop Start  
Pulse Type: Dual Tone Multi-Frequency (DTMF)  
Directionality: Two-way, In-Only, or Out-Only, as specified by the Customer

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**SECTION 5 - RESIDENTIAL NETWORK SWITCHED SERVICES, CONT'D**

**5.3 Local Telephone Number Portability**

Telephone Number Portability is a service that provides Residential telephone Customers with the ability to retain, at the same location, their existing local telephone numbers when switching from one local telephone service provider to another.

Local Telephone Number Portability shall be implemented upon the initial offering of certified local exchange service by the Company.

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**SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES**

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**SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES**

**6.1. GENERAL**

Business Network Switched Service provide a Business Customer with a connection to the Company's switching network which enables the Customer to:

- A. receive calls from other stations on the public switched telephone network
- B. access the Company's local and intraLATA calling service
- C. access the Company's operators and Business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX)
- E. access high speed data service.

Business Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Service Order charges as described in Section 3 apply to all service on a one-time basis unless otherwise stated herein or waived pursuant to this Tariff.

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**SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES****6.2. SERVICE DESCRIPTIONS AND RATES**

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

**A. Basic Business Line Service (Message Rate Only Available)****1. General**

Basic Business Line Service provides a Customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available on a message usage basis only. Basic Business Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines. Calls to points within the local exchange area are charged on the basis of the number of completed calls origination from the Customer's service in addition to a base monthly charge.

Each Basic Business Line has the following characteristics:

Terminal Interface	2-wire
Signaling Type	Loop start
Pulse Types	Dual Tone Multifrequency (DTMF)
Directionality	Two-Way, In-Only or Out-Only, at the option of the Customer

**C. Recurring and Nonrecurring Charges**

In addition to Nonrecurring Service Order charges, charges for each Message Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls origination from the Customer's line based on the total number of calls during the billing period.

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**SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES**

**6.3 Local Telephone Number Portability**

Telephone Number Portability is a service that provides Business telephone Customers with the ability to retain, at the same location, their existing local telephone numbers when switching from one local telephone service provider to another.

Local Telephone Number Portability shall be implemented upon the initial offering of certified local exchange service by the Company.

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**SECTION 7 – INTRALATA TOLL USAGE AND MILEAGE CHARGES**

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**SECTION 7 - INTRALATA TOLL USAGE AND MILEAGE CHARGES**

**7.1. GENERAL**

**A. Description**

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

**B. Classes of Calls**

Service is offered as two classes: station to station calling and person to person calling.

1. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.
2. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

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**SECTION 7 – INTRALATA TOLL USAGE AND MILEAGE CHARGES, CONT'D.**

**7.2. TIMING OF CALLS**

- A. Unless otherwise indicated, all calls are timed six second increments and all calls which are fractions of six seconds are counted as six seconds.
- B. For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- C. For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- D. Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- E. Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

**7.3. TIME PERIODS DEFINED**

Unless otherwise indicated in this Tariff, the following time periods apply.

- Day: 8:00 a.m. to, but not including, 5:00 p.m. – Monday through Friday
- Evening: 5:00 p.m. to, but not including, 11:00 p.m. – Monday through Friday  
5:00 p.m. to, but not including, 11:00 p.m. – Sunday  
8:00 a.m. to, but not including, 11:00 p.m. – Holidays
- Night/Weekend: 11:00 p.m. to, but not including, 8:00 a.m. – all days  
8:00 a.m. to 11:00 p.m. Saturdays  
8:00 a.m. to 5:00 p.m. Sundays

All times refer to local time.

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**SECTION 7 – INTRALATA TOLL USAGE AND MILEAGE CHARGES, CONT'D.**

**7.4. REGULATIONS AND COMPUTATION OF MILEAGE**

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

**A. Originating Rate Center**

A Customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that Customer's account shall be the location of the Customer's rate center.

**B. Terminating Rate Center**

The terminating point for all calls shall be the location of the local rate center associated with the called number.

**C. Calculation of Mileage**

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor Tariffs. To determine the airline distance between any two locations, proceed as follows:

1. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
2. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
3. Square each difference obtained in step 2, above.
4. Add the square of the "V" difference and the "H" difference obtained in step 3, above.

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**SECTION 7 – INTRALATA TOLL USAGE AND MILEAGE CHARGES, CONT'D.**

**7.4 REGULATIONS AND COMPUTATION OF MILEAGE (cont'd)**

**C. Calculation of Mileage (cont'd)**

5. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
6. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula: 
$$\sqrt{\frac{(V_1-V_2)^2+(H_1-H_2)^2}{10}}$$

**7.5. CALL CHARGES**

Rates are based on the duration of the call as measured according to Section 4.2 above, time of day rate period of the call as described in Section 4.3 and where applicable, the airline mileage between points of the call as described in Section 4.4. Unless indicated, mileage is not applicable to intralata call plans. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies. Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number which is not the called station or the calling station (3rd number billing), or to an authorized calling card.

**7.6 1+ INTRALATA PRESUBSCRIPTION**

1+ dialing parity shall be implemented on an IntraLATA basis upon the initial offering of certified local Exchange service.

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**SECTION 8-- OPTIONAL FEATURES AND SERVICES**

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES**

**A. General**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

**B. Description of Features**

**1. Three Way Calling**

The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

**2. Call Forwarding**

Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. Enables Customer to direct all incoming calls to a selected telephone number by dialing an activation code. A call may be forwarded up to five times, after that the caller will get a busy signal.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**3. Enhanced Call Forwarding**

Enhanced Call Forwarding is an enhancement of the Call Forwarding product. Enhanced Call Forwarding consists Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Call Forwarding-Busy Line/Don't Answer.

Call Forwarding-Busy Line automatically reroutes incoming calls to another number that has been previously selected by the Customer when the number is busy. The number calls are forwarded to can be the Customer's location or an alternate location. The forwarded number can also be a third party service such as a telephone answering service or a voice mailbox.

Call Forwarding-Don't Answer automatically reroutes an incoming call to a Customer predetermined number when the called number does not answer within the number of rings programmed by the Customer. The forwarded number can be at the Customer's location or an alternate location. The forward to number can also be a third party service such as a telephone answering service or voice mailbox.

Call Forwarding- Busy Line/Don't Answer automatically reroutes incoming calls to another number at the Customer's location, or to a third party service such as telephone answering service or voice mailbox when the line is busy or goes unanswered. Customers can choose to have calls forwarded to one number for busy line and choose another number when a call goes unanswered.

**4. Call Waiting/Cancel Call Waiting**

Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D****8.1. OPTIONAL FEATURES (cont'd)****B. Description of Features (cont'd)****5. Speed Calling 8/Speed Calling 30**

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

**6. Call ID**

The Call ID feature allows a Customer to see a caller's number previewed on a display screen before the call is answered allowing a Customer to prioritize and or screen incoming calls. Call ID equipment is Customer provided equipment, meaning that the Customer has to purchase the Call ID unit at a retail store that sells telephone equipment.

**7. Call ID With Name**

Displays the name and number of each incoming call - including calls that aren't answered by the Customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the Customer to provide the necessary CPE.

**8. Call Return**

The Call Return feature allows a Customer to automatically redial the last INCOMING number dialed, whether answered or not. This is accomplished by the Customer activating a code. This feature also allows Customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until the line becomes free. Once the busy line is free, the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**9. Repeat Dialing**

The Repeat Dial feature allows a Customer to automatically redial the last OUTGOING number dialed, whether answered or not. This is accomplished by the Customer activating a code. This feature also allows Customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until the line becomes free. Once the busy line is free, the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911, 411 and 611
- Calls to PBX trunks

**10. Customer Originated Trace**

Customer Originated Trace allows Customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the CO for storage for a limited amount of time and based on decisions by proper authorities, may be forwarded to the Annoyance Call Bureau. By contacting the Annoyance Call Bureau, the Customer can use this application to combat nuisance calls.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D****8.1. OPTIONAL FEATURES (cont'd)****B. Description of Features (cont'd)****11. Per Call Restrict/All Call Restrict**

Call Restrict blocks the Customer's numbers from being displayed on the called party's Call ID device. It also prevents the called party from using Call Return to call the caller back. This service is available on either a monthly basis (All Call Restrict) or on an activation basis (Per Call Restrict) by dialing a code.

**12. Anonymous Call Rejection**

Anonymous Call Rejection (ACR) allows a Customer to prevent an incoming call from ringing on their telephone if the caller has blocked their number by using Per Call or All Call Restrict. The caller will reach a recorded message saying that the call will not be accepted unless the restriction is removed.

**13. Call Waiting ID**

Following a tone, Call Waiting ID provides to a Customer, while off-hook from a current call, the telephone number associated with a waiting incoming call. This service requires the use of specialized CPE (Customer Premise Equipment) not provided by the company. It is the Customer's responsibility to provide the required equipment.

**14. Call Waiting ID With Name**

Following a tone, Call Waiting ID with Name provides to a Customer, while off-hook from a current call, the name and number associated with a waiting incoming call. This service requires the use of specialized CPE (Customer Premise Equipment) not provided by the company. It is the Customer's responsibility to provide the required equipment.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**15. Call Director**

This service is an augmented form of Call ID, which also allows a Customer who is off-hook on an existing call to receive Call ID (number only) information for a new, incoming call, and to handle the new call in one of four ways. (a) Forward to Call Answer/voice mail (b) Use in-bound Three Way Conferencing (c) Answer the waiting call (d) Revert the incoming call to one of two pre-recorded network announcements.

Customers with Call Director must subscribe separately to Call Waiting to take full advantage of this service. Call Answer is optional, depending on the functionality that is desired by the subscriber. The Customer is required to purchase the proper premise equipment to display Call Waiting ID information. With a subscription to Call Director, Anonymous Call Rejection is automatically provided.

**16. Call Director With Name**

This service is an augmented form of Call ID, which also allows a Customer who is off-hook on an existing call to receive Call ID (number only) information for a new, incoming call, and to handle the new call in one of four ways. (a) Forward to Call Answer/voice mail (b) Use in-bound Three Way Conferencing (c) Answer the waiting call (d) Revert the incoming call to one of two pre-recorded network announcements.

Customers with Call Director With Name must subscribe separately to Call Waiting to take full advantage of this service. Call Answer is optional, depending on the functionality that is desired by the subscriber. The Customer is required to purchase the proper premise equipment to display Call Waiting ID information. With a subscription to Call Director With Name, Anonymous Call Rejection is automatically provided.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**17. Ability Call**

Ability Call is a line related feature that is available to individual line residence and Business subscribers on a per telephone basis, where a Customer subscribes to one or more of the following: Call Forwarding, Call Forwarding Busy Line, Call Forwarding Don't Answer. This line related feature allows a Customer to activate/deactivate or change features from a local or remote location.

Access to this service is gained by dialing a designated 800 Service directory number from any Touch-Tone (DTMF) telephone. After gaining access, the subscriber interacts with a voice response system which requires a Personal Identification Number (PIN). This PIN will be matched to the feature equipped line to confirm authorization to use the Ability Call Line Feature. The subscriber will respond to the voice prompts until the conclusion of a request.

PIN Security is designed for the protection and security of both the Customer and the Company. This PIN prevents unauthorized access and control of subscriber features. The PIN allows the Customer access to make changes. The Company is not liable for changes made due to the unauthorized use of a PIN number.

Ability Call Line feature is not available to PBX Customers.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**18. Remote Call Forwarding**

Remote Call Forwarding (RCF) service is a one-way service between an individual making a call and the subscriber to RCF. RCF allows the subscriber to directly dial a local telephone number and be automatically connected to another number, which has been specified by the RCF subscriber. The number that the RCF subscriber specifies is called the Call Forwarding Number (CFN).

When RCF number is dialed, the local CO recognizes it as a RCF number and automatically routes the call over the switched network to its ultimate destination without delay.

The caller will pay for the call to the RCF number. The caller pays the local or toll rates.

The RCF subscriber pays for the portion of the call between the RCF number and the number to which the calls are being forwarded to (CFN). Calls forwarded to the CFN are billed to the RCF subscriber at the local or toll-rate for a directly-dialed call. This charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for Business service in the RCF central office applies. A Service Order Charge to connect an individual line also applies.

*Restrictions of RCF are as follows:*

- NO allowance for local calls is included in the RCF monthly rate.
- No service charge applies for Business Customers, with 1-12 lines who order CF within 90 days of their initial installation date of a new service access line.
- RCF is only available where Central Office facilities permit.
- RCF is not available where the terminating number is a Public Telephone.
- RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one RCF number is permitted per group.
- RCF service line is not suitable for data transmission.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**19. Voice-Activated Dialing Service**

Voice Activated Dialing Service allows subscribers to place a call by speaking the name of a person or place that they wish to call. Even with this option, Customers still have the ability to place calls manually using traditional dialing methods. Voice-Activated Dialing works through speech-recognition technology, only users who have programmed names/numbers in the directory, will be able to make Voice-Activated Calls.

Two options are available to both Business and Residential Customers:

- 30 names and numbers
- 50 names and numbers

Upon subscription, Customers decide if they desire one independent directory or to share multiple directories with others in their household or office.

*Voice-Activated Dialing is not available to the following:*

- Public and Semi-Public Coin / Customer-Owned Coin Phones
- Party lines
- PBX Customers
- ISDN Customers
- PBX/KEY telephone systems

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (cont'd)**

**B. Description of Features (cont'd)**

**20. Ring Identification Service**

Ring Identification Service is an incoming service that lets subscribers differentiate incoming calls on a single access line by means of distinct ringing patterns for each telephone number. Customers are assigned a main telephone number and up to two dependent directory numbers (or pseudo telephone numbers). The Customer can receive calls dialed to the main number or to one of the dependent numbers. However, since there is only one access line, only one conversation, either incoming or outgoing, can occur at one time.

Two types Ring Identification Service are offered:

- Ring Identification Service I

-One additional telephone number associated with the Customer's main access line.

- Ring Identification Service II

Two additional telephone numbers associated with the Customer's main access line. A maximum of two Ring Identification Service numbers are allowed per telephone account.

This service is available to individual line, residence and Business Customers. Ring Identification Service is not available to the following Customers: those with PBX, lines with incoming service groups, Access lines terminating in Customer premise switching equipment, Foreign Exchange service, Centrex, lines equipped with hunting features and Public Telephones (except 1MB).

**C. Restrictions**

Available to one-party residence and Business Customers where facilities permit.

NOT available on two-party or multi-party lines; on lines equipped for Centrex, CENTREX, ENHANCED CENTREX, PBX, DID; Public Telephone Lines; or on ISDN lines.

Customers must provide their own compatible Customer Premises Equipment.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.1. OPTIONAL FEATURES (Cont'd)**

**D. Rates and Charges**

In addition to the Monthly Charges set forth in the Rate Attachment, a Service Order Charges as set forth in Section 3 may apply when a Customer requests connection to one or more Optional Feature. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premises.

**E. Trial Period**

The Company may elect to offer a free or reduced rate trial of any new Optional Feature(s) to prospective Customers within 90 days of the establishment of the new feature.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.2. BUSY VERIFICATION AND INTERRUPT SERVICE**

**A. General**

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

**B. Rate Application**

**1. A Verification Charge will apply when:**

(a) The operator verifies that the line is busy with a call in progress,  
or

(b) The operator verifies that the line is available for incoming calls.

**2. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.**

**3. No charge will apply when the calling party advises that the call is from an official public emergency agency.**

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.3. TRAP CIRCUIT SERVICE**

**A. General**

Trap Circuit Service is designed to allow the Customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

**B. Regulations**

1. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
2. The Customer shall be required to sign a written request for this service. By signing the request the Customer shall release the Company from any liability, and the Customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
3. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
4. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D****8.4. VOICE MESSAGING SERVICE (VMS) FOR HOME VOICE MAIL (RESIDENCE) AND CALL ANSWERING (SMALL BUSINESS)****A. General Description**

Voice Messaging Service (VMS) is a central office based service which provides Customers with the capability to receive, send, store, and retrieve voice messages over the telephone network. This service is offered to Residential Customers (Home Voice Mail Standard) with either flat rate or message rate and Business Customers (Call Answering Standard) with message rate. This service can only be offered to Customers who are served from central offices where the required facilities are available. Customers must use a Touch-Tone telephone or similar Dual Tone Multifrequency (DTMF) device to access VMS.

Incoming calls are forwarded to a "mailbox" in the VMS equipment when the line is busy and/or when the call is not answered after a subscribed-set number of rings. Callers are asked to leave a message in the mailbox. The Home Voice Mail Standard or Call Answering Standard Customer can thereafter access the mailbox at any time to hear stored messages from any location connected to the telephone network (using a touch-tone phone). After listening to each message, the Customer has the option to erase it or retain it for future reference. Whenever there is an unretrieved message stored in the mailbox, the Customer receives a message waiting indication via a stutter dial tone after lifting the telephone receiver.

**1. Residential Customers**

- Home Voice Mail Standard— is a service available to Residential Customers. This feature allows in coming calls and stores a maximum of 30 messages for up to 30 days, if not erased by the Customer. Maximum length of each message is two minutes in duration. The Customer can request this service with Call Forwarding for an additional monthly charge. Optional features set forth in (section 5., 5.4.D) are available for an additional monthly charge.
- Home Voice Mail Basic—is a streamlined alternative only available to Residential Customers at a lower cost than Home Voice Mail Standard. The mailbox provided will store only ten messages of two minutes in length for ten days, if not erased by the Customer. No supplemental or optional features are available with Home Voice Mail Basic.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.4. VOICE MESSAGING SERVICE (VMS) FOR HOME VOICE MAIL (RESIDENCE) AND CALL ANSWERING (SMALL BUSINESS)**

**A. General Description (cont'd)**

**2. Business Customers**

- **Call Answering Standard** -The Customer has to have some type of Call Forwarding connected to the line in order to provide Call Answering Standard. At no additional charge they can chose Call Forwarding II. As an alternative, for an additional charge they can chose Call Forwarding or Call Forwarding Variable.

In addition to all of the features set forth in the General Description of VMS above, Business Call Answering Standard Customers are provided Guest Mailboxes at no additional charge. This feature enables the Customer to partition the mailbox into one, two, or three segments in addition to the host mailbox, each with its own password. They are for internal messages only and cannot receive incoming calls except for the host mailbox. It allows communication between the host and guest mailboxes. Business Customers can choose to provide a personal greeting in their own voice, or a system greeting will be provided. The overall capacity of a Business mailbox is 40 messages, whether or not the Guest Mailbox feature is employed.

**B. Supplemental Features**

**Home Voice Mail Standard**

- **Multiple Mailboxes**– are an option available to Residence Home Voice Standard Customers for an additional monthly charge. This feature enables the Customer to partition the mailbox into one, two, or three segments in addition to the host mailbox, each with its own password. This feature allows all multiple mailbox users to receive incoming calls into their own personal mailbox when the line is busy or doesn't answer. Customers can choose to provide a personal greeting in their own voice, or a system greeting will be provided. The overall capacity of a mailbox employing this feature is 50 messages for Residential Customers.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D****8.4. VOICE MESSAGING SERVICE (VMS) FOR HOME VOICE MAIL (RESIDENCE) AND CALL ANSWERING (SMALL BUSINESS), (CONT'D)****B. Supplemental Features (cont'd)****Business Call Answering Standard**

- Multiple Mailboxes – are an option available to Business Call Answering Customers as an alternative to Guest Mailboxes at no additional charge. The overall capacity of a Business Mailbox employing this feature is 40 messages for Business Customers.

**C. Optional Features**

The following features are available to Residential Home Voice Mail Standard Customers and to Business Call Answering Standard Customers. The initial subscription to each of these features, and any subsequent change, including a change from one level to another, requires the placement of a service order with the telephone company and is subject to a Service Charge.

**1. Wake-Up Call:**

- **Basic** – allows a VMS Customer to schedule up to 5 Wake-Up calls each month to their own telephone number. Each call must be scheduled one at a time and no more than 24 hours in advance. Anytime prior to the scheduled delivery time the Customer may cancel the Wake-Up call. Customers will be awakened with a standard system message. If the Wake-Up call is not answered, a reattempt will be made every 5 minutes for 30 minutes. At the end of 30 minutes, if it is still not answered, a non-delivery notification will be left in the Customer's voice mailbox.
- **Premium** – allows a VMS Customer to schedule one wake-up call every day to their own telephone number. Customers can be awakened with the standard system message, or a customized message up to one minute in length can be pre-recorded for the next wake-up call. Customers can schedule a different wake up time for each day of the week. This feature may be turned off by the Customer. If the Wake-Up Call is not answered, a reattempt will be made every 5 minutes for 30 minutes. At the end of 30 minutes, if it is still not answered, a non-delivery notification will be left in the Customer's voice mailbox.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.4. VOICE MESSAGING SERVICE (VMS) FOR HOME VOICE MAIL (RESIDENCE) AND CALL ANSWERING (SMALL BUSINESS), (CONT'D)**

**C. Optional Features (cont'd)**

**2. Reminder Call**

- Individual – allows a VMS Customer to record a message up to one minute in length to be delivered within the next 30 days. The message can be delivered to the Customer's own mailbox or to any telephone number within the LATA. The Reminder Call will include the name of the caller and the name of the recipient, both to be recorded by the Customer. Messages will start with a system message and end with the Customer's message. The entire Reminder Call will be repeated three times. When directed to the Customer's own mailbox, the Reminder Call message will be delivered at the selected date and time. When directed to another telephone number, up to five attempts will be made, once per hour. If the call is not delivered, notification will be left in the sender's mailbox. A maximum of 15 Reminder Calls may be made to other telephone numbers per month. Once that number is reached, a system generated message will inform the Customer. Reminder Calls sent to one's own mailbox are limited only by the maximum capacity of the mailbox.
- Group – allows a VMS Customer to record a message, up to one minute in length to be delivered within the next 30 days. The message can be delivered to the Customer's own mailbox or to any other telephone number within the LATA or to telephone numbers on a Group Distribution list. The Reminder Call will include the name of the caller and the name of the recipient, both to be recorded by the Customer. Messages will start with a system message and end with the Customer's message. The entire Reminder Call will be repeated three times. When directed to the Customer's own mailbox, the Reminder Call message will be delivered at the selected date and time. When directed to another telephone number, up to five attempts will be made, once per hour. If the call is not delivered, notification will be left in the sender's mailbox. Reminder Calls sent to one's own mailbox are limited only by the maximum capacity of the mailbox. A system message will inform the Customer when the maximum number of calls is reached.
  - ◆ There are 6 levels to this option from which Customer's may choose:
    - Group Distribution up to 20 calls per month
    - Group Distribution up to 50 calls per month
    - Group Distribution up to 100 calls per month
    - Group Distribution up to 200 calls per month
    - Group Distribution up to 300 calls per month
    - Group Distribution up to 500 calls per month

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.4. VOICE MESSAGING SERVICE (VMS) FOR HOME VOICE MAIL (RESIDENCE) AND CALL ANSWERING (SMALL BUSINESS), (CONT'D)**

**C. Optional Features (cont'd)**

**3. Paging Notification**

- This feature allows a VMS Customer to receive a page when their pager number is within their Home Region. It can be activated or deactivated at the Customer's discretion. When activated the Customer's pager will be signaled whenever a message is left in their mailbox. Business Customers have the option of receiving notification of all messages left in their mailbox or only those marked urgent. Only messages left in the host mailbox of a Multiple Mailbox or Guest Mailbox Customer will generate a notification to the host Customer's pager. Paging Notification is not available for messages left in subordinate mailboxes. If a Customer has a display type pager, the VMS access number will be transmitted as the calling number. Customer's can check the feature menu to find out the number of possible notifications remaining for each month. When the maximum is reached, the Customer will be informed by a status message the next time they access the mailbox.

**Basic:**

- Residence – 50 notifications maximum per month
- Business – 75 notifications maximum per month

**Premium:**

- Residence & Business -- 500 notifications maximum per month

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.4. VOICE MESSAGING SERVICE (VMS) FOR HOME VOICE MAIL (RESIDENCE)  
AND CALL ANSWERING (SMALL BUSINESS), (CONT'D)**

**D. Recurring Charges**

Service Order Charges apply per main billing account as described in Section 3 of this Tariff. VMS Service is offered on a month to month basis or the Customer may choose to commit to a minimum service term of twelve months.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D****8.5. BLOCKING SERVICE****A. General**

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. Blocking service or a telephonic block can only be removed pursuant to a written request by the Customer of record, or the Customer of record providing the correct password over the telephone, or by a request made in person by such Customer. The Customer of record can provide a personal password to use to remove blocking service at the time blocking service is established. The following blocking options are available to Residential and Business Customers:

1. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
2. 900, 971, 974, & 700 Blocking - allows the subscriber to block all calls beginning with the above prefixes from being placed.
3. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
4. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it.  
  
Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
5. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in l.d. of this Section, and blocking of 411 calls.
6. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides Business Customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.5. BLOCKING SERVICE (cont'd)**

**B. Regulations**

1. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
2. Blocking Service is available where equipment and facilities permit.

**C. Rates and Charges**

The Nonrecurring Charges applicable for initial request of one and two-line Business Customers is waived for 90 days from the Customer's service establishment date and/or the date from when blocking capability becomes available in a subscriber's serving central office. A Record Order Charge, as specified in Section 3, applies to establish, change or remove a password subsequent to the establishment of Blocking Service. A Record Order Charge does not apply if password protection is established in conjunction with the implementation of Blocking Service.

Pricing for Blocking Service for a Business Customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

Service Order Charges apply as specified in Section 3 of this Tariff.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.6. CUSTOMIZED NUMBER SERVICE**

**A. General**

1. Customized Number Service allows a Customer to order a specified telephone number rather than the next available number.
2. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
3. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the Customer.
4. When a new Customer assumes an existing service which includes Customized Number Service, the new Customer may keep the Customized Number, at the Tariffed rate, with the written consent of the Company and the former Customer.
5. The Company reserves and retains the right:
  - (a) To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  - (b) Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any Customer to another, except as otherwise provided in this Tariff;
  - (c) To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its Business.
  - (d) The limitation of liability provisions of this Tariff are applicable to Customized Number Service.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.6. CUSTOMIZED NUMBER SERVICE (cont'd)**

**B. Conditions**

**1. Charges for Customized Number Service apply when a Customer:**

- (a) Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
- (b) Requests a number change from the Customer's present number to a Customized Number.

- 2. The Company shall not be liable to any Customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another Customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.**

**C. Rates**

Non Recurring and Recurring Charges apply as set forth in Section 3 and the Rate Attachment.

**8.7. CUSTOMER REQUESTED SERVICE SUSPENSIONS**

**A. General**

At the request of the Customer the Company will suspend incoming and outgoing service on the Customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the Customer's request the Company will provide the Customer with an intercept recording referring callers to another number.

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**SECTION 8 – OPTIONAL FEATURES AND SERVICES, CONT'D**

**8.7. CUSTOMER REQUESTED SERVICE SUSPENSIONS (cont'd)**

**B. Charges**

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension

Charge

- First Month or Partial Month

Regular Monthly Rate  
(no reduction)

- Each Additional Month (up to the one year limit)

1/2 Regular Monthly  
Rate

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**SECTION 9 – DIRECTORY AND OPERATOR SERVICE**

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**SECTION 9 – DIRECTORY AND OPERATOR SERVICE**

**9.1. DIRECTORY ASSISTANCE SERVICE**

**A. General**

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

**B. Regulations**

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

1. Calls from coin telephones, including COCOTS.
2. Requests for telephone numbers of non-published service.
3. Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.
4. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 10 of this Tariff, up to a maximum of 50 requests per month.

**9.2 LOCAL OPERATOR SERVICE**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service and will be equal to or less than those rates charged by the dominant telephone service provider. In addition to usage charges, an operator assistance charge applies to each call.

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**SECTION 9 – DIRECTORY AND OPERATOR SERVICE**

**9.3 NATIONAL DIRECTORY ASSISTANCE (NDA)**

Provides the Customer information on listings outside the Customer's local Directory Assistance area.

NDA is provided subject to availability of Facilities and is accessed by dialing 411 or such number(s) that the Company may designate.

The NDA charge applies whether or not a number or listing information is provided (including requests for numbers that are Non-Published, Non-Listed or not found). No charge applies for a wrong number provided, when the calling party reports the wrong number to the Company.

Customers will be charged for each NDA call. A maximum of two requests for listings will be provided per call. No discounts apply for NDA. Rates are set forth in Rate Attachment,

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**SECTION 9 – DIRECTORY AND OPERATOR SERVICE, CONT'D.**

**9.4. LISTINGS**

**A. Standard Directory Listings**

Directory listings are limited to information essential to the identification of the listed party. Appropriate abbreviations may be used by the phone company in the construction of any listing.

A name may be repeated in the same alphabetical directory list only when a different address or a different telephone number is also listed.

In Business listings, the name of the subscriber, also the name of each separate Business enterprise the joint user, patron of a reseller or patron of a sharer may be listed.

In a Residential listing, the name of the subscriber or joint user may be listed. Also included in a Residential listing can be the name of a member of the subscriber's joint user's domestic establishment. Dual name listings consisting of the given names of two individuals who have the same surname and reside in the same domestic establishment. (Smith, Mary & John) An alternative spelling such as the maiden name of a married woman is also acceptable. (Smith, John & Smith-Brown Mary)

A *Standard Directory* listing is the type of listing that includes a name, designation, address and telephone number to appear in the Directory Assistance records and the alphabetical directory that covers the area where the telephone service is provided.

The first Standard Directory listing is provided without charge for the main number associated with an address or location. Exceptions to Standard Listings are referred to as *Billed Main Listings*. Billed Main Listings are as follows:

- One listing for each individual line except that where individual lines are grouped for incoming service, only one free listing will be provided for each group.
- One free listing for each PBX
- One free listing for each subscriber to two-party or four-party line

Standard Directory Listing (each)

Billed Main Listing (each)

All other listings in the Alphabetical Directory are considered Additional Listings.

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**SECTION 9 – DIRECTORY AND OPERATOR SERVICE, CONT'D**

**9.3. LISTINGS (cont'd)**

**B. Additional Listings**

*Additional Standard Listing* name, designation, address and telephone number to appear in the Directory Assistance records and the alphabetical directory that covers the area where the telephone service is provided.

*Indented Listing* may also appear. An Indented Listing, may or may not include more than a designation, address and/or telephone number.

An *Alternative Telephone Number Listing* and/or *Night Listing* is any listing where a listed party has made the necessary arrangements for receiving telephone calls during his/her absence may obtain an alternative telephone number listing or a night listing (if no answer call (telephone number) Night Calls (telephone number) .Nights, Sundays and Holidays (telephone number).

A *Reference Listing* is used to refer a person to see another section of the phonebook in order to obtain other similar listings (ABC Bank Main Office 555-1234 For branches see .)

A *Cross Reference Listing* may be obtained in the same alphabetical group with the related listing when required for identification of the listed party not designated for advertising purposes (Syracuse Express Company See Jones Express Company)

- Additional Standard Listing
- Indented Listing
- Alternative / Night Listing
- Listing or subcaption confined to one directory line
- Listing or subcaption requiring two or more directory lines
- Reference Listing
- Cross Reference Listing

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**SECTION 9 – DIRECTORY AND OPERATOR SERVICE, CONT'D**

**9.3. LISTINGS (cont'd)**

**C. Non Published Listing**

Telephone numbers of non-published service are not listed in either the telephone company's alphabetical directory or in Directory Assistance records. These numbers/names/addresses are not available to the general public. This information may be divulged in the following two instances:

- In the interest of public safety, where a government agency subscribes to Enhanced Universal Emergency Telephone Number Service. For example, when a Customer dials 911, the Customer's number and address, but not the name, will be displayed.
- The billing name and address that corresponds to a non-published telephone number will be furnished to a subscriber to Billing Name and Address Service if the Customer with the non-published service makes a call that uses the service of the Billing Name and Address Service subscriber.

Exceptions to foregoing rates include:

- Where a joint user elects not to take a listing.
- Where temporary service is installed.
- A subscriber having a number located in a hotel, boarding house or club is listed under the number of the PBX.
- To additional service furnished to the same subscriber at the same address.

Foreign exchange service where the subscriber is also furnished exchange service from the normal central office.

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**SECTION 10 – PBX SERVICE**

**10.1 PBX Trunk Service**

**A. General**

Analog and/or digital PBX trunks are provided for connection of Customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multiline hunting.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID-configured PBX trunks, additional charges apply for Direct Inward Dial Station numbers.

Each Analog Trunk has the following characteristics:

Terminal Interface	2-wire or 4-wire, as required for the provision of service
Signaling Type	Loop, Ground, E&M I, II, III
Pulse Types	Dual Tone Multifrequency (DTMF)
Directionality	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

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**SECTION 10 – PBX SERVICE**

**10.2 Message Rate Analog PBX Trunks**

**A. Description**

Message Rate Analog PBX Trunks provide the Customer with a single, analog, voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

**B. Recurring and Nonrecurring Charges**

Nonrecurring Service Order charges apply, including the charges listed below, as described in Section 3 of this Tariff. Charges for each Message Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the Customer's lines based on the total number of calls during the billing period.

1. Analog Service

(a) One Time Installation Charges:

- Service order charge
  - DID Circuit
  - Direct Outward Trunks
  - Installation of interface
- Time and Material: first hour
- Premise Visit Charge
- Labor Charge

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**SECTION 10 – PBX SERVICE**

**10.3 Digital PBX Trunk Service**

**A. Description**

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

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

Service to points within the local calling area is included in the charge for Digital PBX Trunk Service.

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**SECTION 10 – PBX SERVICE**

**10.3 Digital PBX Trunk Service**

**B. Rates and Charges**

**1. Nonrecurring Charges**

Nonrecurring Service Order charges as described in Section 4 of this Tariff apply, including the charges listed below.

- One Time Installation of 1<sup>st</sup> Circuit  
Service Order Charge  
First T1 Circuit (24 ports)
- Installation of Interface
- Premise Visit Charge
- Labor Charge

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

**2. Recurring Charges**

Charges for each Message Rate Digital PBX Trunk include monthly recurring Base Service Charges and Usage Charges for completed calls originated from the Customer's lines based on the total number of calls during the billing period.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**A. General**

Centrex Service is a multi-station system offered to the Business Customer with 2 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the Customer's premises. Centrex Service enables the Customer to originate and receive local calls within its system at no additional charge. Service to points within the local calling area is included in the charge for Centrex Service.

Centrex Service is offered on a contracted basis with three terms: 13-36 months; 37-60 months; and 61-84 months. Thirty days prior to the expiration of contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a 12 month term basis.

Each Centrex Station Line has the following characteristics:

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

The Centrex Customer can choose one of two Centrex services:

Basic Centrex	99 or fewer lines
Enhanced Centrex	100 or more lines, on an individual contract basis

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**A. General (cont'd)**

The following Centrex features are available to the Customer of Centrex Service at no additional charge:

	Basic	Enhanced
Call Forward-Busy Line	X	X
Call Forward-Does Not Answer	X	X
Call Forward Variable	X	X
Call Hold	X	X
Call Pick-Up	X	X
Touchtone	X	X
Call Transfer / 3 Way	X	X
Hunting	X	X
Station To Station	X	X
Automatic Call Back		X
Call Waiting		X
Directed Call Pick-Up		X
Distinctive Ringing		X
Trunk Answer Any Line		X
Code Restriction		X
Dial Transfer Arrangements		X
Distinctive Call Waiting Tones		X
Enhanced Call Forwarding		X
Enhanced Three Way Calling		X

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

Attendance Access to Paging

Allows an attendant to gain access to Customer-provided loudspeaker paging equipment.

Attendant Autodial

Permits an attendant to dial frequently called numbers by depressing the autodial feature key, which is programmed with the number.

Attendant Call Entry Detail

Allows the attendant to enter the cost allocation information to the Station Message Detail Recording (SMDR) record.

Attendant Camp-On

Allows the attendant to extend an incoming call to a busy station.

Attendant Conference (Maximum Six Conferees)

Permits an attendant to establish a six-port conference call.

Attendant Transfer

Allows calls transferred by a station line user to the attendant to be queued on a first-in, first-out basis.

Authorization Codes

Used to identify callers on the SMDR record, assign a Network Class-of-Service (NCOS) and control network access.

Automatic Advance Routing

Provides for the automatic routing of calls to the exchange network, when CCSA, EPSCS and ETN lines are busy.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Automatic Call Back

Allows a station line user calling a busy station line to be automatically connected to the called line when the line becomes idle.

Automatic Recall

Returns attendant extended calls to the console after a predetermined time.

Automatic Route Selection – Basic and Deluxe

Automatically selects the preferred route for network calls when a station user dials a preselected code.

A Route is a group of one or more service lines of the same type (excluding exchange System Lines ) used to complete calls.

A pattern is a group of different routes arranged to be automatically selected in sequence to complete calls. Patterns will, as specified by the subscriber, overflow to either the Exchange System, a tone, an announcement, or to the attendant.

A Facilities Restriction Level (FRL) can be provided on each Centrex line and tie line to determine both the type of call and type of facility to be permitted to the associated user. When the FRL is transmitted over a tie line to a distant switching location it is identified and carries the same restriction as those imposed at the origination point.

Deluxe Only:

Expensive Route Warning Tone provides a warning tone to indicate the selection of an expensive route.

Time of Day Routing allows for a cost-effective use of facilities by allowing or denying route choices based on the time of day.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Busy Verification of Station Lines allows the attendant to establish a talking connection to an apparently busy station line to determine if the station line is in working order.

Busy Verification of Trunks

Allows the attendant to establish a talking connection to an apparently busy trunk to determine if the trunk is in working order.

Call Back Queuing

Permits a station line encountering an all-trunk-busy condition the option of being notified when a trunk becomes idle.

Call Forwarding

All Calls – Allows calls directed to a station line to be routed to a user defined line inside or outside the Customer group.

Busy Line – Permits calls attempting to terminate to a busy station line to be re-directed to a predetermined line inside or outside the Customer group when the called station line does not answer within a Customer selected prescribed time.

Don't Answer – Provides for forwarding of incoming calls to a predetermined line inside or outside the Customer group when the called station line does not answer within a Customer selected prescribed time.

Busy/Don't Answer Split – Allows for incoming calls to be identified as originating within the Customer's system or outside the Customer's system and forwards them to the specified designated line.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Call Hold

Allows the user to hold one call for any length of time provided that neither party goes on hook.

Call Park

Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

Call Park Recall Timer

Provides a separate timer for calls parked by the attendant. The timer defines the maximum time period that a call can spend in the parking mode. If the call is not retrieved or abandoned within the defined time, the call is unparked and the attendant is recalled.

Call Pickup

Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.

Call Selection

Enables an attendant to answer incoming calls using either of the following methods:

- 1) In the order they are received, regardless of the incoming call type.
- 2) By manually selecting a specific incoming call type.

Call Splitting

Allows the attendant to talk privately to either the calling party or the called party.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Call Transfer

Allows a station line user to transfer any established call to another station line inside or outside the Customer group without the assistance of the attendant.

Call Waiting

Dial – Permits a station line to impose call waiting on a busy station line by dialing the call waiting feature activation code, followed by the station number. This feature is an originating line feature that is applicable to intragroup calls only.

Incoming – Allows an incoming call to a busy station line to be held waiting while a signal is directed towards the busy station user.

Intra Group – Allows both incoming calls and calls originating from within the system to activate the call waiting feature.

Origination – Permits a station line user to impose call waiting on a busy station line.

Calling Name Display

Provides for the display of the calling party's name on suitably equipped Customer-provided station equipment at the terminating end. This feature will be offered on the intra-group (intercom) calls only.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Carrier Access

Enables station users in the Customer group to gain access to an interexchange carrier by using special access codes or automatic route selection.

Centralize Attendant Service (CAS)

Permits a Customer served by either a PBX or Centrex system from more than one service location, to concentrate all attendants at a single location. Incoming Listed Directory Number or Operator (dial 0) calls are routed via a Released Link Trunk (RLT); the CAS attendant completes the call by dialing the called party's extension number over the same RLT.

Code Restrictions

Enables Customers to restrict NPA and/or NNX codes for stations or groups of stations within a Customer group.

Common Control Switching Arrangement (CCSA) Access

Enables station line users in the Customer group to gain access to the CCSA by using special access codes and dialing reserved number exchange (RNX) patterns.

Console Release

Allows the attendant to extend a call to a trunk and release the call after dialing is completed but before outpulsing to the trunk is completed.

Console Test

Allows an attendant to test the functional operations of a console.

Consultation Hold

Allows the station line user to consult privately with a third party prior to establishing a three-way conference/transfer.

Control of Trunk Group Access

Allows the attendant to control the access of all stations and incoming trunks to various trunk groups by operating corresponding keys or activating access codes.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Customer System Administration

Allows the Customer to access an administration position associated within a Customer group. It permits station and feature rearrangements and changes of ARS patterns. (For feature detail on Customer System Administration, see paragraph following).

Data Call Protection

Prohibits additional calls from terminating to a line equipped with data Call Protection. This option protects all calls from interruption.

Data Switching 56 kbps

Allows data transmission at speeds up to 56 kbps on station-to-station calls. Station lines arranged for this feature are used only for data transmission.

Delayed Operation

Allows the attendant to place a call for a calling station line while the calling station line waits on-hook.

Dial Dictation Access

Provides a station line user access to and control of Customer-provided dictation recording equipment by dialing an access code.

Dial Transfer Arrangements on Incoming Trunk Groups

Dial Transfer Arrangements permit the direct completion of calls from foreign exchange lines, other Common Carrier lines, Business individual and auxiliary lines, and Inward WATS (800 Service) lines, to a billable station line within the Customer's system, and the transfer of such calls to other station s within the system. For Inward WATS (800 Service) two types of Dial Transfer Arrangements (local and remote) are offered; the type offered depends on the available facilities.

Direct Inward Dialing

Allows for incoming calls from the exchange network to reach a specific station line without attendant assistance.

Direct Station Selection

Allows the attendant to access station lines by depressing a button associated with that station.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Directed Call Pickup

With Barge-In – Permits a station line used to answer a call that is ringing any other line within the same Customer group. If the called station line has already answered, the initiating station line may barge-in to the answered call and be connected into a three-way call.

Without Barge-In – Permits a station line user to answer a call that is ringing any other line within the same Customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

Distinctive Call Waiting Tones - Permits a called station line user to determine whether an incoming waiting call is external or internal to the Customer group by providing different tone cadences for the two situations.

Distinctive Ringing

Provides a unique pattern of ringing to permit the station line user to distinguish between intragroup and DID calls.

Do Not Disturb

Permits the attendant to cut off a single station line and selected groups of station lines from receiving DID and station-to-station calls.

Electronic Tandem Network (ETN) Access

Enables station line users in the Customer group to gain access to the ETN by using special access codes and dialing (RNX) pattern

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Electronic Telephone Service Features

Add On Module – Allows for the expansion of an electronic telephone set by providing additional feature keys in groups of 20.

Automatic Line – May be assigned to individual appearances on an electronic telephone station, including the primary Centrex number. When an off-hook is reported from a Centrex number appearance to which an automatic line has been assigned, a connection is automatically established to a predetermined location.

Basic ETS Service including Common Features:

Automatic Answer Back – Allows any incoming call to be automatically answered after four seconds. When the calling party hangs up, the call is automatically disconnected.

Call Forwarding on a Secondary Number – Provides multiple call forwarding arrangements on a single electronic telephone set. Each line appearance on an electronic telephone set can be forwarded to a different number.

Critical Call Hold – Allows an electronic telephone service station user to hold a connection within the switching unit on a critical call, insuring that the call will not be disconnected in error.

Feature Access – Provides for the user of dial codes as an alternative method of accessing electronic telephone services features by feature keys.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Electronic Telephone Service Features (cont'd)

Basic ETS Service including Common Features (cont'd):

Call Arrangements

Multiple Appearance Intellipath Line (MAIL) – Allows a Centrex line to be assigned to more than one electronic telephone set. MAIL groups can be comprised of up to 32 appearances and configured in either single call arrangement or multiple call arrangement.

Multiple Call Arrangement – Allows MAIL group members to originate a call without affecting the call status of the other MAIL group members. Incoming calls to the MAIL group will be directed to all idle members and the first member to answer will be connected to the external party.

Single Call Arrangements – Allows MAIL group members to originate a call when the MAIL group is idle or answer incoming calls when calls are directed to the group. When access to the group is granted to a member, the MAIL lamps of all members of the same group are illuminated to indicate a busy condition.

Privacy Release – Allows the active MAIL group member in a single call arrangement to add on any other MAIL group members to an established call

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Electronic Telephone Service Features (cont'd)

Basic ETS Service including Common Features (cont'd):

Display Features

Display Called Number – Provides the user of an electronic telephone equipped with the optional 32 character alphanumeric Liquid Crystal Diode (LCD) with visual feedback concerning the called number during the origination, termination, programming, and feature activation operations.

Display Calling Number – Provides the electronic display telephone user receiving an incoming call, including non-published and non-listed telephone numbers, with visual feedback concerning calling number. The display of calling number information is subject to the caller's use of the Number Restriction features, as well as to certain other limitations as specified in the Tariff.

Feature Display – Provides the user of an electronic telephone equipped with the 32-character LCD with visual feedback on user-entered data and incoming call information during the use of other Centrex features.

Time Key – provides the current time and date on an electronic telephone display.

Group Intercom – Enables a Customer to terminate, using abbreviated dialing, on a member of a predesignated group.

Intercom – Allows an electronic telephone user to directly terminate on another predesignated electronic telephone by depressing the intercom key.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Enhanced Call Forwarding/Don't Answer

Allows individual station lines in a multi-line hunt group to call forward/don't answer to a specified designated line.

Enhanced Private Switched Communications Service (EPSCS) Access

Enables station line users in the Customer group to gain access to the EPSCS by using special access codes and dialing (RNX).

Enhanced Three-Way Calling

Allows a non-controlling party on a three-way call to add another conferee.

Executive Busy Override

Allows a station line user to bridge into a busy station line connection, preceded by a burst of alerting tone.

Flexible Console Alerting

Enables an attendant to be alerted to a call requiring attention by an alert tone that is sent through the headset.

Hot Line

Provides automatic placement of a call to a predetermined Centrex line within the Centrex system when a station line goes off hook.

Hunting

Routes a call to an idle station line in a prearranged group when the called station line goes off-hook.

Incoming Call Identification

Allows the attendant to view incoming call information. When the attendant answers, call information (e.g., call identifier, called digits, and caller information) is displayed.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Centrex Smart Service

A set of call management features which utilize the capabilities of Common Channel Signaling/SS7 (CSS7) technology including, the network's ability to forward a calling number between the originating and terminating central offices. The provision of these services is dependent on the installation of appropriate hardware and software for these features in a Customer's central office and on the availability of CCS7 between the originating and terminating central office.

Centrex Smart Service Features

Repeat Dialing -- Automatically redials the telephone number of the most recent outgoing call. This is accomplished by the Customer dialing a special code. If the redialed telephone number is busy, the call will be attempted for a maximum of 30 minutes. Should the line become idle during this process and the Repeat Dialing Customer's line is available to complete the call, then a distinctive ringing signal will alert the Repeat Dialing Customer that the call can be completed.

The following types of calls cannot be automatically radiated:

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

Call ID -- Provides the telephone number from which the call originates (the calling Number), including telephone numbers associated with non-published and non-listed service, to the called party. The calling number is displayed on Customer provided premises equipment attached to the Customer's telephone line.

The display of calling number information is subject to the caller's use of Number Restriction features, as well as certain other limitations as specified in the Tariff.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Centrex Smart Service Features (cont'd)

Call Trace – allows a Customer to initiate a trace of the most recent incoming call by dialing a special code immediately after terminating the call. The Company's central office equipment records and stores the incoming call message detail (date and time of the call and telephone number) provided that the call was completed over suitably equipped facilities and the Customer has not made or received another call after the call to be traced was terminated.

The results of the trace are not provided to the Customer directly, but are automatically reported to the New York Telephone Annoyance Bureau where it can be obtained by an appropriate law enforcement agency when the Customer files a complaint. The Company is not liable for damages if a trace attempt is not successful. Additional limitations of liability provisions are contained in the Tariff.

Intercept

Routes incoming exchange calls made to a non-working Centrex Line to an announcement machine.

Interposition Calling

Allows communication and transfer of calls between attendants.

Last Number Dialed

Enables a station line user to redial the last called number by use of an access code rather than dialing the entire number.

Line Treatments

Provides the capability to allow or deny individual station line features. The treatments can be arranged to control all calls originating or terminating on station lines and tie trunks.

Locked Loop Operation

Allows an attendant to hold a call on a loop. Attendant locked loop operation consists of two hold types, manual and automatic.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Lockout

Prohibits an attendant from entering a call on a held loop unless recalled by a station user or by automatic recall.

Loudspeaker Paging Access

Allows station line users to access Customer-provided loudspeaker paging equipment by dialing an access code.

Meet-Me Conference

Provides a six-party conference bridge and line number for conferees to dial at a specified time to hold a conference.

Message Waiting (Lamping)

Provides for the lighting of a lamp on suitably equipped Customer-provided station equipment to signify a message waiting status. This is offered in lieu of stutter dial tone.

Multiple Console Operation

Allows the assignment of more than one console per system.

Multiple Listed Directory Numbers

Permits a Customer to have many listed directory numbers.

Music-On-Hold

Provides a system wide music-on-hold capability. All calls placed on hold will be connected to a Customer-provided music source.

Music-On queue – Uniform Call Distribution (UCD)

Allows calls placed in an incoming UCD call queue to be connected to a Customer-provided music source after the call delay announcement.

Network Speed Calling

Allows a Customer to have a system-shared list of 1000 numbers. This speed calling list is Company Changeable only.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Night Service

Fixed – Calls that are normally routed to the attendant during the day are routed to predesignated locations at night.

Flexible – Allows the attendant to program the night service routes for each Incoming Call Identification (ICI) classification assigned to the Customer group.

Trunk Answer From Any Station (TAAS) – Allows any station in the Customer group to answer an incoming call by dialing a code. The code is dialed when the TAAS alerting device sound.

Position Busy

Allows the attendant to make the console unavailable to additional queued calls.

Remote Access

Permits selected outside callers to dial from the exchange network directly into the Customer's system and gain access to Centrex facilities without attendant assistance. Each remote access feature allows one call to be completed at a time.

Remote Access to Call Forwarding

Provides a Centrex line with the capability of changing a call forwarding arrangement from a dual tone multifrequency telephone, e.g., TOUCH-TONE, outside the Centrex group. Authorization codes are required to effect such change.

Secrecy

Allows the attendant to talk to a called party without the calling party hearing the conversation. When the attendant releases from the call, the source and the destination are connected.

Serial Call

Allows an attendant to extend a call to more than one station.

Six-Way Conference

Allows a station line user to establish a conference call consisting of more than three conferees (maximum six) without the assistance of the attendant.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Speed Calling

Permits a station line user to dial selected numbers by using fewer digits than normally required. This is accomplished through the assignment of abbreviated codes to frequently called numbers. The speed calling list is Customer-changeable.

Attendant – Allows an attendant to dial frequently dialed numbers by depressing a speed call key and dialing one or two digits instead of all digits in the number.

Group – Allows shared use of a speed calling list. A control station will add, change or delete telephone numbers from the list for the group.

Individual – Allows a station line user to add, change or delete telephone numbers from a list. The list is dedicated to the individual station line user.

Station Message Detail Recording (SMDR)

Provides a record of calls originated by station line users or incoming tie line groups.

Magnetic Tape – Message details are provided on a magnetic tape which is mailed to the Customer on a monthly basis.

To Premises – Message details are provided directly to the Customer-provided equipment which collects and stores call data.

Station-to-Station Calling

Allows Customer group stations to complete calls to other stations without the assistance of an attendant.

Three-Way Calling

Allows a station line user to add a third party to an exiting conversation.

Through Dialing

Allows the attendant to select the trunk facility for a station in the same Customer group and send dial tone to the station user. The station user then dials the called number.

Tie Line Access

Allows a station user to gain access to tie lines and leased channels.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Time of Day Network Class of Service Routing

Provides the capability for mapping normal Class-of-Service (COS) values into new values based on the time of day or day of week or year).

Traffic Measurements

Provides operational measurements for data link consoles on an individual attendant console basis. The data includes: total duration of answered calls, total duration of originated calls, total duration of position busy.

Trunk Group Busy Indication

Allows for the displaying of trunk group status on the attendant console.

Trunk Verification from a Station Line

Permits a designated line user to access one trunk at a time from a selected trunk group in order to verify a busy condition, perform maintenance tests or preempt for a priority call.

Uniform Call Distribution

Allows for an even distribution of incoming calls, over a group of stations called a UCD group. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback. When the delay interval exceeds the Customer delay threshold, a recorded announcement advising of the delay may be provided.

Uniform Call Distribution from Queue

Provides for a uniform distribution of calls from the attendant queue to a group of attendant consoles. As the consoles become idle, incoming calls are distributed on a first-in, first-out basis.

Uniform Numbering Plan

Enables a Centrex Customer to have a uniform numbering plan among multiple switches via private facilities, by using a seven digit dialing plan comprised of RNX and extension numbers.

Virtual Number

Is a telephone number associated with an electronic telephone station, which the station line user may use to place a call over the exchange network. The number does not require the assignment of line equipment or outside plant facilities.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Wild Card Key

Permits an attendant to use the wild card key to activate special features not directly available through a feature key on the console. Any special feature normally available through the use of a feature key may be activated through the wild card key, with the exception of Incoming Call Identification.

Feature Detail – Customer System Administration

Customer System Administration (CSA) is a Centrex optional feature and is offered to Customers where facilities permit. CSA allows Customers to make certain changes in the Centrex line and feature arrangements on all lines in the system. Using CSA, the Customer has the capability of changing or rearranging any Centrex standard feature. In addition, the Customer has the capability of changing or rearranging only the following Centrex optional features:

Attendant Related Features available with a data link console.

Authorization Codes

Automatic Route Selection – Basic and Deluxe

Electronic Telephone Service Features

Six Way Conference

Time of day Network Class of Service Routing

The Customer can make these changes by accessing Telephone Company facilities through a Customer-provided dial-up data terminal. The data terminal must consist of the following:

A keyboard display, 300 or 1200 baud, asynchronous full duplex operation, 24 line 80-column upper-lower case ASCII characters and continuous scrolling with VT emulation.

At the Customer's option, a printer port equipped with a receive-only printer 80-column asynchronous, 300, 1200 baud or buffered and equipped with an upper-lower case ASCII character set may be used.

The Customer may interchange the telephone numbers associated with Centrex lines within the Customer's Centrex system. It is the Customer's responsibility to provide and change station designation strips. The Customer can activate or deactivate service on all Centrex lines compatible with CSA.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Wild Card Key (cont'd)

Feature Detail – Customer System Administration (cont'd)

When a line is deactivated, it may be equipped to receive intercom calls. The Customer may not originate a call on such a line. Monthly billing continues on those lines that have been deactivated. A Telephone Company service order is required to change the billing status on a line.

(a) Feature Detail – Line Treatments

Standard treatments for Centrex Lines and Tie Line Terminals

Treatment denotes permission or denial with respect to outgoing and incoming capabilities of Centrex lines or tie line terminals. Standard treatments provide for the following capabilities:

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**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Wild Card Key (cont'd)

Feature Detail – Customer System Administration (cont'd)

(a) Feature Detail – Line Treatments, (cont'd)

Standard treatments for Centrex Lines and Tie Line Terminals, (cont'd)

Centrex Line treatments – Outgoing Capability

Lines may have access to:

“A0”	All Centrex Lines, Non-Universal Non-Switching and Switching Tie Lines, Optional Equipment.
“A1”	“A0” plus Attendant, Semi-Universal Non- Switching and Switching Tie Lines.
“A2”	“A1” plus Universal Toll Restricted Non-Switching and Switching Lines, Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks, Network Access Terminals, Inward WATS (800 Service).
“A3”	“A2” (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Non-Switching Tie Lines, Central Office Toll Allowed Trunks, Foreign Exchange Toll Allowed Trunks, Outward WATS.
“A4”	“A3” plus all Access Codes.
“A7”	Discrete to Hotline.
“A8”	“A2” ( excluding – 394, 411, 540, 550, 555, 970 and 976 Access Codes).
“A9”	“A3” (excluding – 394, 411, 540, 550, 555, 700, 900, 970 and 976 Access Codes).
“A10”	“A2” (excluding 394, 540, 550, 970 and 976 Access Codes).
“A11”	“A3” (excluding 394, 540, 550, 700, 900 and 976 Access Codes).

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Wild Card Key (cont'd)

Standard treatments for Centrex Lines and Tie Line Terminals, (cont'd)

Centrex Line Treatments – Incoming Capability

Lines may be dial accessed by:

“R”	All Centrex Lines, Non-Universal Non-Switching and Switching Tie Lines.
“N”	“R” plus Attendant, Semi-Universal Non-Switching and Switching tie lines, Universal Toll Diverted and Toll allowed non-Switching and Switching Tie Lines, DID from General Exchange System, Network Access Terminals.

\*Tie Line Terminal Treatments – Outgoing Capability

Tie Line Terminals may have dial access to:

“B0” (Non-Switching)	All Centrex Lines, Optional Equipment.
“B1” (Non-Switching)	Attendant, All Centrex lines (except AOR), Optional Equipment.
“B2” (Switching)	“B1” plus Central office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks.
“B3” (Switching)	“B2” (except Central Office To Diverted Trunks) plus Central Office Toll Allowed trunks, Foreign Exchange Toll Allowed trunks, Outward WATS.
“B6” (Switching)	All Centrex lines, Non-Universal Switching Tie lines, Optional Equipment.
“B7” (Switching)	Attendant, All Centrex lines, Semi-Universal Switching Tie Lines, Optional Equipment.
“B8” (Switching)	“B7” plus Universal Toll Diverted Switching Tie Lines, Central Office Toll Diverted Trunks, Foreign Exchange Toll Diverted Trunks, Network Access Terminal.
“B9” (Switching)	“B8” (excluding Central Office Toll Diverted Trunks) plus Universal Toll Allowed Switching Tie Lines, Central Office Toll Allowed Trunks Foreign Exchange Toll Allowed Trunks, Outward WATS.
“BD”	Used only when service in outgoing direction is to be denied.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Wild Card Key (cont'd)

(a) Feature Detail – Line Treatments (cont'd)

<b>*Tie Line Terminal Treatments – Incoming Capability</b>	
Tie Line Terminals may be dial accessed by:	
“0”	(Non-Switching) – all Centrex Lines.
“1” (Non-Switching)	Attendant, Centrex Lines A1 to A4 and N.
“3” (Non-Switching)	Attendant, Centrex Lines A3 to A4 and N.
“6” (Switching)	All Centrex Lines, Non-Universal Switching Tie Lines.
“7” (Switching)	Attendant, Centrex lines A1 to A4 and N, Semi-Universal Switching Tie Lines, Universal Toll Diverted Switching Tie Lines, Universal Toll Allowed switching Tie Lines.
“8”	Lines A2 to A4 and N, Universal Toll Diverted Switching Tie Lines, Universal Toll allowed Switching Tie Lines.
“9” (Switching)	Attendant, Centrex Lines A3 to A4 and N, Universal Toll Allowed Switching Tie lines.
“D”	Used only when service in the incoming direction is to be denied.

(b) Line Treatments – Supplemental

Supplemental Treatments are features that provide incoming and outgoing dial access controls on Centrex Lines and Tie lines that are not provided under Standard Line Treatments. They are provided subject to the availability of facilities. Supplemental Treatment is not available for “A7” Hotline Treatment.

(c) Line Treatments – Data Switching 56 kbps

Centrex lines equipped with data Switching 56 kbps must be arranged for “AOR” line treatment

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Voice Messaging Service- Medium and Large Business

Centrex Enhanced Voice Mail provides subscribers to Centrex and Enhanced Centrex the capability to send, store, receive and retrieve messages over the telephone network. Centrex Enhanced Voice Mail is a central office based service requiring SMDI (Simplified Message Desk Interface) to provide full integration with Centrex and Enhanced Centrex lines. This service is offered to new or existing Enhanced Centrex Customers from the following central offices: 1AESS, 5ESS and DMS100. Centrex Enhanced Voice Mail is only available where facilities permit. Access to Centrex Enhanced Voice Mail is gained by the use of a Touch-tone telephone or similar Dual Tone Multi-frequency device (DTMF) and requires the input of a password for access to any function.

The user has the ability to process and route calls, receive, store, forward, retrieve and send telephone messages to other users in his/her network. Centrex Enhanced Voice Mail is comprised of four basic applications: Voice Mail, Call Answering, Call Processing and Information Mailboxes.

Centrex Voice Messaging has four Service Levels available:

Service Level I—Medium Business (1-25 Mailboxes)

This subscriber can have any combination of 1-25 Call Answer and Centrex Enhanced Voice Mail mailboxes. A separate Enhanced Centrex multi-line hunt/UCD is not required. Measured rate Business usage charges apply for calls forwarded into the Centrex Enhanced Voice Mail system and for calls to retrieve messages from the Centrex Enhanced Voice Mail system. This service level is available on a month-to-month basis only.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Voice Messaging Service- Medium and Large Business, (cont'd)

Service Level II—Medium Business (1-25 Mailboxes)

This subscriber can have 1-25 mailboxes that are equipped to provide Call Processing and/or Information Mailboxes only. A separate Enhanced Centrex multi-line hunt group/UCD is required for access into the Centrex Enhanced Voice Mail system. No measured rate Business usage charges apply. For this service, a subscriber must order a minimum of two access port terminations. This service level is available for a minimum of 12 to a maximum of 120 months.

Service Level III—Medium Business (26-199 Mailboxes)

This subscriber can have 26-199 mailboxes containing a combination of any of the following: Call Answer, Voice Mail, Call Processing and Information Mailboxes. A separate Enhanced Centrex multi-line hunt group/UCD for access into the Centrex Enhanced Voice Mail is required. No measured rate Business usage charges apply. This service level is available for a minimum of 12 to a maximum of 120 months.

Service Level IV—Large Business (200 or more Mailboxes)

This subscriber must have a minimum of 200 mailboxes. These mailboxes can contain a combination of any of the following: Call Answer, Voice Mail, Call Processing and Information Mailboxes. A separate Enhanced Centrex multi-line hunt group/UCD for access into the Centrex Enhanced Voice Mail system is required. This service level is available for a minimum of 36 to a maximum period of 120 months.

Subscribers to service level IV will be allowed a predetermined period in which to activate the total number of mailboxes stated in the subscriber's contract. This time period is referred to as the Phase-In Period. Service Level IV is the only service level with the Phase-In period option. The Planning Number is the number of mailboxes for which the Customer has contracted, and is a vital element of the pricing of this service level because the monthly rate per mailbox will be discounted based on total number of mailboxes. The minimum Planning Number allowed is 200.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Service Level IV—Large Business (200 or more Mailboxes) (cont'd)

It is the understanding of the Company that it may be impossible to activate the entire Planning Number at one time, in this case, the subscriber will be allowed to activate mailboxes in phases set forth in a predetermined contract with the Company. The length of the service period (36-120 months) will determine the length of the phase in period (see chart below). Mailboxes will be activated in increments of 25 and 50 only.

Service Period In Months	Phase-In Period In Months
36-59	12
60-83	18
84-119	24

When the Planning Number has been reached, regardless of whether the Phase-In Period has ended, regulations pertaining to the removal and addition of mailboxes are applicable. If at any time during the Phase-In Period the number of mailboxes exceeds the Planning number, the lower monthly rate associated with that block size would apply. In this case, a service order charge would apply to establish the new monthly rate. If the Phase-In Period ends and the Planning Number has not been met by the subscriber, the subscriber must pay for the number of activated mailboxes or 200, whichever is greater for the remainder of the contracted service period.\*

- If during the service period the number of mailboxes falls below the minimum agreed upon number of activated mailboxes, the subscriber will continue to pay the monthly price for the number of mailboxes terminated below the minimum activated level.

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**SECTION 11 – CENTREX SERVICE**

**11.1 Centrex Service**

**B. Optional Features (cont'd)**

Voice Messaging Optional Feature

**Voice Messaging Manager (VMM)**

An optional feature available to Service Level III and IV Customers subject to the availability of facilities. VMM service allows a subscriber to participate in the administration of Centrex Enhanced Voice Mail (CEVM) service by making certain changes in mailboxes and mailbox options, without the issuance of a Telephone Company service order. Functions, features and restrictions will be discussed on a per contract basis occurring between the subscriber and the Company.

A subscriber can make changes on the Call Answer, Voice Mail and Information mailboxes currently in service by gaining access to Company facilities. The following is required for such access:

- A VT 220 terminal or IBM compatible PC with terminal emulation communication software.
- A Hayes ® compatible modem. (Registered trademark of Hayes, Inc.)
- A SecurID® card (Registered trademark of Security Dynamics)

**Voice Messaging Mailbox (VMM)**

Non-Recurring			Monthly		
A	B	C	A	B	C

- (1) **VMM Primary Premise**  
**VMM Additional Premise(s)**  
**Additional SecurID Card #**

- Service includes one initial SecurID Card that is replaced at no charge upon expiration. SecurID cards expire in three (3) years. Replacements for lost or damaged cards are not complimentary, see item 3 above.
- Additional SecurID cards are available and are assigned on a per user basis. Additional cards that expire will not be replaced at no charge upon expiration, see item 3 above. In addition to the charges above, Service Connection Charges will apply.

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**SECTION 11 - CENTREX SERVICE**

**11.1 Centrex Service**

**C. Rates and Charges**

Non-recurring Service Order charge may apply when a Customer requests connection to one or more features. Orders requested for the same Customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premises. Prices may vary for Business and Residential Customers.

**D. Trial Period**

The Company may elect to offer a free or reduced rate trial of any new Centrex feature(s) to prospective Customers within 90 days of the establishment of the new feature.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.1 General**

**A. Service Description**

ISDN is a service that provides a subscriber with a direct digital connection, via switched access, to one or more public and/or private services. This service is offered as a supplement to Centrex, Individual Message Rate Business Service, or Individual Message/Flat Rate Residence Service. ISDN provides digital transmission of voice and data traffic over a single telephone access line. The full 24 channels will be available at the ISDN port termination at the central office switch.

A Digital Service Line provides the digital CO termination that has the potential to support digital transmission of voice and data to the customer's premises. This service element is required for subscribers to any of the other ISDN basic service capabilities or optional features.

The subscriber may choose to activate a subset or all of the channels at the port termination or have multiple ISDN Primary Service ports to connect multiple DTF's. The voice usage charges generated by using ISDN service will be identified and charged in accordance with the associated class of service with which ISDN service is used.

Usage charges for circuit switched data and packet switched data are applied to all billable data calls.

**B. Definitions**

**INTEROFFICE TERMINATION PORT** - provides for ISDN Primary Service capabilities to be connected between suitably equipped Telephone Company nodes via dedicated facilities. (Additional provisioning )

**NODE** - a Telephone Company digital Telephone Company central office switch serving subscriber locations.

**PORT** - a DS-1 node termination that interfaces directly to a 1.5 Mbps Digital Transport Facility (DTF 0) and is capable of handling channels configured as 23B + 1 D or 24B.

**DIGITAL TRANSPORT FACILITY (DTF)** - a 1.5 Mbps facility between a subscriber's premises network interface and a port. The DTF supports channels configured as 23B + ID or 24B.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.1. General (cont'd)**

**B. Definitions (cont'd)**

B CHANNEL - a 64 Kbps transmission facility that supports voice and/or data communications. B Channels can be utilized through out-of-band signaling (via the D Channels).

D CHANNEL - a 64 Kbps transmission facility used for out-of-band signaling and control of the B channels.

CLEAR CHANNEL - provides for the full utilization of the bandwidth in a channel, which is 64 Kbps.

**12.2 ISDN Basic Service**

**A. General Description**

ISDN Basic Rate service facilitates end-to-end digital connectivity to support a variety of services to which subscribers have access by a set of standard interfaces.

**B. Basic Service Capabilities**

ISDN Basic Service is capable of basic voice and data capabilities which can be combined on a single access line. Basic service capabilities are assigned to one or more terminals on an access line. The access line provides a combination of two B channels (BEARER) and one D channel (DATA). Each B channel is capable of transmitting up to 64 kbps for Circuit Switched Voice, Circuit Switched Data or High Speed Packet Switched Data. The D channel is a 16 kbps channel and is used for signaling as well as transmission of packet switched data at speeds up to 9.6 kps.

1. Circuit Switched Voice- 64 kbps circuit mode used for voice information calls.
2. Circuit Switched Data- 64 kbps circuit mode used for data information calls.
3. Alternate Switched Voice / Circuit Switched Data-Circuit switched voice and circuit switched data used alternately for voice information or data information calls.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2 ISDN Basic Service (cont'd)**

**B. Basic Service Capabilities (cont'd)**

4. Low Speed Packet Switched Data - X.25 virtual call and permanent virtual circuit bearer service capability on the D channel at speeds up to 9.6 kbps.
5. High Speed Packet Switched Data - X.25 virtual call and permanent virtual circuit bearer service capability on the B channel at speeds up to 64 kbps.

**C. Virtual Serving Arrangement**

ISDN Basic Service Virtual Serving Arrangement is a special two point digital transmission path between a customer serving wire center and a wire center that is suitable equipped to provide ISDN Basic Service. This serving arrangement will enable a customer to subscribe to ISDN basic service when a customer's serving wire center is not equipped to provide ISDN Basic Service.

ISDN Basic Service Virtual Serving Arrangement (BSVSA) is furnished from Company designated ISDN Basic Service equipped wire centers, subject to the availability of suitable features. This arrangement is available only to customers served by a wire center not equipped to provide ISDN Basic Service.

With ISDN BSVSA, the customer's exchange service will be provided from the predetermined company-designated ISDN basic service equipped wire center.

ISDN BSVSA will be provisioned only on the standard 2B1Q two wire U interface. Nonrecurring charges and monthly rates for the Virtual Serving Arrangement are in addition to nonrecurring charges and monthly rates applicable to a customer's underlying class of service and ISDN basic service.

Rates for BSVSA are set forth in the Rate Attachment. If a customer chooses to be foreign-served from an office other than the local serving wire center or the Company designated ISDN Basic Service equipped wire center, then interoffice mileage charges will apply in addition to the Virtual Serving. Foreign Exchange Rates and charges associated with the customer's underlying class of service are not applicable. ISDN Basic Service Virtual Serving Arrangement is not available with the Company's Centrex Services.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK****12.2 ISDN Basic Service (cont'd)****C. Virtual Serving Arrangement (cont'd)**

When a customer's serving wire center becomes equipped for ISDN Basic Service, the customer will be transferred from the Company designated ISDN Basic Service equipped wire center to the customer's serving wire center without charge. A number change generally will be required on any transfer from a Company designated ISDN Basic Service equipped wire center to the customer's local central office. If a customer chooses to remain in the ISDN Virtual Served central office, then interoffice mileage charges as specified in the attachment to this Tariff will apply in addition to the Virtual Serving Arrangement monthly charge also defined in the attachment to this Tariff. Nonrecurring charges for the digital service line, basic service capabilities, and optional features will not be applicable when ISDN Basic Service is re-provisioned from a Company designated ISDN Basic Service equipped wire center to a local serving wire center.

**D. Optional Features**

The following features are available with ISDN Basic Service:

(a) Digital Electronic Telephone Service- consists of several features which provide customers with the functionality of a key system, from the CO. This eliminates the need for controlling equipment and complex wiring on the customer premises. ISDN terminals must be obtained independently by subscribers. Features included are:

- (I) Configuration Groups- Allow a number of ISDN terminals to have identical assignment of button functions on the ISDN terminals. Some predefined standard configuration groups are provided with Digital Electronic Telephone Service. The customer has the option of ordering non-standard configuration groups at an additional charge.
- (II) Feature Access-Provides use of optional features via button assignments or feature access codes.
- (III) Multiple Directory Numbers-Allow for more than one directory number to be assigned to call appearances on a single ISDN terminal for the exclusive use of that ISDN terminal. One directory number will be specified as the primary directory number.

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**SECTION 12 - INTEGRATED SERVICE DIGITAL NETWORK****12.2 ISDN Basic Service (cont'd)****D. Optional Features**

(b) Terminal Management-Allows certain functions associated with call appearances to be performed automatically as specified by the customer. A call appearance is the designated button or equivalent on the ISDN terminal where Digital Electronic Telephone Service provides for the termination of directory numbers. The options are:

*\*Idle Call Appearance Preference*-The switch determines which call appearance, previously indicated by the customer, is to be employed when the user goes off-hook without first manually selecting an appearance.

*\*Ringing Call Appearance Preference*- If more than one call is ringing, the switch selects the first call if a specific call appearance is not manually selected.

*\*Automatic Hold/Drop Preference*- The switch will automatically determine, according to the customer's previously indicated preference, how to treat a call in progress on a call appearance when the user shifts to another appearance without manually placing the call on hold.

*\*Call Appearance Selection for Conference / Transfer*- The switch automatically selects an idle call appearance after the user has pressed the conference or transfer button.

*\*Button Management*- The switch follows the customer's definition of which ISDN terminal buttons are used for call appearances and which buttons are used for specific features.

- (I) ISDN Group-Allows up to 32 terminals to share a group of directory numbers. A terminal may be part of multiple ISDN groups.
- (II) ISDN Group Coverage for Analog Lines- Allows a directory number of an analog station set to be a shared call appearance in an ISDN group. Suitable terminal equipment is required.
- (III) Expanded ISDN Group Coverage-includes delayed and abbreviated ringing and manual exclusion restricting retrieval of held calls.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2 ISDN Basic Service (cont'd)**

**D. Optional Features**

*\*Delayed Ringing*-Customer selects the number of seconds to elapse before ringing is provided on an incoming call. A visual signal is activated to alert the user.

*\*Abbreviated Ringing*-Ringing is provided on incoming calls for a customer specified interval only.

*\*Automatic or Manual Exclusion*- Prevents other terminal users in an ISDN group from retrieving a held call and from bridging onto a call in progress.

- (c) **Shared Call Appearances**- Allows an ISDN group to be established where members of the group may share directory numbers of other terminals in the group.

*\*Hold with Shared Call Appearances*- Allows an ISDN terminal to place a call appearance on hold permitting the retrieval of the held call by any member of the ISDN group.

*\*Bridging with Shared Call Appearances*-This feature allows third party initiated bridging onto a call that is in progress as long as the terminal has an appearance of the directory number, unless manually restricted.

*\*Multiple Call Appearances*- Allows the assignment of a directory number to more than one call appearance button on a telephone terminal. This allows a customer to handle more than one call on a single directory number. If multiple call appearances of shared directory numbers are required, the shared directory number must be the primary number on a terminal with multiple call appearances of that number.

- (d) **Call Appearance Call Handling**- Allows directory numbers to be both shared call appearances and multiple call appearances.

- (e) **ISDN Flexible Calling**- Allows the customer to transfer, hold, conference and drop calls through button activation.

*\*Drop*- Allows the user to drop the last party added to a conference call.

*\*Transfer*- Allows the user to transfer a call to another terminal.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2 ISDN Basic Service (cont'd)**

**D. Optional Features**

*\*ISDN Hold-* Allows the user to place a call on hold or retrieve a previously held call on hold by pressing the function button.

*\*Conference-* Allows the user to include a third party in the call.

**E. Digital Optional Features**

The following are optional features available to Digital Electronic Telephone Service Users:

(a) *Intercom-* Allows a caller to directly terminate on a predesignated terminal by pressing the intercom key on the ISDN terminal.

(b) *Group Intercom-* Provides for abbreviated dialing to members of a predesignated group. There are three types of intercom: automatic, single digit and double digit.

(c) *Six Way Conference-* Allows the user to include up to six parties on a single call.

**F. Display Service**

Display Service provides call related data to ISDN terminals which are equipped with a display screen or which can otherwise utilize this information. This information is provided where facilities are available, including CCS7. In addition, the customer and other party involved in the call must either be served from the same central office switch, or served from different central office switches which are linked by facilities that can send call related information between these central office switches. The features included are:

*Individual Calling Line Identification- ICLI* The ICLI feature provides call related information on calls for ISDN customers.

*Outgoing Called Line Identification OCLID* Provides the terminal user with information about the originating call.

*Incoming Calling Line Identification ICLID* Provides the called party with information about the terminating call.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2 ISDN Basic Service (cont'd)**

**F. Display Service (cont'd)**

*Inspect for ISDN Station Sets-* Enables the ISDN terminal user to display call related information about calls placed on hold.

**G. Packet Switching Service**

Packet Switching Service provides synchronous and asynchronous transport of user data usually relatively short bursts of data. The data is separated into discrete segments call packets for transmission. All packets are interleaved (statistically multiplexed) as they are transmitted. Routing and control information (packet header) is automatically inserted at the beginning of each packet, and error detection information (packet trailer) is with this information, the entire packet is routed to its with this information, the entire packet is routed to its intended destination over a path that is established at call set up.

With either HSPSD (High Speed Packet Switching) or LSPSD (Low Speed Packet Switching), a logical connection (channel) is established between the calling and called line. This logical connection is called a virtual circuit. This differs from a circuit switched connection in that no physical path or circuit is permanently established between the two lines.

The following features are available with High or Low Speed Packet Switched Service capabilities:

*Permanent Virtual Circuits-* Allows the customer to establish a logical channel between two digital service lines equipped for packet service.

*Additional Virtual Circuits-* Those circuits that the customer subscribes to that are in addition to the initial virtual circuit (logical channel) provided with the HSPSD or LSPSD basic service capability on one digital subscriber line. Additional virtual circuits are provisioned as switched virtual circuits unless the customer specifies that they are to be permanent virtual circuits, in which case the rates for permanent virtual circuits would apply.

*Closer Used Group-* Provides the customer with the capability to form closed sub-networks within the customers group of ISDN terminals and thus control user access.

*Flow Control Parameter Negotiation-* Permits negotiations on a per call basis of the flow control parameters.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2 ISDN Basic Service (cont'd)**

**G. Packet Switching Service (cont'd)**

The following features are included with Packet Switching Service:

*Calls Barred- Incoming / Outgoing-* Prevents the ISDN terminal from receiving or originating data calls on a per virtual circuit basis.

*Fast Select, Fast Select Acceptance-* Allows the user to send up to 128 bytes of user data in the call request packet.

*Single and Multiple Address Hunt Group-* Provides a multiline hunt group capability for packet switching which hunts through virtual circuits on a line similar to the analog hunt feature.

*Reverse Charge Request-* Permits a user on a per call basis, to request the Packet Switch to assign billing charges to the called terminal rather than the calling data terminal.

*Reverse Charge Acceptance-* Authorizes incoming packet calls for which billing is reversed and charged to the called line.

*Throughout Class Negotiation-* Allows negotiation on a per call basis of the throughput class (speed or baud rate) for each direction of data transfer associated with a virtual call.

**H. Modem Pool**

Modem Pool capability provides for the setup and clearing of data calls between the Company's ISDN Basic Service customer and a local exchange line utilizing a modem for data transmission. The data connection is established by routing the call through a digital service line of the modem pool (modem and terminal adapter TA provided by the customer) to perform the necessary analog-to-digital or digital-to-analog conversion.

Two lines are required for each modem in a modem pool: An ISDN Basic Service line and an analog line.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2. ISDN Basic Service (cont'd)**

**H. Modem Pool (cont'd)**

Each ISDN Basic Service line equipped for modem pooling will include the following features:

**Closed User Group** - Provides the customer with the capability to form closed sub-networks within the modem pool, and thus control access to the modem pool.

**Packet Switched Multiline Hunt Group**- Provides ISDN basic service users with hunting into the modem pool.

The following option is available to modem pool customers:

**Terminating Access Directory Telephone Number**- A directory number which may be used by ISDN subscribers who wish to receive data calls from non-ISDN subscribers via modem pooling. This number can be used only for terminating data calls to a particular ISDN Basic Service line via the modem pool.

**Circuit Switched Services (Voice and Data)**- The following features provide additional functionality to an ISDN line:

**Secondary Only Directory Number**- Can be used either 1) for a telephone number associated with an ISDN terminal that is used in addition to the primary directory number or 2) for an additional directory number on a basic service capability that is used in addition to the primary directory number.

**Multiline Hunt Groups**- Allows a customer to establish hunt groups for voice and data calls. It also allows the customer to stop hunting and / or make busy selected lines in the hunt group. Hunting sequence and hunt group membership will be dependent on individual directory numbers, either voice or data. ISDN and non ISDN lines will be allowed in the same hunt group.

**Stop Hunting**- Allows a customer to stop the hunting sequence at a specific hunt group member that activates this feature.

**Make Busy**- Allows a customer to make a busy line without effecting the overall sequence.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK**

**12.2 ISDN Basic Service (cont'd)**

**H. Modem Pool (cont'd)**

*Call Forwarding-* Allows calls to be sent to another telephone number based on certain conditions. It is applicable to Circuit Switched Voice and Circuit Switched Data Calls.

*Call Forwarding Variable-* Allows ISDN line to forward calls to a user defined telephone number. The destination is changeable by the subscriber.

*Call Forward Don't Answer-* Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the ISDN line does not answer an incoming call within a prescribed time.

*Call Forward Busy-* Allows an incoming call to an ISDN line to be automatically forwarded to a predetermined telephone number when the station is busy.

*Additional Call Offering-* Provides the ISDN line with notification of additional voice and data calls when the user's interface is busy.

*Associated Groups-* Terminals on an ISDN line may be restricted to less than the total B channel capacity available.

**I. Regulations**

- (1) ISDN is offered as a supplement to Centex service, Individual Message Business and Individual Message Residence Service and Individual Flat Rate Residence Service.
- (2) ISDN is furnished subject to the availability of facilities and is provided from a customer's normal serving wire center, on a Virtual Serving Arrangement or on a foreign served basis.
- (3) Temporary suspension of ISDN service by a customer is not permitted.
- (4) Only one analog line is allowed per ISDN group.
- (5) NI-1 compatible equipment and NI-1 non-compatible equipment cannot be used on the same access line or shared directory numbers.
- (6) Each ISDN line must include a digital service line (DSL) and at least one basic service capability.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK****12.2 ISDN Basic Service (cont'd)****I. Regulations (cont'd)**

- (7) Once a call has been established on an Alternate Voice / Circuit Switched Data capability, the call type (voice or data) cannot be changed without disconnecting and establishing a new call. For simultaneous voice and circuit switched data capability the Circuit Switched Voice and Circuit Switched Data Capabilities must be ordered separately, or Alternate Voice / Circuit Switched Data must be assigned to two directory numbers.
- (8) When using modem pooling, the data speed is limited to 9.6 kbps using the low speed packet switched data capability.
- (9) The minimum service period for ISDN service is three months.
- (10) The voice usage charges generated by using ISDN service will be measured and rated by the associated class of service to which ISDN is a supplement.
- (11) A primary directory number will be assigned for each basic service capability on a digital service line. If a customer requires additional directory numbers for other terminals on the same basic service capability, then a Secondary Only Directory number will be applied for each additional directory number.
- (12) Usage charges for Circuit Switched Data and packet switched data are applied to all billable data calls.
- (13) The customer must provide customer premises equipment (CPE) that complies with the ISDN requirements of the Company's digital central office entity.
- (14) Charges for permanent virtual circuits are in addition to any associated virtual circuit charges.
- (15) Subscribers to Circuit Switched Data, Alternate Voice / Circuit Switched Data and High or Low Speed Packet Switched Data must either be served by the same switch linked by facilities capable of sending circuit switched and / or packet switched data in order to send or receive data transmissions with another subscriber.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK****12.2 ISDN Basic Service (cont'd)****I. Regulations (cont'd)**

- (16) A maximum of eight terminals will be allowed on an ISDN access line.
- (17) An ISDN Basic Rate interface can have a maximum of two B channels. As a result, no more than two assignments each of Circuit Switched Voice or Circuit Switched Data are allowed per access line. Alternate Circuit Switched Voice / Circuit Switched Data will be considered one Circuit Switched Voice assignment and one Circuit Switched Data assignment for provisioning purposes. Up to two monthly and two non-recurring charges for Circuit Switched Voice and Circuit Switched Data will be applicable per access line. Each High Speed Packet Data service subscribed to will eliminate the use of a B channel for any other bearer service. Up to two monthly and two non-recurring charges for High Speed Packet Data will be applicable per access line.
- (18) The Company shall not be responsible to the subscriber if changes in facilities, operations, or procedures utilized in the provisioning of ISDN Basic Service by the Company, cause any equipment provided by the subscriber to become otherwise obsolete or require any modification or alteration of such equipment or system or affect its use or performance.
- (19) Access to High Speed Packet Switched Data is available in speeds up to 64 kbps. Guaranteed maximum throughput on a B channel packet connection (5ESS) is 19.2 kbps.
- (20) Directory numbers can be shared on up to 32 terminals. Up to 16 multiple call appearances of a directory number are allowed. Up to 64 call appearances can be assigned per terminal.
- (21) Individual Flat Rate Residence Service customers subscribing to a second Circuit Switched Voice Capability must also pay monthly rate for Circuit Switched Voice (Second Flat Rate) in addition to the Circuit Switched Voice (second monthly flat rate).

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK****12.3 ISDN Primary Service****A. General Description**

ISDN Primary Service will support the capabilities of Circuit Switched Voice and Circuit Switched Data. Circuit Switched Voice provides digitized speech or voiceband data access in conjunction with existing services. Circuit Switched Data supports data transmission at speeds up to 64 Kbps.

**B. Primary Service Capabilities**

- (1) 64 Kbps Clear Channel Transport - Uses standard B8ZS protocol for transport at the 64 Kbps rate.
- (2) Circuit Switched Voice - provides digitized speech or voiceband data access in conjunction with, but not limited to, existing services such as Direct Inward Dialing, Outward Dialing and WATS, and Dedicated Toll-Free Services.
- (3) Circuit Switched Data - supports transmission speeds up to 64 Kbps data.
- (4) Flexible Service Selection - provides the subscriber with the ability to utilize D channel signaling to dynamically allocate B channels on a call by call basis. The maximum number of calls per call type will be established by the subscriber; the subscriber will also indicate what types of traffic will be transported across the ISDN Primary Service port for usage billing purposes. Subsequent changes are provisioned via service order.

**C. Optional Features**

Depending on the technology available the following optional features are available with ISDN Primary Service:

- (1) Backup D Channel - allows another channel in a different DTF at the same subscriber provided premises equipment to be designated as the alternative D channel. This feature is only available when the subscriber also purchases Multiple Facility Signaling Control.

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK****12.3 ISDN Primary Service (cont'd)****C. Optional Features (cont'd)**

- (2) Calling Line Identification - delivers the calling party's telephone number, if available, to the ISDN Primary Service subscriber. The number will be delivered if the call originates either in the same node as the ISDN Primary Service subscriber or is connected to the ISDN Primary Service node by Signaling System 7. This feature is provided per port.
- (3) Channel Configuration - allows a subscriber to dedicate discrete subsets of B Channels to specific call types. Subsequent channel configuration changes are made via service order. This feature is provided per trunk group established. (Not supported by the DMS-100 switch).
- (4) Intercom Capability - allows completion of calls between an ISDN Primary Service subscriber and other digital Centrex or ISDN Primary Service locations within the same subscriber network. Usage charges for intercom use will not apply. This feature is provided per channel. (Not supported by the 5ESS switch.)
- (5) Multiple Facility Signaling Control - allows the D channel of one ISDN Primary Service DTF to provide signaling for up to 19 other ISDN Primary Service DTFs at the same subscriber provided premises equipment. This feature is provided per Controlling D Channel.
- (6) Network Ring Again - allows a calling station which encounters a busy signal within the subscriber network to be notified by the central office switch when the called station becomes idle. The calling station can then automatically re-dial the call. This feature is provided per Controlling D Channel (Not supported by the 5ESS switch)

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**SECTION 12 – INTEGRATED SERVICE DIGITAL NETWORK****12.3 ISDN Primary Service (cont'd)****D. Regulations**

- (1) Minimum service periods apply. Early service disconnections are subject to termination charges.
- (2) ISDN Primary Service may be provided from the subscriber's serving node or from a foreign node subject to the availability of facilities and monthly rates for interoffice facilities.
- (3) Ports will be provided at the DS-1 level only.
- (4) The subscriber must subscribe to services and specify each type of traffic that will be transported across the ISDN Primary Service port, (e.g., DID, DOD, Switched 56 Kbps service and Wide Area Telephone Services). DID trunk rates, DOD trunk rates, Switched 56 Kbps service and Wide Area Telephone Services access line rates for the services will not apply. All other rates and regulations for these services will apply. Voice and data usage charges apply. No message unit allowance will apply.
- (5) An ISDN Primary Service subscriber will be permitted to connect suitably equipped Telephone Company nodes with comparable functionality via dedicated facilities. To obtain Intercom Capability between nodes, the subscriber must subscribe to an Interoffice Termination Port and Intercom Capability at each node and Interoffice Facility Mileage between the nodes. The subscriber must also subscribe to Ports, DTFs, and Intercom Capability served by its local serving nodes for each of its locations.
- (6) ISDN Primary Service numbers will be provided only in blocks of 20 or 100 consecutive numbers. These minimums apply whether or not the subscriber utilizes all the numbers in the group.
- (7) With Multiple Facility Signaling Control, each port controlled by the Multiple Facility Signaling Control D Channel must have the same features assigned.

**E. Rates and Charges**

Nonrecurring Charges including but not limited to charges for the installation of ports, DTFs and features (initial and additional), a Port Termination Charge and Premise Visit Charge may apply, as well as Monthly Recurring Charges.

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**SECTION 13 – FRAME RELAY SERVICE**

**13.1 Frame Relay Service.....2**  
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D. Local Access.....4  
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**SECTION 13 -- FRAME RELAY SERVICE****13.1 Frame Relay Service****A. Service Description**

Frame Relay Service is an enhanced form of packet switching which uses variable length packets to connect multiple local area networks (LANs) for data transmission. Frame Relay Service allows multiple users to communicate with one another through voice or data transmission. FRS provides flexible connectivity using Permanent Virtual Circuits (PVCs) implemented over dedicated digital access lines and high-performance packet-mode network. Access to FRS is over a dedicated, digital circuit which typically is DS0 (56/64kbps), DS1 (T1), Fractional DS1 or DS3 (T45). Multiple PVCs can be established over a given access line, providing simultaneous logical connections to various remote locations. Each PVC can carry bursts of data at near the full speed of the access line. Frame Relay Service is available throughout the United States where digital local access is available.

Port Connections provide the subscriber with one Network Address and one Logical channel as standard. There are three types of Port Connections:

1. 56kbps Port Connection - provides 56kbps access to FRS. Subscriber must purchase a dedicated 56kbps.
2. DS1 Port Connection - provides DS1kbps access to FRS. Subscriber must purchase a dedicated 1.544mbps
3. Fractional DS1 Port Connection - provides 128, 256, 384, 512 or 768kbps access to FRS. Subscriber must purchase Fractional DS at data rates of 128, 256, 384, 512 or 768kbps to access 128, 256, 384, 512 or 768kbps FRS respectively.

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**SECTION 13 -- FRAME RELAY SERVICE**

**13.1 Frame Relay Service (cont'd)**

**B. Definitions**

Permanent Virtual Circuit (PVC) – A line which connects one LOC to another LOC.

ATM - an international high-speed, high-volume, packet-switched transmission protocol standard that supports integrated voice, video and data communications. ATM uses short uniform 53 byte cells to divide data into packets for ultra fast switching through the network. The 53 byte cells contain 5-byte destination address headers and 48 data bytes.

Committed Information Rate (CIR) - the statistical measurement of throughput on a PVC over time measured in bits per second. The CIR is the rate at which the network agrees to accept data from the user, and which the network commits to transfer data under normal operating conditions.

Port - a network entry or exit point on the frame relay switch that connects to the Company's frame relay network.

56kbps Port Connection - an interface on the frame relay network, which terminates a subscriber's 56kbps circuit.

DS1 Port Connection - an interface on the frame relay network, which terminates a subscriber's 1.544mbps circuit.

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**SECTION 13 -- FRAME RELAY SERVICE**

**13.1 Frame Relay Service (cont'd)**

**B. Definitions (cont'd)**

Network Address- the numeric characters representing the origination or destination point for each dedicated circuit accessing the Frame Relay network. It is numbered in telephone number format. One Network Address comes standard with one Frame Relay Port Connection.

Logical Channel - a communication channel that allows transmission of sequenced data packets through one network. One Logical Channel comes standard with one Frame Relay Port Connection.

Additional Logical Channels - allows a subscriber to establish PVCs between multiple locations and maintain a high degree of flexibility in configuring the network.

Network Map - the complete configuration of a subscriber's frame relay port connections and PVCs, as defined by the interconnectivity of network addresses and logical channels.

**C. Rate Elements**

Frame Relay Service has three rate elements:

1. local access facilities;
2. ports; and
3. a permanent virtual circuit (PVC).

**D. Local Access**

Local access facilities must be obtained to access Frame Relay Service. The rates for the local access facilities are set forth in this Tariff or by ICB.

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**SECTION 13 -- FRAME RELAY SERVICE****13.1 Frame Relay Service (cont'd)****E. Port Speed**

Port speed is selected to accommodate the various PVCs that use a particular port. The speed represents the highest attainable data rate into or out of the location at any point in time. Available speeds range from 56 Kbps to 1.536 Mbps. A frame relay port connection provides the physical interface into the network and provides the logical termination of PVCs assigned to that port.

**F. Permanent Virtual Circuit (PVC)**

The PVC connects the Customer's specific end-points on the interexchange network. Each PVC is assigned a committed information rate (CIR), which is the average minimum data rate the network will allocate to the PVC under normal operating conditions. The data transmission rate for a PVC can be greater than the CIR when excess capacity is available on the port and on the network. When this excess capacity exists, an average data rate above the CIR may be achieved up to the port capacity. Data sent across a virtual connection in excess of that connection's CIR will be marked discard eligible in the event of network congestion, and will be delivered only if the instantaneous demand for output on a transmission channel is equal to or less than the capacity of the queue for that channel.

PVCs may be either asymmetrical (one-way) or symmetrical (two-way). Symmetrical (two-way) traffic requires the use of one symmetrical PVC or two asymmetrical PVCs.

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**SECTION 13 – FRAME RELAY SERVICE**

**13.1 Frame Relay Service (cont'd)**

**G. Frame Relay Service Objectives**

**1. Network Availability**

Network availability is measured as the total number of minutes in a billing month during which core network PVC routes are available to exchange data between the two network infrastructure node end points, divided by the total number of minutes in a billing month. A lapse in network availability is calculated commencing with the date on which the customer informs the Company of service non-availability, and ends on the date of service restoration. The PVC route will be measured from infrastructure port to infrastructure port and will not include the customer premises equipment (CPE) or local access facilities.

The Company engineers its network to achieve availability of 99.9% for networks designed with ten (10) or more network sites and a fully meshed network topology or a star network topology in which each remote site has PVCs connected to at least two network hubs engineered to a separate infrastructure node. In all other instances, the Company engineers its network to achieve availability of at least 99.5%

**2. Frame Delivery**

Frame delivery measures the percentage of customer's frame relay packets delivered from the Company's network ingress port to the Company's network egress port. This percentage will not include packet delivery failures attributable to local access facilities or CPE.

The Company engineers its network to achieve a frame delivery level of 99.9% of frames within a customer's CIR, and 99.0% of frames above a customer's CIR. These delivery rates apply for networks designed with ten (10) or more network sites and a fully meshed network topology or a star network topology in which each remote site has PVCs connected to at least two network hubs engineered to a separate infrastructure node. In all other instances, the Company engineers its network to achieve a frame delivery level of 99.0%.

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**SECTION 13 -- FRAME RELAY SERVICE**

**13.1 Frame Relay Service (cont'd)**

**G. Frame Relay Service Objectives (cont'd)**

3. Network Latency

Network latency measures the elapsed time, in milliseconds, required for one data cell (frame relay packets converted to ATM cells on the Company's backbone network) to be delivered from the customer's Frame Relay Service network ingress port to the network egress port. Packet delivery failures attributable to local access facilities or CPE are not included.

The Company engineers its network to achieve a one-way network latency of 65 milliseconds. This parameter applies for networks designed with ten (10) or more network sites and a fully meshed network topology or a star network topology in which each remote site has PVCs connected to at least two network hubs engineered to a separate infrastructure node. In all other instances, the Company engineers its network to achieve a network latency of 75 milliseconds.

**H. Frame Relay Service – Standards and Objective Exclusions**

The standards described above do not include periods of non-attainment resulting in whole or in part from one or more of the following causes:

1. Any act or omission on the part of the customer, its contractors, or any other entity over which the customer exercises control or has the right to exercise control;
2. Scheduled maintenance;
3. Labor strikes
4. *Force Majeure* events beyond the control of the Company (including, but not limited to, acts of God, government regulation and national emergency); and,
5. Any act or omission on the part of a third party including, but not limited to, the local access provider.

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**SECTION 13 – FRAME RELAY SERVICE**

**13.1 Frame Relay Service (cont'd)**

**I. Minimum Service Terms**

The minimum service requirement is one month for domestic service and one year for international service.

**J. Termination of Service**

Customer must provide the Company with 30 days written notice before terminating frame relay service. Customers terminating service prior to fulfilling their term commitment will be assessed a termination liability equal to one hundred percent (100%) of the monthly recurring charge for each access line, port and PVC service terminated multiplied by the number of months remaining in the first year of the term plan, plus fifty percent (50%) of the monthly recurring charges for each circuit canceled multiplied by the number of months remaining in the term plan after the first year. The Customer will not have any termination liability if it subscribes to another Company service of the same or greater monthly revenues and volume, and with a term no less than the remaining months of the term plan or one year, whichever is greater, at the same time the notice of termination is received. The Customer will also be liable for a pro-rata amount of any waived installation charges based on the number of months remaining in the term plan.

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**SECTION 14 – DIGITAL DATA SERVICE**

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**SECTION 14 – DIGITAL DATA SERVICE**

**14.1 Digital Data Service**

**A. Service Description**

Digital Data Service is a private line service which provides for simultaneous two-way transmission of digital signals at synchronous speeds of 2.4, 4.8, 9.6, 19.2 and 56 kbps between two or more points within a LATA. All circuits will be routed through a central office that contains a digital cross connect system.

**B. Definitions**

Bit - The term "bit" denotes the smallest unit of information in the binary system of notation.

Channel Service Unit/Data Service Unit - Channel Service and Data Service Units provide the interface to a customer terminal. They provide functions such as signal translation, data regeneration, control signaling, reformatting and timing. This interface is used with 4-wire local distribution channel for speeds up to 56 kbps.

Primary Channel - This term refers to a Telergy Digital Data Service Channel to the customer premises.

Secondary Channel - This term refers to an independent low speed derived companion channel operating with the primary channel for a Telergy Digital Data Service channel to the customer premises.

Channel Termination - A Channel Termination is a 4-wire transmission path between the customer premises and the customer's serving wire center where Telergy's Digital Data Service exists.

Interoffice Channel - An Interoffice Channel is a 4-wire transmission path between the serving wire centers where Telergy's Digital Data Service capability is available.

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**SECTION 14 – DIGITAL DATA SERVICE**

**14.1 Digital Data Service (cont'd)**

**C. Regulations**

1. Telergy's Digital Data Service (DDS) is available where facilities permit.
2. Channel terminations must have technically compatible customer provided equipment at both ends.
3. Mileage measurements for Telergy's DDS are based on the airline distance using longitude and latitude coordinates between the serving wire center.
4. When two subscriber's locations are served by separate serving central offices on a 2-point service, appropriate interoffice channel rates apply between the two serving offices. Non-recurring installation fees and charges may apply.
5. A maximum of 20 legs on one multi-point circuit and must be bridged in the same DCS location. All legs of a multi-point circuit must be the same transmission speed.

**D. Rates and Charges**

In addition to regular Nonrecurring Charges, a Channel Termination installation charge also applies, plus monthly Channel Termination, Channel Mileage, as well as InterOffice Channel and Bridging Charges, where applicable. There is an additional charge to change a speed of an existing connection.

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**SECTION 14 -- DIGITAL DATA SERVICE****14.1 Digital Data Service (cont'd)****E. Multi term Discounts**

Multi-term Discount Plans are available for a commitment period of 3, 5, 7 or 10 years. The length of the period is selected by the customer and a termination liability applies if service is terminated during the selected commitment period. The discount plans apply only to the monthly rate for channel termination and interoffice channels. Nonrecurring charges and optional feature monthly rates are not included in the Multi-term Discount.

A Multi-term Discount Plan provides that the applicable monthly rates, as set forth herein, are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the selected commitment as follows:

Commitment	Discount %
36 months	10%
60 months	20%
84 months	22%
120 months	26%

The discount percentage is applied to the currently effective channel termination and interoffice channel monthly rates. Such rates may change during the commitment period, thereby causing an increase or decrease in the rates applicable to the customer.

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**SECTION 14 – DIGITAL DATA SERVICE**

**14.1 Digital Data Service (cont'd)**

**F. Termination Liability**

If the service is disconnected in whole or in part prior to the end of the selected commitment period, the customer is liable for a termination liability charge unless a new commitment period and contract is entered into by the Customer as provided in this Tariff. Termination liability charges apply to each service disconnected or, in the case of cancellation of a Multi-term Discount Plan, to each service which has been included in the cancelled Multi-term Discount Plan.

Termination liability charge is 50% of the applicable monthly rates for the selected commitment period applied as follows:

Termination Charge = Multi-Term Discount Plan Monthly Rate x Number of Months Remaining x 50% of the Multi-Term Plan.

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**SECTION 15 – VOICE GRADE VOICE/VOICE GRADE DATA SERVICE  
& PRIVATE LINE SERVICE**

**15.1 Voice Grade Voice and Data Service**

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**SECTION 15 – VOICE GRADE VOICE/VOICE GRADE DATA SERVICE  
& PRIVATE LINE SERVICE**

**15.1 Voice Grade Voice and Data Service**

**A. Service Description**

Voice Grade Voice and Data Services is a private line service that provides point to point services for both analog data and voice applications like Off Premises Extension and Ringdown services. Voice Grade Voice and Data Service allows for a 4-wire, full duplex, digital end-to-end and is used to transmit voice, data and video.

Application functions are transmission packages, connected to voice and data grade circuits which provide the proper facility design parameters for these types of circuits. Single grade circuits do not require feature functions.

**1. Circuit Types**

- (a) 4 Wire-With No Voice Applications
- (b) 4 Wire-with Data Applications
- (c) 4 Wire-With Voice Applications
- (d) 2 Wire-with No Applications
- (e) 2 Wire-with Data Applications
- (f) 2 Wire-With Voice Applications

**B. Charges**

In addition to regular Nonrecurring Charges, a Channel Termination installation charge also applies, plus monthly Channel Termination, Channel Mileage, as well as InterOffice Channel and Bridging Charges, where applicable. There is an additional charge to change a speed of an existing connection

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**SECTION 15 – VOICE GRADE VOICE/VOICE GRADE DATA SERVICE  
& PRIVATE LINE SERVICE**

**15.1 Voice Grade Voice and Data Service (cont'd)**

**C. Multi term Discounts**

Multi-term Discount Plans are available for a commitment period of 3, 5, 7 or 10 years. The length of the period is selected by the customer and a termination liability applies if service is terminated during the selected commitment period. The discount plans apply only to the monthly rate for channel termination and interoffice channels. Nonrecurring charges and optional feature monthly rates are not included in the Multi-term Discount.

A Multi-term Discount Plan provides that the applicable monthly rates, as set forth herein, are reduced by a fixed percentage. The amount of the discount percentage differs based on the length of the selected commitment as follows:

Commitment	Discount %
36 months	10%
60 months	20%
84 months	22%
120 months	26%

The discount percentage is applied to the currently effective channel termination and interoffice channel monthly rates. Such rates may change during the commitment period, thereby causing an increase or decrease in the rates applicable to the customer.

**D. Termination Liability**

If the service is disconnected in whole or in part prior to the end of the selected commitment period, the customer is liable for a termination liability charge unless a new commitment period and contract is entered into by the Customer as provided in this Tariff. Termination liability charges apply to each service disconnected or, in the case of cancellation of a Multi-term Discount Plan, to each service which has been included in the cancelled Multi-term Discount Plan.

Termination liability charge is 50% of the applicable monthly rates for the selected commitment period applied as follows:

$$\text{Termination Charge} = \text{Multi-Term Discount Plan Monthly Rate} \times \text{Number of Months Remaining} \times 50\% \text{ of the Multi-Term Plan}$$

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1 Telergy Parkway, East Syracuse, N.Y 13057 (877) 835-3749



**SECTION 16 – ASYNCHRONOUS TRANSFER MODE (ATM)**

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**SECTION 16 – ASYNCHRONOUS TRANSFER MODE (ATM)****16.1 ATM Service****A. Service Description**

ATM is a networking technology standard for high-speed, high-capacity voice, data text and video transmission. ATM simplifies information transfer and exchange by putting information into fixed-length packets called cells. These cells allow any type of information - voice, data, high-speed local area network (LAN) interconnection, or video to be transmitted over almost any type of digitized communications medium (fiber optics, copper wire, cable). ATM is physically accessed through PVCs on circuits with access speeds from T1 (1.544mbps) to OC-3 (155mbps).

**1. Classes of Service**

There are 5 classes of service for ATM:

- (a) Constant bit rate (CBR) - a premium voice and video service for constant delivery. The cell rate is constant with time. CBR applications are quite sensitive to cell delay variation.
- (b) Variable bit rate -- non-real time (VBR-NRT) - a premium data service. This class allows users to send traffic at a rate that varies with time depending on the availability of user information.
- (c) Variable bit rate - real time (VBR-RT) - a premium data service. This class is similar to VBR-NRT but is designed for applications that are sensitive to cell delay.
- (d) Available bit rate (ABR) - this class of ATM services provides rate-based flow control and is aimed at data traffic such as file transfer and email. Depending upon the state of congestion in the network, the source is required to control its rate. The users are allowed to declare a minimum cell rate, which is guaranteed to the connection by the network.
- (e) Unspecified bit rate (UBR) - a standard data service for non-time-sensitive data. The class is the catch-all "other" class. There is no guarantee that the cells will even be delivered. ATM provides the carrier with the option of dropping certain cells if the network gets congested.

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**SECTION 16 – ASYNCHRONOUS TRANSFER MODE (ATM)**

**16.1 ATM Service**

**A. Service Description (cont'd)**

**2. Connection Types**

ATM supports 2 connection types:

- Point-to-point connections of this type can be unidirectional (one-way) or bi-directional (two-way).
- Point-to-multipoint connections of this type are unidirectional only.

**B. Rates and Charges**

ATM Service will be priced at ICB rates based on a combination of distance, number of terminations, term, and Class.

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**SECTION 17 -- FOREIGN EXCHANGE**

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**SECTION 17 – FOREIGN EXCHANGE**

**17.1 Foreign Exchange Service**

Foreign Exchange Service enables a customer to obtain local exchange service in a central office other than the central office which normally serves the customer's location.

**A. Terms and Conditions**

1. The subscriber to exchange service furnished from a foreign central office is required to subscribe to exchange service in the normal central office when the foreign central office is neither adjacent to the normal central office nor within the primary calling area of the normal central office.
2. Message rate foreign exchange line terminating in a station may be classified as an auxiliary line when the subscriber is furnished a message rate individual line or PBX trunk on the same premises from the same central office or from a central office with the same primary calling area.
3. A foreign exchange line classified as an Individual line or PBX trunk may be listed in the alphabetical directory that covers the area in which the subscriber is located or in the alphabetical directory that covers the area in which the serving central office is located. The free listing privileges for a foreign exchange line classified as an individual line or trunk are the same as for any other individual line or trunk.

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**SECTION 18 -- SPECIAL PROGRAMS**

**18.1 Lifeline Telephone Service**

**A. Service Options**

**1. Flat Rate Life Line Service**

This service provides only allows a customer one line. No non-primary lines are allowed under this service. An FCC line charge also applies.

**2. Basic Lifeline Service**

There is no monthly allowance for local calls. Primary area and Home Region calls are untimed. Extended area calls (where available) are timed, however an FCC line charge applies.

**B. Eligibility**

This service is restricted to low income residential customers. To qualify for Lifeline service a customer must be income eligible for benefits from any one of the Entitlement Programs administered by the State of Florida **Department of Social Services**

The applicant must provide proof to the Company that he or she is certified as income eligible to receive one or more of the above benefits. After initial contact the customer is sent an application form to be completed by the customer or authorized representative of the customer, as **designated by the State of Florida Department of Social Services** and identified as so authorized on the customer's card for any of the above benefits.

In addition, applicants are eligible for discounted LifeLine rates when approved to receive either a Veterans Disability Pension or a Veterans Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these pensions.

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**SECTION 18 – SPECIAL PROGRAMS**

**18.1 Lifeline Telephone Service (cont'd)**

**B. Eligibility (cont'd)**

LifeLine services are effective upon receipt of a completed and signed form or an application form certified from an entity authorized by the Company. If the form is not returned, no further action is taken by the Company to establish eligibility. The LifeLine discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with the State of Florida.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline customer's eligibility. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

**C. Rates and Charges**

A qualified customer may choose one of the Lifeline services as described. For connection of new service, Service Order charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined below.

- Service connection charges do not apply to change existing service from:
- Message Rate Service to Basic Lifeline service;
- Basic Lifeline service to Message Rate Service.

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**SECTION 18 – SPECIAL PROGRAMS**

**18.2 Link Up America**

The Link Up America program is a connection assistance plan which provides for the reduction of one-half of the charges associated with connection of telephone service, up to a maximum set by the Company or the Board and subject to the following eligibility criteria:

**A. Service Options**

1. The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in above.
2. The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
3. The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

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**SECTION 18 – SPECIAL PROGRAMS**

**18.3 Universal Emergency Telephone Number Service**

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

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**SECTION 18 – SPECIAL PROGRAMS**

**18.4 Service and Promotional Trials**

**A. General**

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

**B. Regulations**

1. Appropriate notification of the Trial will be made to all eligible customers and to the Board. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
2. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate.

Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

3. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
4. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
5. The Company retains the right to limit the size and scope of a Promotional Trial.

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**SECTION 18 – SPECIAL PROGRAMS**

**18.5 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER**

**A. General**

A Handicapped Person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone Facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon Application to the Company, a 60% discount on local Message Rate Service. Certified Handicapped Persons are also eligible to receive discounts on Message Toll Service.

**B. Certification**

Acceptable certifications are:

1. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for Persons with hearing or speech impairment in cooperation with an official agency of the State of Florida, or
2. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the Handicapped Person for social security benefits on the basis of total hearing impairment or for the use of Facilities of an agency for a Person with hearing or speech impairment.

**C. Qualification**

A Customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication.

**D. Billing**

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

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**SECTION 19 – SPECIAL CONSTRUCTION & INTERIOR WIRING**

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**SECTION 19 – SPECIAL CONSTRUCTION & INTERIOR WIRING**

**19.1 Special Construction**

**A. Basis for Charges**

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

1. Nonrecurring Charges
2. Recurring Charges
3. Termination Liabilities
4. a combinations of (a), (b), and (c).

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**SECTION 19 – SPECIAL CONSTRUCTION & INTERIOR WIRING**

**19.1 Special Construction (cont'd)**

**B. Basis for Cost Computation**

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

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - (a) equipment and materials provided or used;
  - (b) engineering, labor, and supervision;
  - (c) transportation; and
  - (d) rights of way and/or any required easements.
2. Cost of maintenance.
3. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
4. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
5. License preparation, processing, and related fees.
6. Tariff preparation, processing and related fees.
7. Any other identifiable costs related to the facilities provided; or
8. An amount for return and contingencies.

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**SECTION 19 – SPECIAL CONSTRUCTION & INTERIOR WIRING**

**19.1 Special Construction (cont'd)**

**C. Termination Liability**

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

1. The period on which the Termination Liability is based is the estimated service life of the facilities provided.
2. The amount of the maximum Termination Liability is equal to the estimated amounts (including return) for:
  - (a) Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
    - (i) equipment and materials provided or used;
    - (ii) engineering, labor, and supervision;
    - (iii) transportation; and
    - (iv) rights of way and/or any required easements;
  - (b) license preparation, processing, and related fees;
  - (c) tariff preparation, processing and related fees;
  - (d) cost of removal and restoration, where appropriate; and
  - (e) any other identifiable costs related to the specially constructed or rearranged facilities.
3. The Termination Liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth above by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined above shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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**SECTION 19- SPECIAL CONSTRUCTION & INTERIOR WIRING**

**19.2 Non-Routine Installation and/or Maintenance**

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

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**SECTION 19– SPECIAL CONSTRUCTION & INTERIOR WIRING****19.3 Individual Case Basis (ICB) Arrangements**

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- LATA and type of switch
- The V&H distance from the central office to the customer's premises
- Rates and charges
- Quantity of circuits
- Length of the agreement.

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