

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

IRONTON TELEPHONE COMPANY

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE SERVICE
WITHIN THE COMMONWEALTH OF PENNSYLVANIA

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
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CHECK SHEET

Page 1 – 74 inclusive are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

Page	Revision	Page	Revision	Page	Revision
Title	Original				

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TABLE OF CONTENTS	PAGE
CHECK SHEET	1
TABLE OF CONTENTS	2
EXPLANATION OF SYMBOLS	4
APPLICATION OF TARIFF	5
1. DEFINITIONS	6
2. REGULATIONS	10
2.1 Undertaking of the Company	10
2.1.1 Scope	10
2.1.2 Shortage of Equipment or Facilities	10
2.1.3 Terms and Conditions	10
2.1.4 Liability of the Company	12
2.1.5 Notification of Service-Affecting Activities	15
2.1.6 Provision of Equipment and Facilities	15
2.1.7 Non-Routine Installation	17
2.1.8 Ownership of Facilities	17
2.1.9 Telecommunications Service Priority	17
2.1.10 Lifeline Services	18
2.1.11 Link Up America	18
2.2 Prohibited Uses	18
2.3 Obligations of the Customer	19
2.3.1 General	19
2.3.2 Claims	21
2.4 Customer Equipment and Channels	21
2.4.1 General	21
2.4.2 Station Equipment	21
2.4.3 Interconnection of Facilities	22
2.4.4 Inspections	23
2.5 Payment Arrangements	23
2.5.1 Payment for Service	23
2.5.2 Billing and Collections of Charges	25
2.5.3 Disputed Bills	25
2.5.4 Advanced Payments	26
2.5.5 Deposits	26
2.5.6 Suspension or Discontinuance of Service	28

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COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

TABLE OF CONTENTS (Cont'd)	PAGE
2. REGULATIONS (Cont'd)	
2.6 Allowance for Interruptions of Service	31
2.6.1 Credit for Interruptions	31
2.6.2 Limitations on Allowances	32
2.6.3 Use of Alternative Service Provided by the Company	33
2.7 Cancellation of Service	33
2.7.1 Cancellation of Application for Service	33
2.7.2 Cancellation of Service by the Customer	34
2.8 Transfer and Assignments	34
2.9 Notices and Communications	34
3. Service Descriptions	35
3.1 Local Exchange Service	35
3.1.1 Local Calling Areas	36
3.1.2 Local Exchange Area Maps	38
3.1.3 Local Line	44
3.1.4 Local Trunk	49
3.1.5 Usage Options	57
3.2 Directory Assistance	60
3.3 Operator Assistance	61
3.4 Directory Listings	63
3.5 Emergency Services C Enhanced 911 (E911)	66
3.6 Vanity Telephone Numbers	66
3.7 Telecommunications Relay Service (TRS)	67
3.8 Lifeline Service	68
3.8.1 Regulations	68
3.8.2 Rates	70
3.9 Link Up America	71
3.9.1 Regulations	72
3.9.2 Rates	74
4. Promotional Offerings	74
4.1 Promotional Offerings	74
4.2 Trial Service Offering (TSO)	74
5. Individual Case Basis (ICB) Arrangement	74 (C)

(C) indicates Change

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EXPLANATION OF SYMBOLS, REFERENCE MARKS, AND ABBREVIATIONS OF
TECHNICAL TERMS USED IN THIS TARIFF.

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

- A — To signify added material
- C — To signify changed regulation
- D — To signify decreased rate
- I — To signify increased rate
- M — To signify moved material

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APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications services by Ironton Telephone Company to Customers within the local exchange service areas defined herein.

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1. Definitions

Certain terms used generally throughout this tariff are defined below:

Account Codes: Allows a User to allocate local calls to a digital, non-verified account code.

Advance Payment: Payment of all or part of a charge required before the start of service.

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Call Forward Busy: Automatically routes incoming calls to a designated answering point when the called line is busy.

Call Forward No Answer: Automatically routes incoming calls to a designated answering point when the called line does not answer within a predetermined number of rings.

Call Forward Variable: Automatically routes incoming calls to a designated answering point, regardless of whether the user's station is idle or busy.

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 User to "park" a call against their directory number within the business group and "Unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

Call Pickup: Allows a User to answer incoming calls to another Station line within a defined Call Pickup Group. Call Pickup is provided as either Group Call Pickup, where predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

Call Transfer/Consultation/Conference: Provides the capability to transfer or add a third party, using the same line.

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1. Definitions (Cont'd)

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Calling Number Delivery: Identifies the 10-digit number of the calling party.

Calling Number Delivery Blocking: Blocks the delivery of the number to the called party on a per call basis.

Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers

Company: Ironton Telephone Company

Commission: The Pennsylvania Public Utility Commission (PA P.U.C.)

Conference/Six-Way: The User can sequentially call up to five other people and add them together to make up a six way call.

Customer: The person, firm, corporation or other entity, which orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Customer Group Dialing Plan: A dialing scheme shared by the members of a Customer Group, such as 4-digit internal dialing.

Dial Pulse (DP): The pulse type employed by rotary dial Station sets.

Do Not Disturb: Allows the User to prevent incoming calls from ringing its line by diverting them to a tone or a recorded announcement that informs the caller that the User is not accepting calls at this time.

Hunting: Routes a call to an idle Station line. With Serial Hunting, calls to a member of a Hunt Group will search from that point to the end of the Group and stop.

Individual Case Basis: A service arrangement in which the regulations, rates, and charges are developed based on the specific circumstances of the Customer's situation.

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1. Definitions (Cont'd)

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA: A local access and transport area established pursuant to the Modified Final Judgment entered by the United States District Court for the District of Columbia in a Civil Action No. 82-0192 for the provision and administration of communications service.

Local Calling: A completed call or telephonic communication between a calling Station and any other station within the local service area of the calling Station.

Local Exchange Carrier: Any individual, partnership, association, joint-stock company, trust governmental entity or corporation engaged in the provision of local exchange telephone service.

Mbps: Megabits, or million of Bits, per second.

Message Waiting: This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dial tone).

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more Proprietary Business Sets.

Non-recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook: Denotes the active condition of a telephone exchange service line.

On-Hook: Denotes the idle condition of a telephone exchange service line.

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

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

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1. Definitions (Cont'd)

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Service Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and the acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Services: The Company's telecommunication services offered on the Company's network.

Speed Call: Provides a user with the option to call selected directory numbers by dialing a one or two-digit code.

Station: Telephone equipment from or to which calls are placed.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

User: A Customer or any other person authorized by the Customer to use service provided under this tariff.

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2. Regulations

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish telecommunication services in connection with one-way and/or two-way information transmission between points within the Commonwealth of Pennsylvania under the terms of this tariff.

Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

2.1.2 Shortage of Equipment or Facilities

2.1.2.1 The Company reserves the right to limit or allocate the use of existing facilities, or additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control.

2.1.2.2 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.

2.1.3 Terms and Conditions

2.1.3.1 Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer in writing, no less than 30 days notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Terms and Conditions (Cont'd)

- 2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rate to be charged, the duration of the services, and the terms and conditions in this tariff.
- 2.1.3.3 At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
- 2.1.3.4 This tariff shall be interpreted and governed by the laws of the State of Pennsylvania without regard of the State's choice of laws provision.
- 2.1.3.5 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.1.3.6 The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of business.
- 2.1.3.7 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to Section 2.1.3.8.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Terms and Conditions (Cont'd)

2.1.3.8 The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer; normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

2.1.4 Liability of the Company

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

2.1.4.1 The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company.

2.1.4.2 The Company shall not be liable or responsible for any special, consequential, exemplary, lost profits, or punitive damages, whether or not caused by the intentional acts or omissions or negligence of the Company's employees, agents or contractors.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

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

2.1.4.4 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customer facilities or equipment used for or with the services the Company offers.

2.1.4.5 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.

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

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

- 2.1.4.7 The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.
- 2.1.4.8 The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- 2.1.4.9 The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.
- 2.1.4.10 The Company shall not be liable for any damages whatsoever associated with service, facility, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with services provided by the Company.
- 2.1.4.11 The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial the digits A9-1-1@ or to any other person who may be affected by the dialing of the digits A9-1-1@.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company (Cont'd)

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

2.1.5 Notification of Service-Affecting Activities.

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notifications requirements. With some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

2.1.6 Provision of Equipment and Facilities

2.1.6.1 Where construction is required, the Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer. Where construction is not required, the Company will provide facilities in accordance with Chapter 64 of the Pennsylvania Administrative Code 52.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.6 Provision of Equipment and Facilities (Cont'd)

2.1.6.2 The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.

2.1.6.3 Equipment installed at the Customer premises for use in connections with the services the Customer offers shall not be used for any purpose other than that for which the Company provided it.

2.1.6.4 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- (a) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- (b) the reception of signals by Customer-provided equipment; or
- (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.7 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or 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.

2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.1.9 Telecommunications Service Priority

The Telecommunications Service Priority System is the regulatory, administrative and operational system authorizing and providing for priority treatment, to provide and restore National Security Emergency Preparedness Telecommunications Service. Under the rules of the Telecommunications Service Priority System, The Telephone Company is authorized and required to provide and restore services with Telecommunications Service Priority assignments before services without such assignments. The provision and restoration of Telecommunications Service Priority System services shall be in compliance with Part 64, Appendix A, of the Federal Communications Commission's Rules and Regulations, the guidelines set forth in the Telecommunications Service Priority for National Security Emergency Preparedness Service User Manual and Service Vendor Handbook.

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2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.10 Lifeline Services

Lifeline Service is an offering for qualified low-income Residence Customers. The program reduces end-user charges that customers pay for basic local telephone service. Qualifications, regulations and rates are covered in Section 3.8.

2.1.11 Link Up America

Link Up America is an offering for qualified low-income Residence Customers. The program provides a discount on service connection charges for qualified customers as defined in Section 3.9. If a customer qualifies for Lifeline Service (Section 2.1.10), they also qualify for Link Up America.

2.2 Prohibited Uses

2.2.1 The services the Company offers shall not be used for any unlawful purposes or for use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

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2. Regulations (Cont'd)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- (a) the payment of all applicable charges pursuant to this tariff;
- (b) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be surrogated to the Company's right of recovery of damages to the extent of such payment.
- (c) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- (d) obtaining, maintaining, and other otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(c). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.3 Obligations of the Customer

2.3.1 General (Cont'd)

- (e) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;
- (f) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(d) above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (g) not creating, or allowing to be placed, or maintain any liens or other encumbrances on the Company's equipment or facilities; and
- (h) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:

- (a) any loss, destruction or damage to property of the Company or any third party, or the death of or injury to persons, including but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- (b) any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a name not contemplated by the agreement between the Customer and the Company.

2.4 Customer Equipment and Channels

2.4.1 General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

- 2.4.2.1 The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.4 Customer Equipment and Channels (Cont'd)

2.4.2 Station Equipment (Cont'd)

of a service may be required, however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.

2.4.2.2 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.4.3 Interconnection of Facilities

2.4.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.

2.4.3.2 Local Service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers, which are applicable to such connections.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.4 Customer Equipment and Channels (Cont'd)

2.4.3 Interconnection of Facilities (Cont'd)

2.4.3.3 Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff.

2.4.4 Inspections

2.4.4.1 Upon reasonable notification to the Customer, and at a reasonable time, the Company may take such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.

2.4.4.2 If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the customer promptly if there is any need for further corrective action. Within 7 days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.1 Payment for Service (Cont'd)

Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-recurring Charge is specified, those charges may be passed on to the Customer.

2.5.1.1 Taxes

The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Services, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

2.5.1.2 A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipt tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state. This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.2 Billing and Collections of Charges

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring Charges and Non-recurring Charges are due at least 20 days from the date of the invoice to the customer, in accordance with 52 PA Code, Chapter 64.12.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Usage charges will be billed in arrears.

2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished, will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due. The Company will not mail or deliver any notice of suspension until at least 5 days after the due date.

2.5.2.5 A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

2.5.3 Disputed Bills

The Customer shall notify the Company, either orally or in writing, of any disputed items on a bill within 30 days of the date on the invoice. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Pennsylvania Public Utility Commission in accordance with the Commission's rules of procedure.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.3 Disputed Bills (Cont'd)

2.5.3.1 The date of the dispute shall be the date the customer registers the dispute with the Company. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.5.4 Advanced Payments

To safeguard its interests, the Company may require a Customer (Business or Residential) to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-recurring Charge(s) and three month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-recurring Charge(s) for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's bill. An Advance Payment may be required in addition to a deposit.

2.5.5 Deposits

2.5.5.1 When an applicant's credit is not established, or when the credit of an existing customer has become doubtful, in accordance with the credit standards at 52 PA Code, Chapters 64.32 or 64.35, a security deposit may be required by the Company. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.5 Deposits (Cont'd)

2.5.5.1 (Cont'd)

2.5.5.1.1 ***For new applicants with minimum payment periods of one month.*** The estimated average 2-month bill for basic service plus the average 2-month toll charges for existing residential customers in the applicant's exchange during the immediately preceding 12-month period. Deposits may be adjusted to maintain a level equal to the estimated average 2-month bill. No more than one half of the deposit amount may be required prior to the provision of service with the balance of the deposit due no less than 30 days from the initial deposit payment; or

2.5.5.1.2 ***For existing customers with minimum payment periods of month.*** The customer's average 2-month bill, including toll charges, during the preceding 12-month period. Deposits may be adjusted to maintain a level equal to the average 2-month bill. The deposit shall be paid within 20 days of the request for deposit; or

2.5.5.1.3 ***For customers with minimum payment periods of more than one month.*** The charges that would apply for the minimum payment period for a service or facility, except that the deposit may include an additional amount in event that a termination charge is applicable. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payment in cash or the equivalent of cash. At the Company's option, such deposit may be refunded to the Customer's account at any time.

2.5.5.2 Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.5 Deposits (Cont'd)

2.5.5.3 A deposit may be required in addition to an Advance Payment. For residential service, Advance Payments would cover the construction of facilities and furnishing of special equipment and or temporary service for short-term use.

2.5.5.4 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, as its option, return the deposit or credit it to the Customer's account, provided the customer has satisfied the requirements under 52 PA Code, Chapter 37. In this case, the customer may elect to have the deposit applied to reduce bills for telephone service instead of a cash refund.

2.5.5.5 Deposits held will accrue interest at a rate specified by the Pennsylvania Public Utility Commission in 52 PA Code, Chapter 64.41.

2.5.6 Suspension or Discontinuance of Service

2.5.6.1 The Company may suspend the furnishing of any and/or all services to a Customer with at least 7 days written notice for any of the following reasons in accordance with 52 PA Code, Chapter 64.61, without incurring any liability:

2.5.6.1.1 Non-payment of any past due (at least 5 days after due date) and undisputed amounts or for non-payment of a bill for services; or

2.5.6.1.2 Failure of the Customer to comply with a request made by the Company for a security deposit or establish credit for the payment of services in accordance with Section 2.5.5; or

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.6 Suspension or Discontinuance of Service (Cont'd)

2.5.6.1 (Cont'd)

2.5.6.1.3 Fraud or misrepresentation of identity to obtain telephone service and/or establish credit; or

2.5.6.1.4 Use of service in such a manner as to interfere with the service of others; or

2.5.6.1.5 Violation of tariff provisions so as to threaten the safety of a person or the integrity of the service delivery system of the Company; or

2.5.6.1.6 Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service or

2.5.6.1.7 Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation or

2.5.6.1.8 Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer, or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair.

2.5.6.2 The Company may suspend the furnishing of any and/or all services to a Customer immediately, and without notice, if the Company deems that such action is necessary to protect its personnel, agents, facilities or services against harm, in accordance with 52 PA Code, Chapter 64.75, without incurring any liability.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.6 Suspension or Discontinuance of Service (Cont'd)

2.5.6.3 The Company may discontinue the furnishing of any and/or all services to a Customer, without incurring any liability, when at least 10 days have passed since the suspension of service and the Customer has failed to pay a reconnection fee and to remedy the original reasons for suspension, as covered in Sections 2.5.6.1 and 2.5.6.2, due to any of the following reasons:

2.5.6.3.1 Failure to make satisfactory arrangements to pay arrearages; or

2.5.6.3.2 Failure to post a deposit or otherwise establish credit; or

2.5.6.3.3 Failure to meet the requirements of a payment agreement; or

2.5.6.3.4 Failure to give adequate assurances that an unauthorized use or practice will cease.

2.5.6.4 The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

2.5.6.5 Upon the Company's discontinuance of service to the Customer under Section 2.5.6.3, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.6 Allowance for Interruptions of Service

2.6.1 Credit for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the is reported to, or known to exist by the Company, except as otherwise specified in the Company's tariffs. 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.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

The following schedule of allowances shall apply, except for conditions defined in Section 2.6.2:

- (a) 1/30 of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative by the company to the extent of being useless for each of the first three (3) full 24 hour periods during which the interruption continues after notice by the customer to the Company if the out-of-service extends beyond a minimum period of 24 hours.
- (b) 2/30 of each full 24 hour period beyond the first three 24 hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered inoperative to the extent of being useless.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.6 Allowance for Interruptions of Service (Cont'd)

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- (a) interruptions due to the negligence of, or noncompliance with the provisions of this tariff, by the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;
- (b) interruptions due to the negligence of any person other than the Company including but not limited to the Customer or other common carriers connected to the Company's facilities;
- (c) interruptions due to the failure or malfunction of non-Company equipment;
- (d) 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 investigating and correcting interruptions.
- (e) interruptions of service during any period in which the Customer continues to use the service on an impaired basis;
- (f) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer Service Order for a change in service arrangements;
- (g) interruptions of service for a period of at least 24 hours due to such factors as storms, fires, floods or other circumstances or causes beyond the control of the Company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the Company.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.6 Allowance for Interruptions of Service (Cont'd)

2.6.3 Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service used.

2.7 Cancellation of Service

2.7.1 Cancellation of Application for Service

2.7.1.1 Applications for service are noncancellable unless the Company otherwise agrees. Where the Company permits Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

2.7.1.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

2.7.1.3 The special charges described in Sections 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

President
Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.7 Cancellation of Service (Cont'd)

2.7.2 Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), Customer agrees to pay to Company the following sums, which shall become due and owing as of the effective date of the cancellation or termination, and be payable with the period set forth in Section 2.5.2, all costs, fees and expenses reasonably incurred in connection with:

- (1) All Non-recurring Charges reasonably expended by Company to establish service to Customer, plus
- (2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- (3) all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term.

2.8 Transfer and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

2.9 Notices and Communications

2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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Ironton Telephone Company
4242 Mauch Chunk Road
Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

2. Regulations (Cont'd)

2.9 Notices and Communications (Cont'd)

2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

2.9.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

3. Service Descriptions

3.1 Local Exchange Service

The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- (a) place or receive calls to any Calling Station in the local calling area, as defined herein;
- (b) access enhanced 911 Emergency Service where available;
- (c) access the interexchange carrier selected by the Customer for InterLATA, IntraLATA, interstate or international calling;
- (d) access Operator Services;
- (e) place or receive calls to 800 telephone numbers;
- (f) access Telecommunication Relay Service.

The Company's service cannot be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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Ironton Telephone Company
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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.1 Local Calling Areas

Exchanges included in the local calling areas are specified below. NXX's associated with each particular exchange may be found in the telephone directory published by the incumbent local exchange provider in the Customer's exchange area. All exchanges listed are in Bell Atlantic territory except where otherwise noted.

3.1.1.1 Allentown Exchange

Allentown	Kutztown
Bath	Nazareth
Bethlehem	New Smithville (GTE North, Inc)
Catasauqua	New Tripoli (GTE North, Inc)
Coopersburg (Commonwealth Tel Co)	Northampton
Easton	Riegelsville
Emmaus (GTE North, Inc)	Slatington
Hellertown	Springtown
Ironton (Ironton Tel Co)	Topton (The Conestoga Tel & Tel Co)

3.1.1.2 Bethlehem Exchange

Allentown	Hellertown
Bath	Ironton (Ironton Tel Co)
Bethlehem	Nazareth
Catasauqua	Northampton
Coopersburg (Commonwealth Tel Co)	Riegelsville
Easton	Slatington
	Springtown

ISSUED: February 25, 1999

EFFECTIVE: February 26, 1999

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IRONTON TELEPHONE COMPANY
 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.1 Local Calling Areas (Cont'd)

3.1.1.3 Easton Exchange

Allentown	Hellertown	908 Area Code (NJ)
Bethlehem	Nazareth	Bloomsbury
Catasauqua	Riegelsville	Phillipsburg
Easton	Springtown	
	Upper Black Eddy	

3.1.1.4 Emmaus Exchange

Allentown	Emmaus (GTE North,	Ironton (Ironton Tel Co)
Bethlehem	Inc)	

3.1.1.5 Catasauqua Exchange

Allentown	Easton	Northampton
Bath	Hellertown	Riegelsville
Bethlehem	Ironton (Ironton Tel	Slatington
Catasauqua	Co)	Springtown
	Nazareth	

3.1.1.6 Northampton Exchange

Allentown	Catasauqua	Northampton
Bath	Ironton (Ironton Tel	Slatington
Bethlehem	Co)	

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Exchange Area Maps

3.1.2.1 Allentown Exchange

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Exchange Area Maps (Cont'd)

3.1.2.2 Bethlehem Exchange

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Exchange Area Maps (Cont'd)

3.1.2.3 Easton Exchange

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3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Exchange Area Maps (Cont'd)

3.1.2.4 Emmaus Exchange

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Exchange Area Maps (Cont'd)

3.1.2.5 Catasauqua Exchange

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3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.2 Local Exchange Area Maps (Cont'd)

3.1.2.6 Northampton Exchange

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Line

Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

3.1.3.1 Local Line Service

Local Line Service is available in the following offerings:

(a) Economy Local Service (Residential only)

Each Economy Local Service includes the following standard features at no additional charge:

Push Button (Touchtone) or Rotary Dial (Dial Pulse) service

Directory Listing – All subscribers are entitled one primary directory listing as defined in paragraph 3.4.

Presubscription – All subscribers will have access to an Interexchange Carrier (IXC) of their choice for interLata and intraLata services. This considered the customer's predesignated IXC.

(b) Basic Local Service (Residential only)

Each Basic Local Service includes all Economy Local Service features (paragraph 3.1.3.1 (a)) plus the following features (defined in more detail in Section 6) at no additional charge:

Voice Mail
Caller ID
Call Waiting

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Line (Cont'd)

3.1.3.1 Local Line Service (Cont'd)

(c) Ironton PLUS Service (Business customers only, with two lines)

Each Ironton PLUS Local Line Service includes all Economy Local Service Standard Features (paragraph 3.1.3.1 (a)) plus the following features (defined in more detail in Section 6) at no additional charge:

Call Forward, Busy
Call Forward, No Answer
Call Forward, Variable
Call Transfer, Consultation, and Conference
Conference Call Six-Way
Message Waiting
Serial Hunting
Speed Dial, Eight Numbers

3.1.3.2 Optional Features

A Local Line Customer may order, in addition to the standard features, the following optional features, at the rates specified in Section 3.1.3.2.

Answer Call	Referral Service
Call Forward Remote Activation	Remote Call Forward
Call Forward Busy Line	Repeat Call
Call Forward Don't Answer	Return Call
Caller ID	Select Forward
Caller ID Deluxe	Selective Call Acceptance
Distinctive Ringing	Selective Call Rejection
Home Intercom	Serial Hunting
Priority Call	Six-Way Call

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Line (Cont'd)

3.1.3.3 Local Line Rates and Charges

A Local Line Customer will be charged applicable Non-recurring Charges, monthly Recurring Charges and Message Charges as specified in Sections 3.1.3.3.1, 3.1.3.3.2, and 3.1.3.3.3, respectively,

3.1.3.3.1 Non-Recurring Charges

Line Connection Charge (per line)†	\$65.00
Subsequent Account Changes (changes, additions per order)	\$20.00
Presubscription Change (changes per line)	\$ 5.00

NOTE: Non-Recurring account charges will not apply during the initial 30 day period following completion of a service order.

Line Restoral Charge	\$15.00
----------------------	---------

(Applies for line restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently reestablished, charges apply as for a new installation of service.)

Suspension of Service Restoral Charge	\$26.50
---------------------------------------	---------

(Applies for line restoral after Customer-initiated suspension.)

† Line Connection Charge may be waived during promotional offerings.

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.3 Local Line (Cont'd)3.1.3.3 Local Line Rates and Charges (Cont'd)3.1.3.3.1 Non-Recurring Charges (Cont'd)

Installation of Optional Features	\$ 8.50
-----------------------------------	---------

3.1.3.3.2 Recurring Charges Monthly

Economy Local Line — Line Charge	\$11.50
----------------------------------	---------

Basic Local Line — Line Charge (7)	\$21.50
------------------------------------	---------

Ironton PLUS Line Charge	ICB
--------------------------	-----

(includes 250 local calls per line,
cumulative per account)

Line Charge — Single Line	\$ 3.50
---------------------------	---------

— Multiple Line	\$ 6.00
-----------------	---------

<u>Optional Features</u>	<u>Residence</u>	<u>Business</u>
--------------------------	------------------	-----------------

Answer Call (6)

Single 10 minutes storage	\$4.50	
---------------------------	--------	--

Single 20 minutes storage	\$5.00	\$ 6.50
---------------------------	--------	---------

Single 30 minutes storage	\$5.50	\$ 7.00
---------------------------	--------	---------

Multiple	\$8.00	\$10.00 – \$15.00
----------	--------	-------------------

Special	\$4.50 – \$10.00	\$15.00 – \$18.00
---------	------------------	-------------------

Call Forward Remote Activation	\$5.00	\$ 7.00
--------------------------------	--------	---------

Call Forward Busy Line (1)	\$2.00	\$ 2.00
----------------------------	--------	---------

Call Forward Don't Answer (1)	\$2.00	\$ 2.00
-------------------------------	--------	---------

Caller ID	\$6.00	\$ 8.00
-----------	--------	---------

Caller ID — Deluxe	\$7.00	\$ 9.00
--------------------	--------	---------

Distinctive Ringing (2)	\$3.00	\$ 5.00
-------------------------	--------	---------

Home Intercom (5)	\$2.00	
-------------------	--------	--

Priority Call	\$2.00	\$ 3.00
---------------	--------	---------

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.3 Local Line (Cont'd)3.1.3.3 Local Line Rates and Charges (Cont'd)3.1.3.3.2 Recurring Charges (Cont'd)Optional Features (Cont'd)

	<u>Monthly</u>	
	<u>Residence</u>	<u>Business</u>
Referral Service (3, 4)	\$3.00	\$3.00
Remote Call Forward	\$3.00	\$5.00
Repeat Call	\$3.00	\$5.00
Return Call	\$3.00	\$5.00
Select Forward	\$3.50	\$4.50
Selective Call Acceptance	\$3.00	\$4.00
Selective Call Rejection	\$3.00	\$4.00
Serial Hunting	\$5.00	\$5.00
Six-Way Calling	\$4.00	\$7.00

NOTE:

- (1) Customer may subscribe to one feature or to both features combined. The monthly rate is the same for either one service or both.
- (2) Rate applies per each number.
- (3) Customer receives first three months free.
- (4) Customer can subscribe to additional months up to one year. Additional months must be paid for prior to receiving service.
- (5) Home Intercom is not available to business customers.
- (6) Includes call forward busy line and/or call forward don't answer.
- (7) Basic local line Customer may subscribe to an economy line for computer access for an additional \$9.00.

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.3 Local Line (Cont'd)

3.1.3.3 Local Line Rates and Charges (Cont'd)

3.1.3.3.3 Usage Rates

The rates in Section 3.1.5 will apply.

3.1.4 Local Trunk

Local Trunk(s) provide Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner:

3.1.4.1 Local Trunk — Basic

Local Trunk — Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

3.1.4.1.1 One-Way Outbound

Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

3.1.4.1.2 One-Way Inbound or Two-Way

Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

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IRONTON TELEPHONE COMPANY
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 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.1 Local Trunk C Basic (Cont'd)

3.1.4.1.2 One-Way Inbound or Two-Way (Cont'd)

3.1.4.1.2.1 Features

The following features are available:

Calling Number Delivery
 Serial Hunting
 Touch Tone
 Presubscription
 One Directory Listing

3.1.4.1.3 Local Trunk C Basic Rates and Charges

A Local Trunk C Basic Customer will be charged applicable Non-recurring Charges, monthly Recurring Charges and usage charges as specified in Sections 3.1.4.1.3.1, 3.1.4.1.3.2 and 3.1.4.1.3.3, respectively.

3.1.4.1.3.1 Non-Recurring Charges

Line Connection Charges (Per trunk)	\$65.00
Subsequent Account Charges (Changes, additions per order)	\$20.00
Presubscription Change Charge (Per change, per trunk)	\$ 5.00

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.1 Local Trunk C Basic (Cont'd)

3.1.4.1.3 Local Trunk C Basic Rates and Charges (Cont'd)

3.1.4.1.3.1 Non-Recurring Charges (Cont'd)

NOTE: Non-recurring account change charges will not apply during the initial 30 day period following completion of a service order.

Line Restoral Charge	\$15.00
(Applies for trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.)	

Suspension of Service Restoral Charge	\$26.50
---------------------------------------	---------

(Applies for trunk restoral after Customer-initiated suspension.)

3.1.4.1.3.2 Monthly Recurring Charges

Local Trunk C Basic Charge	\$30.00
----------------------------	---------

(Per trunk, which includes 250 local calls per trunk, cumulative per account)

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.1 Local Trunk C Basic (Cont'd)

3.1.4.1.3 Local Trunk C Basic Rates and Charges (Cont'd)

3.1.4.1.3.2 Monthly Recurring Charges (Cont'd)

Optional Features:

Calling Number Delivery	\$8.50
Calling Number Delivery Blocking	\$0.00

3.1.4.1.3.3 Usage Rates

The rates in Section 3.1.5 will apply.

3.1.4.2 Local Trunk C Direct Inward Dialing (DID)

Provides the Customer with a single analog connection which can carry one-way, inbound traffic.

3.1.4.2.1 Direct Inward Dialing Numbers

Telephone numbers can be obtained in blocks of 20 numbers. Additional monthly charges will apply, as specified in Section 3.1.4.2.2.1

3.1.4.2.2 Direct Inward Dialing Rates and Charges

A Customer who orders a Local Trunk C DID Trunk will be charged applicable Non-recurring Charges and monthly Recurring Charges as specified in Sections 3.1.4.2.2.1 and 3.1.4.2.2.2.

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.2 Local Trunk C Direct Inward Dialing (DID) (Cont'd)

3.1.4.2.2 Direct Inward Dialing Rates and Charges (Cont'd)

3.1.4.2.2.1 Non-Recurring Charges

Installation (First 20 DID Number)	\$10.00
------------------------------------	---------

Each Add'l 20 DID Number (Up to 1000)	\$13.50
------------------------------------------	---------

Line Connection (Per DID Trunk)	\$65.00
---------------------------------	---------

Subsequent Account Changes (Changes, additions per order)	\$20.00
--------------------------------------------------------------	---------

NOTE: Non-recurring account change charges will not apply during the initial 30 day period following on completion of a Service Order.

Line Restoral Charge	\$15.00
----------------------	---------

(Applies for trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.)

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.2 Local Trunk C Direct Inward Dialing (DID) (Cont'd)

3.1.4.2.2 Direct Inward Dialing Rates and Charges (Cont'd)

3.1.4.2.2.1 Non-Recurring Charges (Cont'd)

Suspension of Service	\$26.50
Restoral Charge	

(Applies for trunk restoral after Customer-initiated suspension.)

3.1.4.2.2.2 Monthly Recurring Charges

Local Trunk C DID Charge (Per trunk)	\$39.00
-----------------------------------------	---------

DID Number Charge (Per block of 20 numbers)	\$ 5.00
------------------------------------------------	---------

Rates for a volume of numbers greater than 1000 will be provided on an individual case basis.

3.1.4.3 Local Trunk C Digital Interface

Local Trunk C Digital Interface provides a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-cable key system.

Local Trunk C Digital Interface can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, Direct Inward Dialing, or a combination thereof.

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IRONTON TELEPHONE COMPANY
 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.3 Local Trunk C Digital Interface (Cont'd)

3.1.4.3.1 One-Way Outbound

Provides the Customer with individual channels which are restricted to carry outbound traffic only.

3.1.4.3.2 One-Way Inbound or Two-Way

Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per Trunk Group.

3.1.4.3.2.1 Features

Least Idle or Most Idle Trunk Selection

3.1.4.3.3 Direct Inward Dialing (DID)

Provides the Customer with individual channels which can carry one-way inbound traffic. The number of digits to be outpulsed must be specified by the Customer.

3.1.4.3.4 Local Trunk C Digital Interface Rates and Charges

3.1.4.3.4.1 Non-Recurring Charges

Digital Interface	\$590.00
Installation: Local Trunk — Basic (Per channel)	\$ 65.00

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 4242 Mauch Chunk Road
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IRONTON TELEPHONE COMPANY
 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.4 Local Trunk (Cont'd)

3.1.4.3 Local Trunk C Digital Interface (Cont'd)

3.1.4.3.4 Local Trunk C Digital Interface Rates and Charges (Cont'd)

3.1.4.3.4.1 Non-Recurring Charges (Cont'd)

Local Trunk C DID (Per channel)	\$ 65.00
Subsequent Account Changes (Changes, additions per change)	\$ 20.00

NOTE: Non-recurring change charges will not apply during the initial 30 day period following completion of a Service Order.

3.1.4.3.4.2 Monthly Recurring Charges

Local Trunk C Digital Interface (Per DS1)	\$390.00
Local Trunk C Basic (Per channel)	\$ 10.00
Local Trunk C DID (Per Channel)	\$ 10.00
DID Number Charge (Per block of 20 numbers)	\$ 5.00

Rates for a volume of numbers greater than 1000 will be provided on an individual case basis.

In addition to the above charges, applicable rates for usage will apply, as specified in Section 3.1.5.

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IRONTON TELEPHONE COMPANY
 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Usage Options

3.1.5.1 All Local Exchange Service Residential Customers must order one of the following usage options. These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

3.1.5.1.1 Per Message Rate

The following rates will be applied on a per call basis, regardless of the duration of the call. Per message rates will apply for calls in excess of the amount included with Ironton PLUS service and Local Economy and Basic Trunk service.

Per Call \$0.065

3.1.5.1.2 Unlimited Local Calling (Residence Customers Only)

Per Month \$7.00

3.1.5.2 Usage Sensitive Services

	<u>Usage Rates</u>	
	<u>Residence</u>	<u>Business</u>
Repeat Dial (1)	\$0.50	\$0.50
Return Call (1)	\$0.50	\$0.50
Call Trace, per successful attempt	\$1.00	\$1.00
Priority Call (2, 3)	\$0.50	\$0.50
Select Call Forward (3)	\$0.50	\$0.50
Select Call Rejection (2)	\$0.50	\$0.50

NOTES:

- (1) Rate applies per each activation.
- (2) Rate applies each day list is active.
- (3) Customers who subscribe to Call Waiting receive a priority tone on selected calls if priority call screening list is activated.

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)3.1 Local Exchange Service (Cont'd)3.1.5 Usage Options (Cont'd)3.1.5.3 Integrated Services Digital Network (ISDN)

	Monthly	Monthly	
<u>BRI Package</u>	<u>Rate</u>	<u>Allowance</u>	<u>Non-recurring</u>
Option 1 (1, 4)	ICB	25 hours	ICB
Option 2 (1, 4)	ICB	40 hours	ICB
Option 3 (1, 4)	ICB	60 hours	ICB

	Monthly
<u>PRI Package</u>	<u>Rate</u>
PR01 23B + 1D (6)	ICB
PR02 23B + 1D w/T-1 (6, 10)	ICB
PR03 23B + 1D w/CID (6, 9)	ICB
PR04 23B + 1D w/T-1 & CID (6, 9, 10)	ICB
PR05 23B + 1D (7)	ICB
PR06 23B + 1D w/T-1 (7, 10)	ICB
PR07 23B + 1D w/CID (7, 9)	ICB
PR08 23B + 1D w/T-1 & CID (7, 9, 10)	ICB
PR09 23B + 1D (8)	ICB
PR10 23B + 1D w/T-1 (8, 10)	ICB
PR11 23B + 1D w/CID (8, 9)	ICB
PR12 23B + 1D w/T-1 & CID (8, 9, 10)	ICB
PR13 47B + 1D (6)	ICB
PR14 47B + 1D w/T-1 (6, 10)	ICB
PR15 47B + 1D w/CID (6, 9)	ICB
PR16 47B + 1D w/T-1 & CID (6, 9, 10)	ICB
PR17 47B + 1D (7)	ICB
PR18 47B + 1D w/T-1 (7, 10)	ICB
PR19 47B + 1D w/CID (7, 9)	ICB
PR20 47B + 1D w/T-1 & CID (7, 9, 10)	ICB
PR21 47B + 1D (8)	ICB

ISSUED: February 25, 1999

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Usage Options (Cont'd)

3.1.5.3 Integrated Services Digital Network (ISDN) (Cont'd)

<u>PRI Package</u>	<u>Monthly Rate</u>
PR22 47B + 1D (8, 10)	ICB
PR23 47B + 1D w/CID (8, 10)	ICB
PR24 47B + 1D w/T-1 & CID (8, 9, 10)	ICB
PR25 46B + 2D (2, 6)	ICB
PR26 46B + 2D w/T-1 (2, 6, 10)	ICB
PR27 46B + 2D w/CID (2, 6, 9)	ICB
PR28 46B + 2D w/T-1 & CID (2, 6, 9, 10)	ICB
PR29 46B + 2D (2, 7)	ICB
PR30 46B + 2D w/T-1 (2, 7, 10)	ICB
PR31 46B + 2D w/CID (2, 7, 9)	ICB
PR32 46B + 2D w/T-1 & CID (2, 7, 9, 10)	ICB
PR33 46B + 2D (2, 8)	ICB
PR34 46B + 2D w/T-1 (2, 8, 10)	ICB
PR35 46B + 2D w/CID (2, 8, 9)	ICB
PR36 46B + 2D w/T-1 & CID (2, 8, 9, 10)	ICB
PRI37 (9 or more) (2, 3, 5, 9 10)	ICB

NOTES:

- (1) Each minute or fraction thereof which exceeds the monthly usage allowance in the option stated above will be billed an additional charge of \$0.02 per minute peak and \$0.01 per minute off peak. **Peak** time is Monday thru Friday 8:00 AM to 8:00 PM. **Off Peak** is Monday thru Friday 8:00 PM to 8:00 AM to include all day Saturday and Sunday. Monthly allowance does not apply for PRI service.

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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.1.5 Usage Options (Cont'd)

3.1.5.3 Integrated Services Digital Network (ISDN) (Cont'd)

NOTES: (Cont'd)

- (2) If more than one PRI is ordered, customer can choose if they want one or two "D" channels. If customer chooses two "D" channels an additional cost will apply for setting up second "D" channel. The Company will not stack more than two PRIs to one "D" channel. If technology permits in the future for more than two PRIs to a "D" channel, then the Company will consider a request by the customer on a case by case basis (\$35.00 each).
- (3) All must be located at same location.
- (4) The monthly allowance for hours is a combined total for both "D" channels. Usage is at the customer's discretion.
- (5) ICB — Individual Contractual Basis.
- (6) Month to Month term rate.
- (7) 3-year term — 3 or less PRIs.
- (8) 3-year term — 4 to 8 PRIs.
- (9) CID — Caller ID and/or Caller ID Deluxe (\$100.00 each).
- (10) T-1 — 1.544 MB transport (\$150.00 each).

3.2 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. Directory Assistance includes the option for call completion to the requested number at no additional charge.

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 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.2 Directory Assistance (Cont'd)

3.2.1 A customer is entitled to two free Directory Assistance calls per month, then each call thereafter to Directory Assistance, for the remaining month, will be charged as follows:

<u>Per Call</u>	\$1.00
-----------------	--------

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service without additional charges.

3.2.2 A credit will be given to Directory Assistance as follows:

- (a) The Customer experiences poor transmission or is cut-off during the call; or
- (b) the Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service Representative.

3.3 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified in Section 3.1, surcharges as specified in Section 3.3.1 will apply:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.3 Operator Assistance (Cont'd)

Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

3.3.1 Operator Assisted Surcharges: The following surcharges will be applied on a per-call basis.

Calling Card	\$2.25
Third Number Billing	\$2.45
Collect Calling	\$2.25
Person to Person	\$4.90
Station to Station	\$2.05
General Assistance	N/C

3.3.2 Busy Line Verification and Interrupt Service: Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

3.3.2.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

3.3.2.2 Busy Line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

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IRONTON TELEPHONE COMPANY
 COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
 TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.3 Operator Assistance (Cont'd)

3.3.2 (Cont'd)

3.3.2.3 Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

3.3.2.3.1 The operator verifies that the line is busy with a call in progress.

3.3.2.3.2 The operator verifies that the line is available for incoming calls.

3.3.2.3.3 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

	<u>Per Request</u>
Busy Line Verification	\$6.50
Busy Line Interrupt	\$6.50

3.4 Directory Listings

The Company shall provide a single directory listing, termed the primary listing in the telephone directory published by the local exchange provider in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listing of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for an additional Monthly Recurring Charge per listing.

3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. When more than one line is required to properly list the Customer, no additional charge is made.

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 Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

- 3.4.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.3 Each listing must be designated Government, Business, or Residence to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.4 In order for listing to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- 3.4.5 Directory listings are provided in connection with each Customer service as specified herein.
- 3.4.5.1 Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
- 3.4.5.2 Additional Listing: In connection with local exchange service, additional listings are available only in the name of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Sections 3.4.5.8 and 3.4.5.9.

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

3.4.5 (Cont'd)

3.4.5.3 Non-published Listings: Listings that are not printed in directories nor available from Directory Assistance.

A Non-published Telephone Service will be furnished, at the Customer's request providing the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Non-published Listings are specified in Sections 3.4.5.8 and 3.4.5.9.

3.4.5.4 Non-listed Numbers: A Non-listed number will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried to the Company's directory assistance and will be given to any calling party. Rates for Non-listed Numbers are specified in Sections 3.4.5.8 and 3.4.5.9.

3.4.5.5 Foreign Listings: Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listings.

3.4.5.6 Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

3.4.5.7 Reference Listing: A listing including additional telephone numbers of the same or another Customer to be called in the event there is not an answer from the Customer's telephone. Charges for reference listings are specified in Sections 3.4.5.8 and 3.4.5.9.

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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.4 Directory Listings (Cont'd)

3.4.5 (Cont'd)

3.4.5.8 Non-Recurring Charges: Non-recurring charges associated with Directory Listings are as follows:

Per Listing or
Per Number Charge

Primary Listing	N/C
Additional Listing	\$15.00
Reference Listing	\$15.00
Non-Listed Number	\$15.00
Non-Published Number	\$15.00

3.4.5.9 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are as follows:

Per Listing or
Per Number Charge

Primary Listing	N/C
Additional Listing	\$ 2.05
Reference Listing	\$ 2.05
Non-Listed Number	\$ 1.25
Non-Published Number	\$ 1.75

3.5 Emergency Services C Enhanced 911 (E911)

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point (PSAP).

3.6 Vanity Telephone Numbers

At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3. There will no charge for Vanity Telephone Numbers.

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.7 Telecommunications Relay Service (TRS)

TRS is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Pennsylvania, Inc.

In addition to the charges provided in this tariff and the Company's other intrastate tariffs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line used the Pennsylvania Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the 12 month period commencing with July 1, of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills:

	<u>Monthly Rate</u>
Per business access line	\$0.10
Per residence line	\$0.05

Local calls will be charged at the applicable rate specified in this tariff.

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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.8 Lifeline Service

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations. NOTES: Customers who qualify for Lifeline Service may also qualify for Link Up America Service. (A)
(A)

3.8.1 Regulations

3.8.1.1 Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than four (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.

3.8.1.2 Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:

- (a) One-Party Residence Unlimited Service and Local Measured Service, if available.
- (b) Directory Listing (standard only).
- (c) Non-Published or Non-Listed Telephone Number Service.
- (d) Access to Directory Assistance Service.
- (e) Touch-Tone Calling Service.
- (f) Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
- (g) Access to Operator Services.
- (h) Voluntary Toll Restriction Option.
- (i) Link Up America (if eligible).
- (j) Access to 800/888 Services.
- (k) Access to Call Trace.
- (l) Access to Alerting and Reporting Systems (9-1-1 dialing).
- (m) Access to the Pennsylvania Telecommunications Relay Service.
- (n) Caller ID Per-call and Per-line Blocking.

(A) indicates added material

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President
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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.8 Lifeline Service (Cont'd)

3.8.1 Regulations (Cont'd)

3.8.1.2 (Cont'd)

(o) One optional vertical service

- (1) When a Lifeline customer subscribes to the company's or a private vendor's voice mail service as the optional vertical service, a second vertical may be added if necessary to make the voice mail service function.

(A)

(A)

3.8.1.3 Applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines for All States (except Alaska and Hawaii) and the District of Columbia. Recertifications of Lifeline Service participants may be conducted biennially by Ironton

(A)

(A)

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

(A)

(A)

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Ironton.

(A) indicates added material

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Ironton, PA 18037

IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.8 Lifeline Service (Cont'd)

3.8.1 Regulations (Cont'd)

- 3.8.1.4 Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in Section 3.8.1.3 above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by Ironton. When Ironton is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in Section 3.8.1.3 above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service. (M)
- 3.8.1.5 A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements. (M)
- 3.8.1.6 Only services listed in Section 3.8.1.2 above will be provided to Lifeline customers. All other premium services offered by the Company will not be available.
- 3.8.1.7 Lifeline Service customers are required to apply for the Link Up America benefit when applicable.
- 3.8.1.8 Customer requested temporary suspension of Lifeline Service is not permitted.
- 3.8.1.9 Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.8 Lifeline Service (Cont'd)

3.8.1 Regulations (Cont'd)

- 3.8.1.10 The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years or older. (M)
- 3.8.1.11 Lifeline customers are subject to all Residence service regulations in this and other tariff of Ironton. (M)
- 3.8.1.12 Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- 3.8.1.13 Resale of Lifeline Services are subject to wholesale rate obligations under Section 251(c)(4) of the Telecommunications Act of 1996.
- 3.8.1.14 All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- 3.8.1.15 Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate 52 PA Code, Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- 3.8.1.16 Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

3.8.2 Lifeline Service Dial Tone line Monthly Rate

- 3.8.2.1 Applicable Residence Dial Tone monthly rate minus \$1.75 (1).
- 3.8.2.2 Lifeline Service customers will pay the applicable Subscriber Line Charge monthly rate minus \$3.50 (1) (2). (A)

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.8 Lifeline Service (Cont'd)

3.8.2 Lifeline Service Dial Tone line Monthly Rate (Cont'd)

3.8.2.2 (Cont'd)

NOTE:

(1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in the rates that are less than zero.

(M)

(M)

(2) \$4.35 for Interstate Pricecap Companies per FCC CALLS order (FCC-00-193, May 31, 2000).

(A)

(A)

3.8.2.3 Lifeline Service is subject to all applicable state, local and federal taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

3.9 Link Up America

A program designed to promote universal service by providing a discount on service connection charges for qualified Low-income Customers. If a Customer qualifies for Lifeline Service, they also qualify for Link Up America.

3.9.1 Regulations

3.9.1.1 Link Up America is available to Residence Customers who meet the following eligibility criteria:

(a) The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older.

The applicant must self-certify the requirements set out in (a).

(A)

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.9 Link Up America (Cont'd)

3.9.1 Regulations (Cont'd)

3.9.1.1 (Cont'd)

- (b) An applicant for Link Up America must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 150% of the annual United States Census Bureau Poverty Level Guidelines for All States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants may be conducted biennially by Ironton.

Pennsylvania Department of Public Welfare Link Up America Service Programs:

- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

The DPW Programs listed above must be certified by the DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Ironton.

- (c) The Link Up America discount is applicable to one access line (dial tone line) when it applies to the installation or relocation of main service at a Customers' principal residence.

(C) indicates Change

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IRONTON TELEPHONE COMPANY
COMPETITIVE LOCAL EXCHANGE CARRIER TARIFF
TELEPHONE PA P.U.C. NO. 3

3. Service Descriptions (Cont'd)

3.9 Link Up America (Cont'd)

3.9.1 Regulations (Cont'd)

3.9.1.1 (Cont'd)

- (d) Link Up America applicants are not exempt from Telephone Company deposit requirements.
- (e) Service will not be established at discounted rates prior to receipt of certification. Service will be established at full Service Connection Charges. If certification is received within 60 days of original application for service, credit will be applied to provide the Link Up America discount.
- (f) The Link Up America discount does not apply to applicants who are full time students living in university or college controlled housing.

(C)
|
(C)

3.9.2 Rates

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America Customer in monthly installments as specified in the Telephone Company's tariffs.

4. Promotional Offerings

4.1 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Promotions will be filed with the PA P.U.C. to be effective on one day's notice.

4.2. Trial Service Offering (TSO)

In the normal course of business the Company, at its discretion, may elect to offer certain services to a Customer on a "trial basis."

(C) indicates Change

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IRONTON TELEPHONE COMPANY
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TELEPHONE PA P.U.C. NO. 3

5. Individual Case Basis (ICB) Arrangement

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such service in this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis and will be filed with the PA P.U.C. to be effective on one day's notice.

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(M)

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