
LOCAL EXCHANGE SERVICES

This tariff replaces Maryland Tariff No. 1 issued by Excel Telecommunications, Inc. in its entirety.

TITLE PAGE

Tariff Schedule Applicable to
Facilities Based Local Exchange
Telecommunications Services Furnished by
Comtel Telcom Assets LP d/b/a Excel Telecommunications
Between Points Within the State of Maryland

Issued: June 1, 2006

Effective: May 17, 2006

Issued By: Becky Gipson, Director - Regulatory Affairs
2440 Marsh Lane
Carrollton, Texas 75006

LOCAL EXCHANGE SERVICES

CHECK SHEET

The Title Page and pages listed below of this tariff are effective as of the date shown. Revised sheets contain all changes from the original tariff that are in effect as of the date indicated.

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LOCAL EXCHANGE SERVICES

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.
- C. Paragraph Numbering Sequence - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.1
- D. Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

LOCAL EXCHANGE SERVICES

1.0 GENERAL

1.1 Explanation of Symbols

When changes are made in any tariff page, a revised page will be issued canceling the tariff page affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C) – To signify a changed regulation
- (D) – To signify a discontinued rate or regulation
- (I) – To signify an increase in a rate
- (M) – To signify text or rates relocated without change
- (N) – To signify a new rate or regulation or other text
- (R) – To signify a reduction in a rate
- (S) – To signify reissued regulations
- (T) – To signify a change in text but no change in rate
- (Z) – To signify a correction

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.2 Application of the Tariff

- 1.2.1 This tariff governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this tariff.
- 1.2.2 Excel's services are available to both residential and business customers as specified herein.
- 1.2.3 Excel's service territory is consistent with the calling areas listed in Verizon's f/k/a Bell Atlantic's tariff

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LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions

ACCESS LINE

A central office line which provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, cooperative corporation, corporation, or any combination thereof requesting affirmative service or action from the Company.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the tariff and (1) on whose premises a station of the private line service is located or (2) who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

BUILDING

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the wires or cables of the Company can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to customers where the primary or obvious use is of a business, professional or occupational nature.

CALLING AREA

See Local Service Area.

CANCELLATION CHARGES

A charge applicable under certain conditions when application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

COMPANY

Comtel Telcom Assets LP d/b/a Excel Telecommunications

COMMISSION

Maryland Public Service Commission.

COMPLETED CALL

A call which the Company's network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.

CUSTOMER

Means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer or user of telecommunications service received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities.

DELINQUENT BILLS

Outstanding account balances which are not paid by the due date.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

DEMARICATION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Company's protector or equivalent, where a protector is not used, and consists of a modular jack or equivalent.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECTORY

A book, or other tangible medium, which alphabetically lists each telephone customer with his/her address and telephone number.

DIRECTORY ASSISTANCE SERVICE

A service provided to assist customers in obtaining telephone numbers which are or are not listed in a directory.

DIRECTORY ASSISTANCE CALL COMPLETION

A service provided that gives customers the option of having their local or IntraLATA calls automatically completed when they request a telephone listing from the Directory Assistance (DA) operator.

DIRECTORY LISTING

The publication of a Company directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are able to ascertain the call number of a desired station.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)
DISCONNECT NOTICE

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

DISCONNECTION OF SERVICE

An arrangement made at the request of a customer or initiated by the Company for violation of tariff regulations by the customer, for a permanent interruption of telephone service. A "final" bill would be rendered showing monies owed to the Company as of the date the service was disconnected.

END USER

See Subscriber

ENTRANCE FACILITIES

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

EXCHANGE

A unit established by the Company for the administration of telecommunications service in a specified area for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs. It consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

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

EXCHANGE LINE

Any circuit connecting an exchange access line with a central office.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

EXCHANGE SERVICE

Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Tariff.

- (a) Flat Rate Service: A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.
- (b) Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the circuit connected.

EXCHANGE SERVICE AREA

The area within which the Company furnishes complete local telephone service at the applicable exchange rates for that area.

EXTENDED AREA SERVICE

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

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

FAMILY

A group of two or more persons related by blood, marriage or adoption and residing together. A primary family consists of the head of a household and all (one or more) other persons in the household related to the head of household. A secondary family comprises two or more persons such as guests, lodgers, or resident employees and their relatives, living in a household or quasi-household (other than the negligible number or such groups among inmates or institutions) and related to each other.

FLAT-RATE SERVICE

A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

FOREIGN EXCHANGE SERVICE

Exchange Service furnished under tariff provisions by means of a circuit connecting a customer's premises with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary Local Exchange Service.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

HOUSEHOLD

A Household comprises all persons who occupy a dwelling unit, that is, a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A Household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of household) and also the lodgers and employees, if any, who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a Household.

ILEC

Incumbent Local Exchange Carrier.\

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is provided.

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to Service Connection Charges.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

INTERCEPT SERVICE

A service arrangement provided by the Company whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected, discontinued, changed to another number, or that calls are received by another telephone.

INTERFACE

(a) The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.

(b) The point of interconnection between the Company's equipment and communications facilities on the premises of the Customer. Also referred to as Demarcation Point.

INTERFACE EQUIPMENT

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

INTRALATA

Long Distance Message Telecommunications Service where service point locations are within the same Local Access and Transport Area (LATA).

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating telephone company exchanges which are grouped to serve common, social, economic and miscellaneous purposes.

LOCAL CALLING AREA

See Local Service Area.

LOCAL CHANNEL

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

LOCAL EXCHANGE SERVICE

Provides for telephone communication within the local service area in accordance with the provisions of this Tariff, including the use of exchange facilities required to establish connection between exchange access lines.

LOCAL MESSAGE

A communication between two access lines within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling access line and the called access line are both within the same local calling area where a local message charge is applicable.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

LOCAL SERVICE

The intercommunication (by means of facilities connected with an applicable central office or offices and under the provisions of the Company and its tariff) between access lines located in the same exchange or in different exchanges between which no long distance (toll) rates or charges apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished to customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under extended area service arrangement.

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

MAINTENANCE SERVICE CHARGE

A charge made by the Company when a service difficulty or trouble report results from customer-provided equipment or facilities.

MESSAGE

A communication between two exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

MINIMUM CONTRACT PERIOD

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

NETWORK CONTROL SIGNALING

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

NETWORK CONTROL SIGNALING UNIT

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

NETWORK INTERFACE

See Interface.

NON-LISTED TELEPHONE NUMBER

A telephone number associated with an exchange line which, at the request of the customer, is not listed in a telephone directory but may be obtained from a Directory Assistance Operator.

NON-PUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in a telephone directory and is not made available to the general public by the Company.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

ONE-PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premises.

OTHER COMMON CARRIER (OCC)

Denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission.

OTHER COMMON CARRIER TERMINAL LOCATION

A discrete operational and equipment location of an OCC from which the OCC furnishes and administers common carrier communications services to its customers.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use of another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISES

Building or buildings on contiguous property (except railroad rights-of-way, etc.) not separated by a public highway.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

PREMISES WIRING

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, Customer Premises Inside Wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PRESUBSCRIPTION

Presubscription is the process by which end user customers may select and designate to the Company an Interexchange Carrier (IXC) to access, without an access code, for interLATA/interstate or interLATA/intrastate calls. This IXC is referred to as the end user's predesignated IXC.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY TERMINATION

Applied to channels which extend beyond the continuous property of a customer or the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "Primary Termination." For purpose of this definition, the location of a "Primary Termination" for channel services associated with "Switching System Services" is considered to be at the "Switching System Services" serving central office. When the "Switching System Services" serving central office is not in the same exchange as the main location, the "Mileage Service Area" center for the main location will be used in lieu of the "Switching System Services" serving central office.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

PRIVATE BRANCH EXCHABGE (PBX OR PRIVATE AUTOMATIC BRANCH EXCHANGE (PABX))

A private telephone system switch used by medium and large companies. The switch is connected to the local public telephone network and performs in-house routing and switching. Users usually dial 9 to get outside the system to the local lines. Modern PBXs offer numerous software-controlled features such as call forwarding and call pickup. A PBX uses technology similar to that used by a central office switch, but on a smaller scale.

PUBLISHED TELEPHONE NUMBER

A number which appears in a current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

RESIDENCE EXCHANGE ACCESS LINE

An exchange access line used to provide exchange telephone service to a residence customer.

RESIDENTIAL CUSTOMER

A customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other customers are non-residential customers.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

RESIDENTIAL SERVICE

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

ROTARY LINE SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE

Any telecommunications service(s) provided by the Carrier under this tariff.

SERVICE CALL

A visit to a customer's premises in connection with a service difficulty. See also Maintenance Service Charge.

SERVICE CHARGES

A nonrecurring charge applying to the provisions of telephone service.

STATION

A telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff and responsible for the payment of charges and compliance with the rules and regulations of the Company.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service.

TARIFF

The schedule of the Company containing all rates, and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the Company stated separately by type or kind of service and the customer class as filed with the Commission.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this tariff.

TELEPHONE NUMBER

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "Central Office Designation".

TELEPHONE OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and long distance message telecommunications facilities, or network; both interstate and intrastate.

TEMPORARY DISCONNECTION

See Suspension of Service.

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

LOCAL EXCHANGE SERVICES

1.0 GENERAL (Continued)

1.3 Definitions (Continued)

TERMINATION AGREEMENT

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a customer's obligation for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company, under its regulations concerning cancellation for cause.

TONE DIALING SERVICE

A classification of exchange service whereby calls are originated through the use of tone dial instruments in lieu of a rotary dial instrument.

TRUNK

A telephone communication path connecting a central office and customer premises equipment, used in the establishment of end-to-end service.

UNBUNDLED NETWORK ELEMENT

Physical and functional elements of the network that can be combined into a complete set in order to provide end-to-end circuits.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 General

The Company undertakes to provide the services offered in this tariff on the terms and conditions and at the rates and charges specified.

Local Exchange Service consists of furnishing one-way or two-way telecommunications to or from a demarcation point on the Customer's premises and another demarcation point within a Local Service Area.

Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing adjustments or prorating charges in this tariff, a month is considered to have 30 days.

Service will be provided where facilities, billing capability and the resale of total local service or underlying network elements are available, or a combination thereof.

The Company's obligation to furnish service, features and/or facilities is also dependent upon its ability to provide, secure and retain, without unreasonable expense to the Company (a) suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, (b) suitable space for its plant and facilities in the building where service is or is to be provided, (c) facilities for interconnection from alternate suppliers.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.2 Terms and Conditions

Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. The Customer may also be required to execute any other documents as may be reasonably requested by the Company. The Company reserves the right, at its discretion, to change the terms and conditions specified in this tariff, including, but not limited to, the rates for services. Any changes to the terms and conditions will be applicable to services provided after the effective date of the change.

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. Any termination shall not relieve the 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.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.3 Interconnection of Facilities

Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Local Exchange Services and the channels, facilities or equipment of others shall be provided at the Customer's expense.

Local Exchange Services 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.

2.1.4 Inspections

Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in the section for the installation, operation and maintenance of Customer-provided facilities, equipment and wiring in the connection of Customer-provided facilities and equipment to Company-provided facilities and equipment.

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 ten days of receiving this notice, the Customer must take corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action deemed necessary, including the suspension of or disconnection of service, to protect its facilities, equipment and personnel from harm.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.5 Assignment or Transfer of Service

The Customer may not assign or transfer its rights or duties in connection with the services and equipment or facilities provided by the Company without the written consent of the Company. 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.

2.1.6 Notices and Communications

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 placement 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.

The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing.

2.1.7 Provisions of Certain Local Taxes and Fees

Any assessments, franchise fees, privilege, license, occupation, excise, or other similar taxes, whether in a lump sum or at a flat rate, or based on receipts, or based on poles, wire or other utility property units, imposed upon the Company by any governmental authority shall be added pro rata, insofar as practical, to the rates and charges stated in the Company's standard schedules, in amounts which in the aggregate for the Company's Customers of any political entity shall be equal to the amount of any such tax upon the Company. Company shall, so long as any such tax or fee is in effect, add to the bills of the Customers in such political entity pro rata on the basis of the revenue or as otherwise required and/or allowed by law derived by Company from each such Customer, an amount sufficient to recover any such tax or fee.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.8 Special Construction

If the provision of service to a Customer would require the construction of additional facilities, replacement facilities or special facilities designed to meet the Customer's particular needs, the Company, at its option, may seek to obtain the facilities from another carrier, or may construct the facilities. The Customer may be required to pay all of the Company's fees and expenses associated with obtaining or constructing the facilities, including but not limited to, any unusual maintenance costs or removal costs. Construction charges may be required, at the Company's option, prior to commencing work or when billing is rendered. The Customer may be required to enter into a written agreement to pay the construction charges if they are not paid prior to initiation of service.

Any facilities constructed by the Company by the use of construction charges, however financed, shall be and remain the property of the Company, unless otherwise agreed to by the Company pursuant to a written agreement. The Customer does not obtain any rights of ownership in facilities provided by the Company.

The charges and regulations applicable to special construction apply in connection with all classes of service, facilities or equipment furnished by the Company and are in addition to the installation charges, service connection and move charges and monthly service charges otherwise applicable to the provision of service to the Customer pursuant to other sections of this tariff.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

2.2.1.1 The payment of all applicable charges pursuant to this tariff;

2.2.1.2 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.

2.2.1.3 Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's facilities and equipment installed on the customer's premises.

2.2.1.4 Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's facilities and equipment. The customer may be required to install and maintain the Company's 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 prior to any construction or installation work.

2.2.1.5 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 the Company's facilities and equipment in any customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.2 Obligations of the Customer (Continued)

2.2.1 The customer shall be responsible for: (Continued)

2.2.1.6 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.

2.2.2 With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:

2.2.2.1 Any loss, destruction or damage to property of the Company or any third party, 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

2.2.2.2 Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary 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.

2.2.3 The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and facilities 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.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.2 Obligations of the Customer (Continued)

2.2.4 The Company's services (as detailed in this tariff) may be connected to the services or facilities or other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs or contracts which are applicable to such connections.

2.2.5 Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in this tariff for the installation, operation, and maintenance of customer-provided facilities and equipment that is connected to Company-owned facilities and equipment.

2.3 Liability of the Company

2.3.1 In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Company, and because certain errors incident to the services and to the use of such facilities of the Company are unavoidable, services and facilities are furnished by the Company subject to the terms, conditions and limitations herein specified:

2.3.2 Service Irregularities

2.3.2.1 The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to Company.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.3 Liability of the Company (Continued)

2.3.2 Service Irregularities (Continued)

2.3.2.2 The Company shall not be liable for any act or omission of any connecting carrier, underlying carrier or local exchange Company except where Company contracts the other carrier; for acts or omission of any other providers of connections, facilities, or service; or for culpable conduct of the customer or failure of equipment, facilities or connection provided by the customer.

2.3.3 Claims of Misuse of Service

2.3.3.1 The Company shall be indemnified and saved harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Company.

2.3.4 Defacement of Premises

2.3.4.1 The Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Company. For the purpose of this paragraph, no agents or employees of the other participating carriers shall be deemed to be agents or employees of the Company except where contracted by the Company.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.3 Liability of the Company (Continued)

2.3.5 Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations

2.3.5.1 The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. Company shall be indemnified, defended and held harmless by the customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service and not due to the gross negligence or willful misconduct of the Company.

2.3.6 Service at Outdoor Locations

2.3.6.1 The Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Company at such locations. The customer shall likewise indemnify and save the Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.3 Liability of the Company (Continued)

2.3.7 Warranties

2.3.7.1 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 OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

2.3.7.2 Acceptance of the provisions of Section 2.3 by the Commission does not constitute its determination that any disclaimer of warranties or representations imposed by the Company should be upheld in a court of law.

2.3.8 Limitation of Liability

2.3.8.1 Nothing in this tariff shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

2.4 Application for Service

2.4.1 Minimum Contract Period:

2.4.1.1 Except as otherwise provided, the minimum contract period is one month for all services furnished. However, if a new residential or single line business customer notifies the Company within twenty days after receipt of the first bill that certain services or equipment are not desired, the Company will delete such services or equipment from the customer's account without a record keeping or service ordering charge. The customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such service and equipment.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.4 Application for Service (Continued)

2.4.1 Minimum Contract Period:

2.4.1.2 Except as provided in 3.4.2.1, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to customers to the day the succeeding directory is first distributed to customers.

2.4.1.3 The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for service.

2.4.2 Cancellation of Service

2.4.2.1 Where the applicant cancels an order for service prior to the start of the installation or special construction of facilities, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.

2.4.2.2 Where the installation of facilities, other than those provided by special construction, has been started prior to cancellation, the lower of the following charge applies;

2.4.2.2.A The total costs of installing and removing such facilities;
or

2.4.2.2.B The monthly charges for the entire initial contract period of the service ordered by the customer as provided in this tariff plus the full amount of any applicable installation and termination charges.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.4 Application for Service (Continued)

2.4.2 Cancellation of Service

2.4.2.3 Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

2.5 Payment for Service

2.5.1 Service will be billed by the Company on a monthly basis and is due and payable upon receipt or as specified on the customer's bill. Service will continue to be provided until canceled by the customer or discontinued by the Company as set forth in Section 2.14 of this tariff.

2.5.2 The customer is responsible for payment of all charges for service furnished to the customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the service was used. All fixed monthly and nonrecurring charges for services ordered will be billed monthly in advance.

2.5.3 Monthly rates for any service provided under this Tariff will apply for each month, or partial month. When a Customer cancels service or when service is discontinued by the Company during a billing cycle, new charges will not be assessed for billing periods subsequent to the discontinuance of service.

2.5.4 The Company reserves the right to require from an applicant for service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one 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 nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the service and facilities for which the advance payment is made on the customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.5 Payment for Service (Continued)

2.5.3 Alternative Payment Processing

Excel allows Customers to make payment for services rendered through alternative payment processing options, including but not limited to, credit card payments and automated clearing house (“ACH”) transactions. Customers may make payment using alternative payment processing through Excel’s Customer Care Center, the Company’s internet website or other methods approved by Excel. The acceptance of alternative payment processing options for the satisfaction of the Customer’s debts to Carrier shall not constitute a waiver by Carrier of its right to payment by legal tender.

Customers may elect to enroll in Excel’s Recurring Payment Plan, whereby the Customer’s payment is automatically processed by Excel each month through the Customer’s selected alternative payment processing option.

(D)

(D)

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.6 Customer Deposits

2.6.1 The Carrier agrees to abide by the regulations associated with nonresidential customer deposits as specified by Code of Maryland Regulations 20.30.01. as amended from time to time.

2.6.2 In order to establish credit, the carrier may require an applicant for nonresidential service to demonstrate good paying habits by showing that the applicant:

2.6.2.1 Was a customer of a Maryland utility for at least 12 months within the preceding 2 years;

2.6.2.2 Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;

2.6.2.3 Did not have service discontinued for nonpayment of a utility bill during the last 12 months that service was provided; and

2.6.2.4 Did not fail, on more than two occasions during the last 12 months that service was provided, to pay a utility bill when it became due.

2.6.3 The Carrier agrees to abide by the regulations associated with residential customer deposits as specified by Code of Maryland Regulations 20.30.02. as amended from time to time.

2.6.4 In order to establish credit, a utility may require an applicant for residential service to demonstrate good paying habits by showing that the applicant:

2.6.4.1 Was a customer of a Maryland utility within the preceding 2 years;

2.6.4.2 Does not currently owe any outstanding bills for utility service to a utility doing business in Maryland;

2.6.4.3 Did not have service discontinued for non-payment of a utility bill during the last 12 months that service was provided; and

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.6 Customer Deposits (Continued)

2.6.4 In order to establish credit, a utility may require an applicant for residential service to demonstrate good paying habits by showing that the applicant:
(Continued)

2.6.4.4 Did not on more than two occasions during the last 12 months that service was provided, fail to pay a utility bill when it became due.

2.6.5 Deposits for establishment or reestablishment of credit will not be more than the estimated charge for service for 2 consecutive billing periods or 90 days, whichever is less.

2.6.6 Customer deposits shall be maintained in a bank located in Maryland. Customers who make a deposit for service will receive interest, at a rate set on such deposit not less than the rate calculated by the method set forth in COMAR 20.30.01.04 (for non-residential customers) or COMAR 20.30.02.04 (for residential customers) as appropriate.

2.7 Late Payment Charges

2.7.1 The Carrier agrees to abide by the regulations governing late payment charges as specified by COMAR 20.30.03. as amended from time to time.

2.7.2 Any charges that are disputed by a customer shall not be subject to late payment charges regardless of the outcome of the dispute.

2.7.3 The Company will consider delinquent and apply late payment charges on bills not paid within 20 days of the billing invoice date in the case of residential customers and within 15 days of the billing invoice date in the case of all non-residential customers in accordance with COMAR Sections 20.30.03.01A and 20.30.03.01B, respectively.

2.7.4 Late payment fees will be computed at a rate not to exceed 1.5% per month, for the two nominal billing intervals and may not exceed 5% of the total original unpaid charges in compliance with COMAR 20.30.03.01.A(1).

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.8 Customer Complaints and Billing Disputes

2.8.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.

2.8.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the customer to:

Office of External Relations
Maryland Public Service Commission
6 St. Paul Street
Baltimore, MD 21202

410-767-8028 (Office of External Relations)
410-767-8000 (Main PSC number)
1-800-492-0474 (Toll-free PSC number)

2.8.3 The Company provides the following toll free number (1-877-392-3548) for customers to contact the carrier in accordance with COMAR 20.45.04.02.B.

2.8.4 The Company will not collect attorney fees or court costs from customers.

2.9 Allowance for Interruptions in Service

2.9.1 Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, and billed for, by the Company. The Carrier agrees to abide by the regulations associated with interruptions in service as specified by Code of Maryland Regulations 20.45.05.09 as amended from time to time.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.10 Taxes and Fees

- 2.10.1 All state and local taxes and fees shall be listed as separate line items on the customer's bill.
- 2.10.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.10.3 Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.

2.11 Returned Check Charge

The charge for a returned check is \$25.00

2.12 Directory Assistance Call Allowance

Residential customers shall receive six free directory assistance calls per month with two requests per call. Charges will not be levied for Directory Assistance on an individual who suffers from a physical or visual disability that precludes the use of a telephone directory.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.13 Special Customer Arrangements

In cases where a customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this tariff, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the customer for the provisioning of such arrangements.

2.14 Termination of Service:

2.14.1 Denial of Service Without Notice

The Company may discontinue service without notice for any of the following reasons:

2.14.1.1 Hazardous Condition. For a condition on the customer's premises determined by the Company to be hazardous.

2.14.1.2 Adverse Effect on Service. Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.

2.14.1.3 Tampering With Company Property. Customer's tampering with equipment furnished and owned by the Company.

2.14.1.4 Unauthorized Use of Service. Customer's unauthorized use of by any method which causes hazardous signals over the Company's network.

2.14.1.5 Illegal use of Service. Customer's use of service or equipment in a manner to violate the law.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.14 Termination of Service (Continued)

2.14.2 Denial of Service Requiring Notice

2.14.2.1 The Company may deny service for any of the following reasons provided it has notified the customer of its intent, in writing, to deny service and has allowed the customer a reasonable time of not less than 10 days in which to remove the cause for denial:

2.14.2.1.A Non-compliance with Regulations. For violation of or non-compliance with regulations contained in Code of Maryland Regulations 20.45.04, or for violation of or non-compliance with the Company's tariffs on file with the Commission.

2.14.2.1.B Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Maryland Public Service Commission.

2.14.2.1.C Refusal of Access. For failure of the customer to permit the Company to have reasonable access to its equipment.

2.14.2.1.D Non-payment of Bill.

2.14.2.1.D.1 For non-payment of a bill for service, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice of its intent to deny service if settlement of his account is not made and provided the customer has at least 5 days, excluding Sundays and holidays in which to make settlement before his service is denied.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.14 Termination of Service (Continued)

2.14.2 Denial of Service Requiring Notice (Continued)

2.14.2.1.D Non-payment of Bill (Continued)

2.14.2.1.D.2 In cases of bankruptcy, receivership, abandonment of service, or abnormal toll usage not covered adequately by a security deposit, less than 5 days notice may be given if necessary to protect the Company's revenues.

2.14.2.1.D.3 Except in cases where a prior promise to pay has not been kept or bankruptcy, receivership, abandoned service, or abnormal toll usage is involved, the Company may not deny service on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect service.

2.14.2.1.D.4 Failure to Comply with Service Conditions. For failure of the customer to furnish the service equipment, permits, certificates, or rights-of-way, specified by the Company as a condition to obtaining service, or if the equipment or permissions are withdrawn or terminated.

2.14.2.1.D.5 Failure to Comply with Municipal Ordinances. For failure to comply with municipal ordinances or other laws pertaining to telephone service.

2.14.2.1.D.6 Failure to Pay Increased Deposit Required. For failure of the customer to pay an increased security deposit when warranted by the Company to protect its revenue in accordance with Code of Maryland Regulations 20.45.04.

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2440 Marsh Lane
Carrollton, Texas 75006

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.14 Termination of Service (Continued)

2.14.3. Insufficient Reasons for Denial of Service

2.14.3.1 The following may not constitute cause for refusal of service to a present or prospective customer:

2.14.3.1.A Failure of a prior customer to pay for service at the premises to be serviced;

2.14.3.1.B Failure to pay for a different class of service for a different entity;

2.14.3.1.C Failure to pay the bill of another customer as guarantor of that bill;

2.14.3.1.D Failure to pay directory advertising charges;

2.14.3.1.E Failure to pay an undercharge as described in the Code of Maryland Regulations 20.45.04.01.D.(2); or

2.14.3.1.F Failure to pay an outstanding bill that is over 7 years old, unless the:

2.14.3.1.F.1 Customer signed an agreement to pay the outstanding bill before the expiration of this period;

2.14.3.1.F.2 Outstanding bill is for service obtained by the customer by means of tampering with equipment furnished and owned by the Company or by unauthorized use of service by any method; or

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LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.14 Termination of Service (Continued)

2.14.3 Insufficient Reasons for Denial of Service (Continued)

3.14.3.1.F.3 Outstanding bill is for service obtained by the customer by means of an application made:

- (i) In a fictitious name,
- (ii) In the name of an individual who is not an occupant of the dwelling unit, without disclosure of the individual's actual address,
- (iii) In the name of a third party without disclosing that fact or without bonafide authority from the third party, or
- (iv) Without disclosure of a material fact or by misrepresentations of a material fact.

2.14.3.2 This regulation applies to both residential and nonresidential classes of service.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

PROVISION OF SERVICE AND FACILITIES

2.15 Unlawful Use of Service

2.15.1 Service shall not be used for any purpose in violation of law or for any use as to which the customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish service to an applicant or shall disconnect the service without notice of a customer when:

2.15.1.1 An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or

2.15.1.2 The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any facility furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.15.2 If service has been physically disconnected by law enforcement officials at the customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such service.

LOCAL EXCHANGE SERVICES

2.0 RULES AND REGULATIONS (Continued)

2.16 Interference with or Impairment of Service

Service shall not be used in any manner that interferes with other persons in the use of their service, prevents other persons from using their service, or otherwise impairs the quality of service to other customers. The Company may require a customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

2.17 Telephone Solicitation by Use of Recorded Messages

2.17.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.18 Incomplete Calls

2.18.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the customer notifies the Company of the error.

2.19 Overcharge/Undercharge

2.19.1 Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

2.19.2 When a customer has been overcharged, the amount shall be refunded or credited to the customer.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES

3.1 General

Excel's Local Exchange Service provides Customers with unlimited calling to points within their designated local calling area. Excel provides service in the exchange areas listed in Section 3.1.1 following.

Excel also provides optional services to allow Customers to efficiently manage the call flow generated over their telephone line(s). These services are subject to availability of facilities and compatibility with Customer type of access line and premises equipment. Optional services are only available to Customer's of Excel's local services and are not available on Centrex or PBX trunks. When multiple services are activated on the same line, certain services may take precedence over others.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.1 General (Continued)

3.1.1 Services Areas and Zones

Local exchange telecommunications services provided by Excel shall be limited to Customers within the following exchanges as defined by the exchange maps filed by the incumbent Local Exchange Carriers and currently on file with the Commission.

3.1.1.A Zones 1 and 2

Annapolis	Dundalk	Pikesville
Arbutus	Elkridge	Randallstown
Armiger-Gibson Island	Ellicott City	Reisterstown
Ashton	Essex	Rockville
Baltimore	Fork	Salisbury
Berwyn	Gaithersburg	Severn
Bethesda	Glenburnie	Severna Park
Bowie Glen Dale	Glenwood	Sherwood Forest
Brooklyn-Park	Hagerstown	Silver Springs
Capitol Heights	Hyattsville	Sparks Glencoe
Catonsville	Kensington	Sparrows Point
Chase	Laurel	Sykesville
Clarksville	Layhill	Towson
Clinton	Marlboro	Waterloo
Cockeysville	Millersville	West River
Columbia	Myersville	Westminster
Cumberland	Oxon Hill	Woodlawn
Damascus	Parkville	Worthington

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.1 General (Continued)

3.1.1 Services Areas and Zones (Continued)

3.1.1.B Zone 4

Aberdeen	Edgewood	Odenton
Annapolis	(Abrdmdabds0)	(Odtmndauds0)
(Annpmdands0)	(Edwdmdedgs0)	(Odtnmdonds0)
(Annpmdands1)	(Edwdmdedgs1)	Oxon Hill
(Stmrmdsmrs1)	Emmitsburg	(Brrdmdbrs0)
Bel Air	Fallston	(Inhdmdinrs0)
(Blarndbls0)	Fork	(Tmvlmdtkrs0)
(Jrvlmdjers0)	(Wnrnmdwnrs1)	(Wdrfmdwdds0)
(Jrvlmdjers1)	(Jrvlmdjers0)	Parkton
Berlin	(Edwdmdegds0)	Pocomoke
Bishopville	(Abrdmdabds0)	Poolesville
Bowie Glen Dale	(Blarndbld50)	Reisterstown
(Stmrmdsmrs1)	Frederick	(Hmpsmdhers1)
(Odtnmdonds0)	Gaithersburg	(Wmnsmdwmds0)
(Odtnmdonds1)	(Plvlmdpvr0)	Rockville
(Annpmdands0)	Hampstead	(Plvlmdpvr0)
(Cotnmdcrds0)	Hancock	Severn
Brandywine	Indianhead	(Odtnmdonds0)
(Badnmdbnrs0)	(Brrdmdbrs0)	Severna Park
(Brndmdbers0)	(Inhdmdinrs0)	(Annpmdands0)
Brunswick	Jarrettsvl	(Cotnmdcrds0)
Clinton	Keddysvl	(Stmrmdsmrs1)
(Badnmdbnrs0)	Marion	Snow Hill
(Brndmdbers0)	Middletown	Sparks Glencoe
Cockeysville	Myersville	(Pktnmdpkr0)
(Pktnmdpkr0)	(Frdrmdfrds0)	Sykesville
Crisfield	(Kdvlmdkvr0)	(Wmnsmdwmds0)
Crofton	(Myvlmdmvrs0)	Thurmont
Damascus	Ocean City	Tompkinsville
(Frdrmdfrds0)	(Occymdbrs1)	Union Bdg
Deal Island	(Wocymdbrs0)	Waldorf
	(Occymdocrs0)	
	(Occymdonds0)	

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.1 General (Continued)

3.1.1 Services Areas and Zones (Continued)

3.1.1.B Zone 4 (Continued)

Waterloo
(Odtmmdauds0)
West River
(Mayomdmyrs1)
Westminister
(Wmnsmdwmds0)
Willards

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.2 Trial Services

3.2.1 The Company may offer new services, not otherwise tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

3.3 Promotional Offerings

3.3.1 The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval.

3.4 Individual Case Basis (“ICB”) Offerings

3.4.1 The tariff may not specify “ICB pricing” for a service. The Company may or may not have an equivalent service in the tariff for which there is a tariffed rate, and the quoted ICB rates may be different than the tariffed rates. An ICB must be provided under contract to a customer and the contract filed (can be under seal) with the Commission. All customers have non-discriminatory access to requesting the service under an ICB rate.

3.5 Emergency Services (Enhanced 911)

3.5.1 This service allows Customers to reach the 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 provided to the primary E911 provider for display at the Public Service Answering Point (PSAP). These services will be provided free of charge to all Customers.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.6 Nonrecurring Charges

3.6.1 Service Connection Charges

These charges are nonrecurring and apply to various Customer requests for connecting, moving or changing service. They are in addition to any other scheduled rates and charges that would normally apply under this tariff. The charges in this section for the connection, move, or change of service contemplate work being performed by Company employees involved at a time when overtime wages do not apply. No distinction is made between a New Installation and Connection and an Outside Move. All changes in location of Customer's equipment or service from one premises to another, are treated as new service connections with service charges applying. Service charges are in addition to other rates and charges normally applying under this tariff. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of usage charges. A maintenance service charges will apply in those instances where EXCEL makes a repair visit to the customer's premises and the service difficulty or trouble is not on EXCEL's side of the demarcation point.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.6 Nonrecurring Charges (Continued)

3.6.1 Service Connection Charges (Continued)

a. Local Service – New Order Charge(s):

This charge is for receiving, recording and processing information necessary to execute a Customer's request for new service. One Local Service Charge, per line, is applicable for all new orders requested at the same time of the initial order for the same Customer. If service is established at a new location and the Customer later moves back to the old location or a separate location, this service charge will apply in connection with the reestablishment of service, accordingly.

b. Local Service Activation Charge(s):

This charge is applicable where existing local service or telephone numbers are activated or migrated to EXCEL's service when facilities or construction is not required.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.6 Nonrecurring Charges (Continued)

3.6.1 Service Connection Charges (Continued)

c. Local Service – Change Order Charge(s):

Following are examples of Change Order Charges applicable to EXCEL's MyLine Local Service offering(s):

--Feature Service Change Charge(s) - When a Customer adds, deletes, or changes a feature or features within a local package, the Company cannot apply more than one Feature Service Charge per order per line.

--Record Order Charge(s) - One Record Order Charge, per line, is applicable for all changes and/or additions ordered and provided at the same time for the same Customer. When multiple Record Orders are required for Company reasons, only one Record Order Charge applies. Charges are applicable to, but not limited to, the following:

- Change of a directory listing name or address
- Change of a telephone number except in the case of harassing calls
- Change of billing address

d. Local Service -- Move Service Order Charge(s)

This charge is for moving the Customer's telephone service and features to another location within the Customer's current local service area and central office.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.6 Nonrecurring Charges (Continued)

3.6.2 Miscellaneous Charges (Continued)

a. Line Installation Charge(s):

To add a new primary line to customer's residence if facilities construction is required. No distinction is made between a "New Installation or Connection" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, or interrupts work once begun, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.

b. Additional Line Installation Charge(s):

To add an additional new line to customer's residence if another telephone line is provided by the Company at the same residence and initiated at the same time. No distinction is made between a "New Installation or Connection" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, or interrupts work once begun, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.6 Nonrecurring Charges - (Continued)

3.6.2 Miscellaneous Charges - (Continued)

c. Restoration of Service Charge:

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of the Company's service order, service will be reestablished only upon a basis of an application for new service. During the period of disconnection, Customer's telephone number will not be reassigned. Once service has been terminated, the telephone number may be reassigned to another Customer.

d. Special Construction Charge(s):

To perform any customer required special construction or change of existing telephone equipment at the customer premises.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings

Customers subscribing to the Company's Local Service must purchase a local package consisting of an access line (dial tone). Customers who order an additional line(s), are exceptions to the local package purchase requirement. The EXCEL Classic MyLine Local Service Packages described below in sections b., c. and d. are only available to existing customers of the Excel Classic MyLine Local Service Packages (formerly known as Excel MyLine Local Service Packages) as of February 16, 2004. EXCEL Local Service offers are furnished as follows where facilities or interconnection service arrangements are available:

- a. EXCEL MyLine StandAlone Local Service: Single line service with no features.
- b. EXCEL Classic MyLine Basic Local Service Package: Single line service with Touch Tone, with the following custom features included: Call Waiting, Call Return and Three-Way Calling.
- c. EXCEL Classic MyLine Value Local Service Package: Single line service with Touch Tone, with the following custom features included: Call Waiting, Call Return, Three-Way Calling, Caller ID-Name and Number and Call Block
- d. EXCEL Classic MyLine Complete Local Service Package: Single line service with Touch Tone, with the following custom features included: Call Waiting, Call Return, Three-Way Calling Caller ID-Name and Number, Call Block, Call Forwarding, Priority Call, Auto Redial, Speed Dialing 8, Anonymous Call Rejection (ACR).
- e. Additional Lines:

Additional lines include Touch-Tone and may be purchased with or without a package provided that the customer's primary line continues to be served by the Company as the primary Local Exchange Carrier.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings (Continued)

3.7.1 EXCEL MyLine Basic Package

EXCEL MyLine Basic Package provides residential Customers in Maryland with local and long distance calling for a flat rate. As of November 28, 2009, the EXCEL MyLine Basic Package is only available to existing customers of the EXCEL MyLine Basic Package. In order to subscribe to EXCEL MyLine Basic Package, the Customer must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: EXCEL MyLine \$.05 Plan or EXCEL MyLine \$.03 Plan as described in EXCEL's intrastate interexchange services tariff. Rates and charges for the EXCEL MyLine Basic Package may vary based on the Customer's selected long distance calling plan. The availability of EXCEL MyLine Basic Package to the Customer may be restricted based upon both EXCEL's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency. (N)
(N)
(N)
(T)
(T)

EXCEL MyLine Basic Package is a bundled service package which includes single-line service and the following three Call Management Features: Call Return as described in Section 3.10.8, Call Waiting as described in Section 3.10.10 and Three-Way Calling as described in Section 3.10.13. The Customer will also receive 100 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes. The Customer will also be eligible for EXCEL's Friends-R-Free Discount Program as described in EXCEL's intrastate interexchange services tariff. (T)
(T)

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings (Continued)

3.7.1 EXCEL MyLine□ Basic Package

EXCEL MyLine□ Basic Package does not include equipment associated with the Caller ID feature. EXCEL does not prorate the monthly charges for the MyLine□ Basic Package. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with EXCEL MyLine□ Basic Package are set forth in Section 4.4.1 following.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings (Continued)

3.7.2 EXCEL MyLine Value Package

EXCEL MyLine Value Package provides residential Customers in Maryland with local and long distance calling for a flat rate. As of November 28, 2009, the EXCEL MyLine Value Package is only available to existing customers of the EXCEL MyLine Value Package. In order to subscribe to EXCEL MyLine Value Package, the Customer must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: EXCEL MyLine \$.05 Plan or EXCEL MyLine \$.03 Plan as described in EXCEL's intrastate interexchange services tariff. Rates and charges for the EXCEL MyLine Value Package may vary based on the Customer's selected long distance calling plan. The availability of EXCEL MyLine Value Package to the Customer may be restricted based upon both EXCEL's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

(N)
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(T)

EXCEL MyLine Value Package is a bundled service package which includes single-line service and the following eight Call Management Features: Caller ID as described in Section 3.10.15, Call Waiting as described in Section 3.10.10, Three-Way Calling as described in Section 3.10.13, Call Waiting ID as described in Section 3.10.11, Call Return as described in Section 3.10.8, Speed Dial 8 as described in Section 3.10.12, Call Forwarding as described in Section 3.10.4, and Auto Redial as described in Section 3.10.2. The Customer will also receive 200 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes. The Customer will also be eligible for EXCEL's Friends-R-Free Discount Program as described in EXCEL's intrastate interexchange services tariff.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings (Continued)

3.7.2 EXCEL MyLine Value Package (Continued)

In addition to the features described herein, EXCEL MyLine Value Package includes subscription to an unregulated service, EXCEL's Voice Mail. EXCEL MyLine Value Package does not include equipment associated with the Caller ID feature. EXCEL does not prorate the monthly charges for the MyLine Value Package. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with EXCEL MyLine Value Package are set forth in Section 4.4.1 following.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings (Continued)

3.7.3 EXCEL MyLine Complete Package

EXCEL MyLine Complete Package provides residential Customers in Maryland with local and long distance calling for a flat rate. As of November 28, 2009, the EXCEL MyLine Complete Package is only available to existing customers of the EXCEL MyLine Complete Package. In order to subscribe to EXCEL MyLine Complete Package, the Customer must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select the EXCEL MyLine \$.05 Plan as described in EXCEL's intrastate interexchange services tariff. The availability of EXCEL MyLine Complete Package to the Customer may be restricted based upon both EXCEL's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

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EXCEL MyLine Complete Package is a bundled service package which includes single-line service and the following eight Call Management Features: Caller ID as described in Section 3.10.15, Call Waiting as described in Section 3.10.10, Three-Way Calling as described in Section 3.10.13, Call Waiting ID as described in Section 3.10.11, Call Return as described in Section 3.10.8, Speed Dial 8 as described in Section 3.10.12, Call Forwarding as described in Section 3.10.4, and Auto Redial as described in Section 3.10.2. The Customer will also receive unlimited domestic long distance usage. The unlimited domestic long distance usage is for residential voice use only and applies to non-operator assisted, direct-dialed domestic calls. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.7 EXCEL MyLine Local Service Offerings (Continued)

3.7.3 EXCEL MyLine□ Complete Package (Continued)

In addition to the features described herein, EXCEL MyLine□ Complete Package includes subscription to an unregulated service, EXCEL's Voice Mail. However, EXCEL MyLine□ Complete Package may be provisioned without the Voice Mail feature upon request of the Customer. EXCEL MyLine□ Complete Package does not include equipment associated with the Caller ID feature. EXCEL does not prorate the monthly charges for the MyLine□ Complete Package. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with EXCEL MyLine□ Complete Package are set forth in Section 4.4.1 following.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.8 Touch Tone Calling Service

- a. Touch Tone calling service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of central office facilities.
- b. All dial-type lines that terminate in an instrument equipped for tone-type address signaling shall be equipped for Touch Tone calling service except for dial-type lines served from a central office where the special facilities for Touch Tone calling service are not available.
- c. Other facilities, miscellaneous and supplemental equipment, requested by Customers and not detrimental to this service or other services of the Company will be furnished under the regulations and at the rates specified in the applicable sections of this tariff.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.9 Transfer of Calls Service

Transfer of Calls Service is a service used when a Customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are referred to a recorded message if requested by the Customer. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available because, for example, it is non-published or the Customer left the area without providing a forwarding telephone number. This service is available where resources permit, and is provided for a period of thirty (30) days.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features

The features in this section are made available on an individual basis or as a part of feature packages. Custom features are offered on a monthly basis where facilities or interconnection arrangements are available.

3.10.1 Anonymous Call Rejection - ACR - (*77) - Allows customers to automatically reject all calls that have been marked anonymous, unavailable, or private by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

3.10.2 Auto Redial - Repeat Dialing - (*66) - This feature automatically redials the last outgoing number dialed by the Customer. Activation and deactivation of this feature is completed by the Customer. Repeat Dialing will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated. Once the call is established, the Customer will hear a special ring when the call can be completed. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

Repeat Dialing (usage sensitive) is available on a pay-per-use basis, and the functionality is the same as Repeat Dialing. Repeat Dialing (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features (Continued)

- 3.10.3 Call Block - Call Block enables the Customer to block calls from up to ten (10) pre-selected telephone numbers and/or the last incoming call (without knowing the number). To block specified telephone numbers, the Customer builds a screening list via code activation. Customers may access their screening list to add telephone numbers by dialing *60. Customers may deactivate Call Block by dialing *80. To block an unknown telephone number after receiving the call, the Customer enters a blocking code to add the number to the Customer's screening list. In the event that facilities are unavailable to provide incoming call screening from the Customer's list, standard call completion will occur. Customers whose telephone numbers are blocked are directed to a prerecorded announcement regarding the block.
- 3.10.4 Call Forwarding - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the customer's access line and the distant access line to which the call was transferred.
- 3.10.5 Call Forwarding - (Busy Line) - automatically reroutes an incoming call to a customer predesignated number when the called number is busy.
- 3.10.6 Call Forwarding - (No Answer) - automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features (Continued)

3.10.7 Call Forwarding - (Selective) - Selective Call Forwarding provides the Customer with the ability to forward incoming calls from up to five (5) pre-selected telephone numbers to another telephone number. The Customer can construct or modify a telephone number screening list. Incoming calls will be screened against the Customer's list and only those telephone calls from telephone numbers on the list will be forwarded. The Selective Call Forwarding Customer is responsible for the payment of charges (i.e., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion. The Customer must also subscribe to the Call Forwarding feature.

Subscribers to Selective Call Forwarding activate the service and construct or modify the screening list by dialing *63 and following the prompts. This service may be temporarily deactivated by dialing *83.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features (Continued)

- 3.10.8 Call Return - (*69) - This feature allows the Customer to automatically return the most recent incoming call, even if it is not answered. If the telephone number is busy, Call Return will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated. Once the call is established, the Customer will hear a special ring when the call can be completed. This is accomplished by the Customer activating a code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions. The operability of this call back feature is dependent upon whether the caller's originating telephone number can be recognized, or not.

Call Return (usage sensitive) is available on a pay per use basis and the functionality is the same as Call Return. Call Return (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features (Continued)

3.10.9 Call Trace - (Customer Originated) - Allows a customer to request an automatic trace of the last incoming call. This provides an easy way to trace obscene, threatening or harassing calls. A Call Trace may be activated at any time during or immediately following the call to be traced. The incoming call detail recorded by the Company showing the results of the trace (i.e., telephone number traced) will not be released to the customer. Such call detail shall be provided only to law enforcement authorities upon request. A trace cannot be successfully completed if the incoming call originates in a telephone central office not equipped for Call Trace Service.

At its option or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Call Tracing at no charge to the customer when in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of harm or destruction of property.

3.10.10 Call Waiting - This feature provides a tone signal that alerts the Customer talking on the line when a second call is incoming. A maximum of two calls may be in process at one time. A Customer who subscribes to Call Waiting can also inhibit the reception of the Call Waiting tone for the duration of a single call, preventing interruption of the call by activating the code (*70) to cancel Call Waiting. This functionality is automatically included with the Call Waiting feature at no additional cost to the Customer.

3.10.11 Call Waiting ID (With Name and Number) - Call Waiting ID with Name and Number is an enhanced version of Call Waiting ID. It is designed for use by a Call Waiting subscriber. A customer who is off-hook on an existing call, is able to receive the telephone number of a new incoming call on their customer-provided premise equipment attached to the Customer's subscriber line. Additionally, the name found in the Company's records, applicable to the line originating the call, including the non-published and non-listed service is displayed on customer- provided premise equipment. The Customer must purchase the equipment separately, and it is not available under this tariff.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features (Continued)

3.10.12 Speed Dial 8 - This feature allows the Customer to reach a list of frequently called numbers by dialing an abbreviated code. The Customer may call up to eight pre-selected numbers by dialing one-digit codes. Programming of these numbers is completed by the Customer.

3.10.13 Three-Way Calling - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not necessarily meet normal standards.

Three-Way Calling (usage sensitive) is available on a pay per use basis and the functionality is the same as Three-Way Calling. Three-Way Calling (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

3.10.14 Caller ID - (Number Only) - This feature automatically displays a caller's telephone number, including non-published and non-listed service on a customer provided display unit. The customer must purchase the equipment separately, and it is not available under this tariff.

3.10.15 Caller ID - (Name and Number) - Allows the Customer to identify most callers by letting him/her see the names and phone numbers on special display equipment. The customer must purchase the equipment separately, and it is not available under this tariff

3.10.16 Caller ID - Name and Number Blocking Per Line - (*67) - Any Company calling party may prevent the delivery of Calling Party Number and Calling Party Name to the called party by dialing an access code (*67 on their touch-tone pad or 1367 from a rotary telephone) immediately prior to placing a call. The access code will activate blocking on a per call basis.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.10 Custom Features (Continued)

3.10.17 Priority Call (*61) - This feature permits the Customer to preselect telephone numbers that can be given a distinctive alerting signal or ring. The Customer can create or change a list of telephone numbers by dialing an activation code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

3.10.18 Distinctive Ring - Distinctive Ring allows a Customer to establish up to two telephone numbers on the same access line and to distinguish calls to each number by distinctive ringing patterns. The standard ringing pattern applies to the billing telephone number, while the dependent telephone number receives a distinctive ringing pattern for incoming calls. Distinctive Ring is available to single line residential customers where facilities are available.

When a Distinctive Ring Customer also subscribes to Call Waiting, incoming calls to the billing telephone number will activate the standard Call Waiting tone. Calls to dependent telephone number will activate a distinctive Call Waiting tone. When a Distinctive Ring Customer subscribes to any Call Forwarding service, the dependent telephone number may be forwarded to the same number as the billing telephone number or receive no forwarding treatment.

3.10.19 Call Forwarding - (Busy Line /No Answer) - provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. When Call Forwarding service is provisioned in a central office, the pre-selected forwarded telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding service calls.

(N)

(N)

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.11 Directory Listings

- 3.11.1 General - Customers shall provide the Company with information for all listings. The Company will include the Standard listing in the White Pages (Alphabetical Section) of the telephone directory and will offer one additional listing to the Customer. The Customer must identify its non-published and non-listed telephone numbers for directory purposes.
- 3.11.2 Directory Listing - Standard - The Customer will receive one Standard listing per telephone number, in the alphabetical section of the directory, at no additional charge.
- 3.11.3 Directory Listing - Additional - The term Additional listing denotes any White Page listing, regardless of form, in addition to the Standard listing. A monthly rate applies for one Additional listing. An additional listing may be any of the following:
- a. Names of members of the Customer's family or of persons residing in the Customer's household.
 - b. When the Customer's name or names of other persons residing in the household is spelled in more than one way, additional listings of the alternative spelling are permitted.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.11 Directory Listings (Continued)

- 3.11.4 Non-Published Directory Listings - Non-published telephone numbers are not listed in either the Company's directories or directory assistance records available to the general public. When a call is placed from a telephone number associated with a non-published listing, the number and name may be disclosed if the called party has equipment to display Calling Number Delivery and/or Calling Name Delivery. Customers may prevent the display of the calling number and name by activating Caller ID blocking.
- 3.11.5 Non-Listed Directory Listings - Non-listed numbers are not listed in the Company's directories but are included in directory assistance records available to the general public.
- 3.11.6 Regulations - Incoming calls will be completed by the Company only when the calling party places the call by dialing the telephone number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of non published service in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have made for such unpublished service for the period during which the service was affected. Except as otherwise indicated, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication/non-publication of the non published listed number or the disclosing/non-disclosing of said number to any person.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.12 Local Operator Services

3.12.1 Directory Assistance

Allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.

3.12.2 Directory Assistance Call Completion Service

Directory Assistance Call Completion (DACC) provides a Customer calling Directory Assistance with the option of having the call to the requested numbers completed. Directory Assistance Call Completion Service is furnished only where facilities are available.

For local calls, charges for DACC are not applicable to Customers with disabilities that qualify for exemptions from Directory Assistance charges. Two types of Directory Assistance Call Completion are offered:

- a. Fully Automated: The Customer receives the requested directory number from an automated voice system. The Customer accepts DACC by depressing 1 from a Touch-Tone telephone when prompted by the DACC announcement.
- b. Semi-Automated: The Customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.12 Local Operator Services (Continued)

3.12.3 Busy Line Verification

Provides operator assistance in determining if there is a conversation in progress at the called station. The charge only applies if 1) a conversation is detected, or 2) the line is detected to be off-hook but no conversation.

3.12.4 Busy Line Interrupt

Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy Line Interrupt and both service charges will apply.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.12 Local Operator Services (Continued)

3.12.5 Operator Assisted

Operator Assisted station-to-station and person-to-person charges are determined by adding the appropriate Operator Assisted service charge and/or surcharge, including the applicable calling rate.

The service charge categories for station-to-station Operator Assisted Calls are as follows:

- Collect
- Bill to Third Party
- All Other Operator Assisted Calls

A surcharge applies to Operator Assisted station-to-station and person-to-person calls. The surcharge applies in addition to any applicable service charges.

Incoming Collect and Billed to Third party Calls can be blocked at the customer's request.

LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.12 Local Operator Services (Continued)

3.12.6 Application of Service Charges and Surcharges:

TYPE OF CALL	OPERATOR SERVICE CHARGE	OPERATOR DIALED SURCHARGE
- Busy Line Interruption	Yes	No
- Busy Line Verification	Yes	No
- Operator Must Assist (0+)	Yes	No
- Operator Assisted (0+)	Yes	No
- Operator Station-to-Station (Customer dialed 0+) collect, billed to third number, sent paid	Yes	No
- Operator Station-to-Station (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes
- Person-to-Person (Customer dialed 0+) collect, billed to third number, sent paid	Yes	No
- Person-to-Person (operator dialed 0-) collect, billed to third number, sent paid	Yes	Yes

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

(N)

3.13 Simple Plan

The Simple Plan provides residential Customers with local calling for a flat rate. In order to subscribe to the Simple Plan, the Customer must select Excel as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. In addition, the Customer must select the following long distance plan as described in Excel's intrastate interexchange tariff on file with the Commission: Excel Value 3.9 Long Distance Plan. Furthermore, Customers of the Simple Plan must enroll in Excel's Recurring Payment Plan as described in Section 2.5.3 of this tariff. The availability of the Simple Plan to the Customer may be restricted based upon Excel's access to services through the incumbent local exchange carrier. Rates and charges associated with the Simple Plan are set forth in Section 4.4.2 following.

Excel does not prorate the final monthly charges for the Simple Plan. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period.

Customers of the Simple Plan may subscribe to Custom Features as described in Sections 3.10 and 4.5, excluding the following: Call Forwarding (Busy Line); Call Forwarding (No Answer); Call Forwarding (Selective); Caller ID - Name and Number Blocking Per Line; Call Block; Caller ID (Number Only); Priority Call and Distinctive Ring.

(N)

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

(N)

3.14 Basic Plan

The Basic Plan provides residential Customers with local and long distance calling for a flat rate. In order to subscribe to the Basic Plan, the Customer must select Excel as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. In addition, the Customer must select the following long distance plan as described in Excel's intrastate interexchange tariff on file with the Commission: Excel Value 3.9 Long Distance Plan. Furthermore, Customers of the Basic Plan must enroll in Excel's Recurring Payment Plan as described in Section 2.5.3 of this tariff. The availability of the Basic Plan to the Customer may be restricted based upon Excel's access to services through the incumbent local exchange carrier. Rates and charges associated with the Basic Plan are set forth in Section 4.4.2 following.

The Basic Plan is a bundled service package which includes single-line local service and 30 minutes of domestic long distance usage. The included long distance minutes and the long distance usage beyond the included minutes are subject to the terms of the Excel Value 3.9 Long Distance Plan. Unused long distance minutes do not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

Excel does not prorate the final monthly charges for the Basic Plan. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period.

Customers of the Basic Plan may subscribe to Custom Features as described in Sections 3.10 and 4.5, excluding the following: Call Forwarding (Busy Line); Call Forwarding (No Answer); Call Forwarding (Selective); Caller ID - Name and Number Blocking Per Line; Call Block; Caller ID (Number Only); Priority Call and Distinctive Ring.

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

3.15 Select Plan

The Select Plan provides residential Customers with local calling, long distance calling and two features for a flat rate. In order to subscribe to the Select Plan, the Customer must select Excel as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. In addition, the Customer must select the following long distance plan as described in Excel's intrastate interexchange tariff on file with the Commission: Excel Value 3.9 Long Distance Plan. Furthermore, Customers of the Select Plan must enroll in Excel's Recurring Payment Plan as described in Section 2.5.3 of this tariff. The availability of the Select Plan to the Customer may be restricted based upon Excel's access to services through the incumbent local exchange carrier. Rates and charges associated with the Select Plan are set forth in Section 4.4.2 following.

The Select Plan is a bundled service package which includes single-line local service, 150 minutes of domestic long distance usage, Caller ID – Name and Number and Call Waiting. The included long distance minutes and the long distance usage beyond the included minutes are subject to the terms of the Excel Value 3.9 Long Distance Plan. Unused long distance minutes do not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

Excel does not prorate the final monthly charges for the Select Plan. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period.

Customers of the Select Plan may subscribe to additional Custom Features as described in Sections 3.10 and 4.5, excluding the following: Call Forwarding (Busy Line); Call Forwarding (No Answer); Call Forwarding (Selective); Caller ID - Name and Number Blocking Per Line; Call Block; Caller ID (Number Only); Priority Call and Distinctive Ring.

(N)

(N)

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

(N)

3.16 Value Plan

The Value Plan provides residential Customers with local calling, long distance calling and two features for a flat rate. In order to subscribe to the Value Plan, the Customer must select Excel as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. In addition, the Customer must select the following long distance plan as described in Excel's intrastate interexchange tariff on file with the Commission: Excel Value 3.9 Long Distance Plan. Furthermore, Customers of the Value Plan must enroll in Excel's Recurring Payment Plan as described in Section 2.5.3 of this tariff. The availability of the Value Plan to the Customer may be restricted based upon Excel's access to services through the incumbent local exchange carrier. Rates and charges associated with the Value Plan are set forth in Section 4.4.2 following and vary according to exchange groups and density zones established and defined by Verizon.

The Value Plan is a bundled service package which includes single-line local service, 200 minutes of domestic long distance usage, Caller ID – Name and Number and Call Waiting. The included long distance minutes and the long distance usage beyond the included minutes are subject to the terms of the Excel Value 3.9 Long Distance Plan. Unused long distance minutes do not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes.

Excel does not prorate the final monthly charges for the Value Plan. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period.

Customers of the Value Plan may subscribe to additional Custom Features as described in Sections 3.10 and 4.5, excluding the following: Call Forwarding (Busy Line); Call Forwarding (No Answer); Call Forwarding (Selective); Caller ID - Name and Number Blocking Per Line; Call Block; Caller ID (Number Only); Priority Call and Distinctive Ring.

(N)

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

(N)

3.17 Premium Plan

The Premium Plan provides residential Customers with local calling, long distance calling and features for a flat rate. In order to subscribe to the Premium Plan, the Customer must select Excel as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. In addition, the Customer must select the following long distance plan as described in Excel's intrastate interexchange tariff on file with the Commission: Excel Value 3.9 Long Distance Plan. Furthermore, Customers of the Premium Plan must enroll in Excel's Recurring Payment Plan as described in Section 2.5.3 of this tariff. The availability of the Premium Plan to the Customer may be restricted based upon Excel's access to services through the incumbent local exchange carrier. Rates and charges associated with the Premium Plan are set forth in Section 4.4.2 following and vary according to exchange groups and density zones established and defined by Verizon.

The Premium Plan is a bundled service package which includes single-line local service, Caller ID – Name and Number, Call Waiting, Call Forwarding, Call Waiting ID, Call Return, and Three Way Calling. Customers will also receive unlimited domestic long distance usage. The unlimited domestic long distance usage is for residential voice use only and applies to non-operator assisted, direct-dialed domestic calls. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service.

Excel does not prorate the final monthly charges for the Premium Plan. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period.

Customers of the Premium Plan may subscribe to additional Custom Features as described in Sections 3.10 and 4.5, excluding the following: Call Forwarding (Busy Line); Call Forwarding (No Answer); Call Forwarding (Selective); Caller ID - Name and Number Blocking Per Line; Call Block; Caller ID (Number Only); Priority Call and Distinctive Ring.

In addition to the features described herein, the Premium Plan includes subscription to an unregulated service, Excel's Voice Mail. The Premium Plan may be provisioned without the Voice Mail feature upon request of the Customer

(N)

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LOCAL EXCHANGE SERVICES

3.0 DESCRIPTION OF SERVICES (Continued)

(N)

3.18 Unlimited Plan

The Unlimited Plan provides residential Customers with local calling, long distance calling and features for a flat rate. In order to subscribe to the Unlimited Plan, the Customer must select Excel as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. In addition, the Customer must select the following long distance plan as described in Excel's intrastate interexchange tariff on file with the Commission: Excel Value 3.9 Long Distance Plan. Furthermore, Customers of the Unlimited Plan must enroll in Excel's Recurring Payment Plan as described in Section 2.5.3 of this tariff. The availability of the Unlimited Plan to the Customer may be restricted based upon Excel's access to services through the incumbent local exchange carrier. Rates and charges associated with the Unlimited Plan are set forth in Section 4.4.2 following and vary according to exchange groups and density zones established and defined by Verizon.

The Unlimited Plan is a bundled service package which includes single-line local service, Caller ID – Name and Number, Call Waiting, Call Forwarding, Call Waiting ID, Call Return, Speed Dial 8 and Three Way Calling. Customers will also receive unlimited domestic long distance usage. The unlimited domestic long distance usage is for residential voice use only and applies to non-operator assisted, direct-dialed domestic calls. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service.

Excel does not prorate the final monthly charges for the Unlimited Plan. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period.

Customers of the Unlimited Plan may subscribe to additional Custom Features as described in Sections 3.10 and 4.5, excluding the following: Call Forwarding (Busy Line); Call Forwarding (No Answer); Call Forwarding (Selective); Caller ID - Name and Number Blocking Per Line; Call Block; Caller ID (Number Only); Priority Call and Distinctive Ring.

In addition to the features described herein, the Unlimited Plan includes subscription to an unregulated service, Excel's Voice Mail. The Unlimited Plan may be provisioned without the Voice Mail feature upon request of the Customer.

(N)

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LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES

4.1 Calculation of Rates

Timing of calls begins when the call is answered at the called station. Calls originating in one time period and terminating in another time period will be billed according to the rates in effect during each portion of the call.

There is no variation in call rates based on time of day or day of week.

4.2 Dial-Around Compensation Surcharge for Payphones

4.2.1 A Dial-Around Compensation Surcharge applies to all completed consumer intrastate long distance calls placed from a public/semi-public payphone which are not paid on a sent paid basis. The Surcharge applies to:

- A. Calling card service
- B. Collect calls
- C. Third party billed
- D. Directory Assistance calls
- E. Pre-paid card service

4.2.2 The Surcharge does not apply to:

- A. Calls paid for by inserting coins
- B. Calls placed from stations other than public/semi-public payphones
- C. Calls placed to the Maryland Telecommunications Relay Service for the hearing impaired
- D. Any calls for which the payphone provider is otherwise compensated pursuant to contract with the carrier.

4.2.3 The Dial Around Compensation Surcharge rate is \$0.25 per call

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES

4.3 Non-Recurring Charges

The Non-Recurring charges listed below will apply only to existing Excel local customers as of November 28, 2009. The following charges are applicable to customers located in Zones 1, 2 and 4 as set forth in Section 3.1.1.A and 3.1.1.B of this tariff. (N)
(N)

4.3.1 Service Connection Charges (D)

- | | | |
|----|--|------------------|
| a. | Local Service Connection (New Service) Charge | \$25.00 per line |
| b. | Local Service Activation Charge | \$25.00 per line |
| c. | Local Service Change Order Charge(s)
Feature Service Charge | \$5.00 per line |
| | Record Order Charge | \$5.00 per line |
| d. | Move Order Charge | \$20.00 per line |

4.3.2 Miscellaneous Charges (D)

- | | | |
|----|--|------------------|
| a. | Line Installation Charge and Outside Move | \$52.00 per line |
| b. | Additional Line Installation Charge and Outside Move | \$16.50 per line |

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES

4.3 Non-Recurring Charges (Continued)

The Non-Recurring charges listed below will apply only to existing Excel local customers as of November 28, 2009. The following charges are applicable to customers located in Zones 1, 2 and 4 as set forth in Section 3.1.1.A and 3.1.1.B of this tariff. (N)
(N)

4.3.2 Miscellaneous Charges (D)

c. Restoration of Service Charge \$20.00

Customers of the Simple Plan, Basic Plan, Select Plan, Value Plan, Premium Plan and Unlimited Plan will be billed at the following per line rates for orders and changes: (N)

4.3.3 Non-Recurring Charges

Local Service Connection (New Service) Charge \$52.00 per line
Local Service Activation Charge \$25.00 per line

Local Service Change Order Charge(s)
Feature Service Charge \$25.00 per line
Record Order Charge \$25.00 per line
Move Order Charge \$52.00 per line

Miscellaneous Charges
Line Installation Charge and Outside Move \$52.00 per line
Additional Line Installation Charge and Outside Move \$52.00 per line
Restoration of Service Charge \$25.00

(N)

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

The following charges are applicable to customers located in Zones 1 and 2 as set forth in Section 3.1.1.A of this tariff.

4.4 Local Exchange Services

ZONES 1 and 2

4.4.A.1 Local Service Offerings:	<u>Price Range, Each, Per Month:</u>	
a. <u>EXCEL MyLine StandAlone Local Service:</u>	\$30.00/month	
b. <u>EXCEL Classic MyLine Basic Local Service Package:</u>	\$39.95/month	(I)
--Additional Line(s)	\$39.95 each/month	
c. <u>EXCEL Classic MyLine Value Local Service Package:</u>	\$49.95/month	
--Additional Line(s)	\$49.95 each/month	
d. <u>EXCEL Classic MyLine Complete Local Service Package:</u>	\$59.95/month	
--Additional Line(s) ¹	\$49.95 each/month	(I)

¹The additional line option for the EXCEL Classic MyLine Complete Service Package will not be available to new Customers after January 12, 2003.

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

The following charges are applicable to customers located in Zone 4 as set forth in Section 3.1.1.B of this tariff.

4.4 Local Exchange Services

ZONE 4

4.4.B.1 Local Service Offerings: Price Range, Each, Per Month:

- | | | | |
|----|---|--------------------|-----|
| a. | <u>EXCEL MyLine StandAlone Local Service:</u> | \$39.00/month | |
| b. | <u>EXCEL Classic MyLine Basic Local Service Package:</u> | \$48.95/month | (I) |
| | --Additional Line(s) | \$48.95 each/month | |
| c. | <u>EXCEL Classic MyLine Value Local Service Package:</u> | \$58.95/month | |
| | --Additional Line(s) | \$58.95 each/month | |
| d. | <u>EXCEL Classic MyLine Complete Local Service Package:</u> | \$69.95/month | |
| | --Additional Line(s) ¹ | \$58.95 each/month | (I) |

¹The additional line option for the EXCEL Classic MyLine Complete Service Package will not be available to new Customers after January 12, 2003.

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

4.4.1 EXCEL MyLineSM Bundled Service Packages – Rates and Charges

The EXCEL MyLineSM bundled service packages will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any:

<u>EXCEL MyLineSM Basic Package</u>	<u>Monthly Rate</u>	
	Zones 1 & 2	Zone 4
-With MyLine SM \$.05 Plan		
Primary Line	\$39.95 (I)	\$48.95 (I)
Additional Line	\$39.95 (I)	\$48.95 (I)
-With MyLine SM \$.03 Plan		
Primary Line	\$42.90 (I)	\$51.90 (I)
Additional Line	\$42.90 (I)	\$51.90 (I)
<u>EXCEL MyLineSM Value Package</u>	<u>Monthly Rate</u>	
	Zones 1 & 2	Zone 4
-With MyLine SM \$.05 Plan		
Primary Line	\$49.95 (I)	\$58.95 (I)
Additional Line	\$49.95 (I)	\$58.95 (I)
-With MyLine SM \$.03 Plan		
Primary Line	\$52.90 (I)	\$61.90 (I)
Additional Line	\$52.90 (I)	\$61.90 (I)
<u>EXCEL MyLineSM Complete Package</u>	<u>Monthly Rate</u>	
	Zones 1 & 2	Zone 4
-With MyLine SM \$.05 Plan		
Primary Line	\$59.95 (I)	\$69.95 (I)
Additional Line	\$59.95 (I)	\$69.95 (I)

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

(N)

4.4 Local Exchange Services (Continued)

4.4.2 Local Exchange Services – Rates and Charges

Customers of the Simple Plan, Basic Plan, Select Plan, Value Plan, Premium Plan and Unlimited Plan will be billed at the following monthly rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any:

Simple Plan	\$19.97
Basic Plan	\$21.95
Select Plan	\$29.91
Value Plan	\$33.95 (Verizon's Exchange Group B) \$35.95 (Verizon's Exchange Group A)
Premium Plan	\$39.94 (Verizon's Density Zones A1, A2 and B2) \$40.94 (Verizon's Density Zone B1)
Unlimited Plan	\$41.95 (Verizon's Density Zones A1, A2 and B2) \$49.95 (Verizon's Density Zone B1)

(N)

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

4.5 Custom Feature Rates

The Custom Feature Rates listed below will apply only to existing Excel local customers as of November 28, 2009. The following charges are applicable to customers located in Zones 1, 2 and 4 as set forth in Section 3.1.1.A and 3.1.1.B of this tariff. (N)
(N)

The following a la carte features are furnished, as specified below:

	<u>Per Month or Per Use Charge</u>
-Anonymous Call Rejection - (*77) / (ACR)	\$3.95 per month
-Auto Redial - (*66)	\$3.95 per month or \$0.95 per use
-Call Block	\$3.95 per month
-Call Forwarding	\$3.95 per month
-Call Forwarding - Busy Line	\$3.95 per month
-Call Forwarding - No Answer	\$3.95 per month
-Call Forwarding - Selective	\$3.95 per month
-Caller ID - Number Only	\$3.95 per month
-Caller ID - With Name and Number	\$6.95 per month
-Caller ID - Name and Number Blocking Per Line	\$3.95 per month
-Call Return (*69)	\$3.95 per month or \$0.95 per use
-Call Trace (*57)	\$7.00 per use
-Call Waiting - Without ID	\$3.95 per month
-Call Waiting - With ID	\$3.95 per month
-Distinctive Ring	\$3.95 per month
-Priority Call (*61)	\$3.95 per month
-Speed Dial 8	\$3.95 per month
-Three Way Calling	\$3.95 per month or \$0.95 per use

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LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

(N)

4.5 Custom Feature Rates (Continued)

Customers of the Simple Plan, Basic Plan, Select Plan, Value Plan, Premium Plan and Unlimited Plan will be billed at the following rates for Custom Features:

	<u>Per Month or Per Use Charge</u>
-Anonymous Call Rejection - (*77) / (ACR)	\$3.00 per month
-Auto Redial - (*66)	\$2.00 per month or \$0.75 per use
-Call Forwarding	\$4.25 per month
-Call Forwarding - Busy Line/No Answer	\$2.40 per month
-Caller ID - With Name and Number	\$7.50 per month
-Call Return (*69)	\$4.50 per month or \$0.75 per use
-Call Trace (*57)	\$1.00 per use
-Call Waiting	\$4.50 per month
-Call Waiting ID	\$0.00 per month
-Speed Dial 8	\$1.50 per month
-Three Way Calling	\$4.25 per month or \$0.75 per use

(N)

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LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

4.6 Directory Listings

The Directory Listing charges listed below will apply only to existing Excel local customers as of November 28, 2009. The following charges are applicable to customers located in Zones 1, 2, and 4 as set forth in Sections 3.1.1.A and .3.1.1.B of this tariff.

(N)
(N)

	Monthly Recurring Charge	Non-Recurring Charge
4.6.1 Directory Listing – Standard	No Charge	No Charge
4.6.2 Directory Listing - Additional	\$0.75	\$10.00
4.6.3 Directory Listing - Non Published	\$1.10	No Charge
4.6.4 Directory Listing - Non Listed	\$1.10	No Charge

(N)

Customers of the Simple Plan, Basic Plan, Select Plan, Value Plan, Premium Plan and Unlimited Plan will be billed at the following rates for Directory Listings:

	Monthly Recurring Charge	Non-Recurring Charge
4.6.5 Directory Listing – Standard	No Charge	No Charge
4.6.6 Directory Listing - Additional	\$1.72	\$10.00
4.6.7 Directory Listing - Non Published	\$1.89	No Charge
4.6.8 Directory Listing - Non Listed	\$1.72	No Charge

(N)

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

4.7 Operator Services

The Operator Services charges listed below will apply only to existing Excel local customers as of November 28, 2009. The following charges are applicable to customers located in Zones 1, 2, and 4 as set forth in Sections 3.1.1.A and 3.1.1.B of this tariff. These rates do not apply to aggregator operator services. (N)
(N)

4.7.1 Local Directory Assistance Service Charge, up to 2 listings per call (after initial six (6))

\$0.75 - Per Call

4.7.2 Local Directory Assistance with Call Completion

\$0.75 - Per Call

4.7.3 Busy Line Verification/Interrupt Service Charges

\$9.95 - Per Verification

\$9.95 - Per Interrupt

4.7.4 Operator Assisted Calling Service Charges

Per Call Charge

- Station to Station

\$3.45

- Collect Call

\$3.45

- Third Party Billed

\$3.45

- Person-to-Person

\$9.95

4.7.5 Operator Service Per Minute Rate:

\$0.55 per minute

LOCAL EXCHANGE SERVICES

4.0 RATES AND CHARGES (Continued)

(N)

4.7 Operator Services (Continued)

Customers of the Simple Plan, Basic Plan, Select Plan, Value Plan, Premium Plan and Unlimited Plan will be billed at the following rates for Local Operator Services. These rates do not apply to aggregator operator services.

4.7.6 Local Directory Assistance Service Charge, up to 2 listings per call (after initial four)

\$1.50 - Per Call

4.7.7 Local Directory Assistance with Call Completion

\$0.30 - Per Call

4.7.8 Busy Line Verification/Interrupt Service Charges

\$9.95 - Per Verification

\$9.95 - Per Interrupt

4.7.9 Operator Assisted Calling Service Charges

	Per Call Charge
- Station to Station	\$3.45
- Collect Call	\$3.45
- Third Party Billed	\$3.45
- Person-to-Person	\$9.95

4.7.10 Operator Service Per Minute Rate: \$0.55 per minute

(N)

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LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION

5.1 General

IntraLATA toll presubscription is a procedure whereby an end user or Pay Telephone Service Provider may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user or Pay Telephone Service Provider may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user or Pay Telephone Service Provider preferred IntraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user of Pay Telephone Service Provider selects a carrier as its preferred IntraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user or Pay Telephone Service Provider without dialing an access code. Should the same end user or Pay Telephone Service Provider wish to use other services of the same carrier, it will be necessary for the end user or Pay Telephone Service Provider to dial the necessary access code(s) to reach that carrier’s other service(s).

An ITP must use Feature Group D (“FGD”) Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (“LOI”) to the Telephone Company at least twenty days prior to the IntraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.

Selection of an ITP by an end user or Pay Telephone Service Provider is subject to the terms and conditions in Section 5.2.

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION

5.2 Presubscription Charge Application

5.2.1 90-Day Initial Free Presubscription choice for Existing Users

Existing end users or Pay Telephone Service Providers may exercise an initial free presubscription choice, either by contacting the Telephone Company, or by contacting the ITP directly. The initial free choice must be made within ninety days following implementation of IntraLATA toll presubscription. End user or Pay Telephone Service Provider choices that constitute exercising the free choices are:

Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.

Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.

Following an existing end user's or Pay Telephone Service Provider's free selections, any change made more than 90 days after presubscription is implemented is subject to a nonrecurring charge, as set forth in 5.6.1 following.

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION (Continued)

5.2 Presubscription Charge Application (Continued)

5.2.2 Initial Free Presubscription Choice for New Users

New end users (including an existing customer who orders an additional line) or Pay Telephone Service Providers who subscribe to service after the presubscription implementation date will be asked to select a primary ITP when they place an order for Telephone Company Exchange Service. If a customer cannot decide upon an IntraLATA toll carrier at the time, the customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users or Pay Telephone Service Providers is the period within thirty days of installation of the new service.

Initial free selections available to new end user or Pay Telephone Service Providers are:

1. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
2. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Telephone Company.
3. Following a new end user's or Pay Telephone Service Provider's free selections, any change made more than 30-days after presubscription is implemented is subject to a nonrecurring charge, as set forth in 5.6.1 following.

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION (Continued)

5.2 Presubscription Charge Application (Continued)

5.2.3 Charge for IntraLATA Toll Presubscription

After expiration of the initial free presubscription choice period for new customers, as specified above, or existing customers, the end user or ITP will be assessed an IntraLATA Toll presubscription charge as specified in 5.6.1.

5.2.4 Cancellation of IntraLATA Toll Presubscription by an ITP

If an ITP elects to discontinue Feature Group D service after implementation of the IntraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users or Pay Telephone Service Providers who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users or Pay Telephone Service Providers that it is canceling its Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge. The ITP must provide written notification to COMPANY that this activity has taken place.

5.3 End User/Pay Telephone Service Provider Charge Discrepancy
("Anti-Slamming Measure")

5.3.1 When a discrepancy is determined regarding an end user's designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines customer choice.

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION (Continued)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy
("Anti-Slamming Measure") (Continued)

5.3.2 Verification of Orders for Telemarketing

No ITP shall submit to the Telephone Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

5.3.2.1 The ITP has obtained the customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

5.3.2.1.A The customer's billing name and address and each telephone number to be covered by the PIC change order;

5.3.2.1.B The decision to change the PIC to the ITP; and

5.3.2.1.C The customer's understanding of the PIC change fee; or

5.3.2.2 The ITP has obtained the customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.1 preceding to confirm the authorization; or

5.3.2.3 An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification data (e.g., the customer's date of birth or social security number).

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION (Continued)

5.3 End User/Pay Telephone Service Provider Charge Discrepancy
("Anti-Slamming Measure") (Continued)

5.3.3 The Company will follow the Federal Communications Commission's and the Maryland Public Service Commission's (if issued) regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 The customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a customer who has stated their intent to select a different carrier.

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION (Continued)

5.4 PIC Switchback Options

5.4.1 Customer denies requesting change of ITP.

When the Telephone Company is contacted by an end user who denies requesting a change in ITP primary IC, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous ITP at no charge.

The ITP is in no way relieved of the FCC requirements for:

5.4.1.1 Verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or

5.4.1.2 Instituting steps to obtain verification of orders submitted to the Company. In addition, the end user has the option of initiating a complaint to the FCC or the Public Service Commission concerning unauthorized changes in carrier. The complaint may be issued in writing to the Maryland Public Service Commission, 16th Floor, 6 St. Paul Street, Baltimore, MD 21202, or by calling toll free on 1-800-492-0474 or by calling the office of External Relations on 410-767-8028.

5.4.2 Customer requests Switchback to Previous ITP PIC.

When the Telephone Company is notified via a call from the customer, where the end user is not denying the authenticity of the most recent change to the current PIC, the Telephone Company will change the customers ITP to the previous PIC. The customer will be billed the PIC charge as specified in 5.6.2.

LOCAL EXCHANGE SERVICES

5.0 INTRALATA TOLL PRESUBSCRIPTION (Continued)

5.5 Informational Notice to Customers

The Company will provide written notification to customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service. Notification will not contain information on PIC-freeze service.

5.6 Rates and Charges

5.6.1 Charge for ITP Carrier Change \$5.00

5.6.2 Charge for Switchback Carrier Change \$5.00

LOCAL EXCHANGE SERVICES

6.0 PROMOTIONAL OFFERINGS

From time to time, the Company may provide certain special offerings to its Customers in the form of service promotions. These special offerings may be limited to certain dates, times and locations. The Company's service promotions are listed below:

6.1 MyLine Basic Caller ID Promotion

Beginning September 1, 2003 and ending September 30, 2003, Excel offers the MyLine Basic and Caller ID Promotion to new residential Customers in the State of Maryland. New Customers who subscribe to EXCEL MyLine Basic Local Service Package and Caller ID during the aforementioned time period will be eligible to receive a billing credit to reimburse the Caller ID monthly recurring charges for the first three months of service. The billing credit will be applied to the Customer's account during the third month of service and should appear on the same invoice as the Customer's third monthly recurring charge for the Caller ID feature. The Customer must remain subscribed to both the EXCEL MyLine Basic Local Service Package and Caller ID for the entire three-month period in order to be eligible to receive the billing credit, and the Customer's account must be in good standing.