

## CORNERSTONE TELEPHONE COMPANY, LLC

### Local Tariff

**This tariff supersedes and replaces in its entirety P.S.C. No. 1 – Telephone**

REGULATIONS AND SCHEDULE OF CHARGES  
APPLYING TO END-USER  
COMMUNICATION SERVICES WITHIN  
THE STATE OF NEW YORK

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CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

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EXPLANATION OF NOTES

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicated Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only

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SECTION 1 – APPLICATION OF TARIFF

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SECTION 1 – APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by CornerStone are as follows:

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

1.1.1 Service Territory

CornerStone will provide service in the areas located:  
LATAs – 133, 134, 136, 138, 140, 974

1.1.2 Availability

Service is available where facilities permit.

1.1.3 Effectiveness

This tariff, upon its effectiveness, supersedes the CornerStone Telephone Company, LLC – P.S.C. No 1 – Telephone Tariff.

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SECTION 2 – GENERAL RULES AND REGULATIONS

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service

2.1.1 Obligation of the Company

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

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

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

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.1 Use of Facilities and Service (cont'd)****2.1.2 Limitations on Liability****1. Indemnification by Customer**

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

**2. Customer-Provided Equipment**

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

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

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.1 Use of Facilities and Service (cont'd)****2.1.3 Use of Service**

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

**2.1.4 Use and Ownership of Equipment**

The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

**2.1.5 Directory Errors**

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

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.1 Use of Facilities and Service (cont'd)****2.1.5 Directory Errors (cont'd)**

1. **Free Listings:** For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
2. **Charge Listings:** For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
3. **Operator records:** For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
4. **Credit limitation:** The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.1 Use of Facilities and Service (cont'd)

2.1.5 Directory Errors (cont'd)

5. Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms “error,” “mistake” or “omission” shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
6. Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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## SECTION 2 – GENERAL RULES AND REGULATIONS

## 2.2 Minimum Period of Service

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

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

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.3 Flexible Pricing****2.3.1 General**

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to customers and the Public Service Commission.

**2.3.2 Conditions**

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

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.4 Payment for Service Rendered

2.4.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.4 Payment for Service Rendered (cont'd)****2.4.2 Deposits**

Subject to special provisions as may be set forth below and in Sections 2.10 and 2.11 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

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

**1. Interest on Deposits**

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

**2. Inadequate Deposit**

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

**3. Return of Deposit**

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.4 Payment for Service Rendered (cont'd)****2.4.3 Payment of Charges**

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

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if the Company does not receive objection within two months after the bill is rendered.

Unless the customer subscribes to or retains Paper Statement Billing Service, all invoices will be electronically provisioned through the Company's secure site, "MyAccount".

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.4 Payment for Service Rendered (cont'd)

2.4.4 Return Check Charge

When the bank returns a check that has been presented to the Company by a customer in payment for charges, the customer shall be responsible for the payment of a Returned Check Charge of \$20.00. **(R)**

2.4.5 Late Payment Charges

1. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge shall be due the Company.
2. The late payment penalty shall be the lesser of \$10.00 or that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 2%, whichever is greater, or the highest allowable by law.
3. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
4. Late payment charges do not apply to final accounts.
5. Late payment charges do not apply to government agencies of the State of New York. These agencies are required to make payment in accordance with the provisions of Article XI-A of the State Finance Law (Chapter 153 of the Laws of 1984).

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.4 Payment for Service Rendered (cont'd)****2.4.6 Customer Overpayments**

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge.

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

**2.5 Installation Service**

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit. In the case of any inconsistency with the regulations in Part 609 of 16 NYCRR for installation service, the rules of the Commission shall prevail.

**2.6 Access to Customer's Premises**

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

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## SECTION 2 – GENERAL RULES AND REGULATIONS

## 2.7 Telephone Surcharges

## 2.7.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges apply to the customer's monthly bill statement as outlined in 2.7.2 and 2.7.3 below. If there are surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the rate will be listed on Statement 1 that is at the end of this section.

## 2.7.2 Surcharge for State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The applicable Gross Revenue Surcharge rates are shown on Statement 2 that is at the end of this section. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approve new surcharge factors, and the Company will file a revised statement as directed or approved by the Commission.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.7 Telephone Surcharges (cont'd)

2.7.3 Village or Municipal Surcharge on Local Utility Gross Revenue Taxes

In certain cities and villages a municipal surcharge related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate service except returned check charges, late payment charges and rates for local coin calls. The percentage rate of the surcharge in each locality where such a surcharge applies is listed on Statement 3 that is at the end of this section.

The surcharge statement shall be filed at least fifteen business days before the effective date. The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. If the tax enactment either ceases to be effective or is modified so as to reduce the tax rate, the surcharge will be changed accordingly within 5 business days.

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.8 Suspension or Termination of Service****2.8.1 Suspension or Termination for Nonpayment**

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

1. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
2. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

Telephone service shall only be suspended between 8:00 AM and 7:30 PM, on Monday through Thursday, and between 8:00 AM and 3:00 PM on Friday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.8 Suspension or Termination of Service (cont'd)

2.8.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

1. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
2. Nonpayment for service for which a bill has not been rendered;
3. Nonpayment for service that have not been rendered;
4. Nonpayment of any billed charge that is in dispute or for the nonpayment of a deposit that is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures. These procedures are in accordance with the Public Service Commission Rules and Regulations contained in Part 609 of 16 NYCRR.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

5. Nonpayment of back billed amounts as outlined in 2.11.12.

SECTION 2 – GENERAL RULES AND REGULATIONS

2.8 Suspension or Termination of Service (cont'd)

2.8.3 Verification of Nonpayment

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

1. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
2. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.8 Suspension or Termination of Service (cont'd)****2.8.4 Termination for Cause Other Than Nonpayment****1. General**

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

- a. In the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
- b. If, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
- c. In the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
- d. In the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that the Company may terminate service unless the customer satisfies the indebtedness within 20 days after written notification. See Section 2.11.7 regarding Deferred Payment Agreements.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.8 Suspension or Termination of Service (cont'd)

2.8.4 Termination for Cause Other Than Nonpayment (cont'd)

2. Prohibited, Unlawful or Improper Use of the Facilities or Service

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

- a. The use of facilities or service of the Company without payment of tariff charges;
- b. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
- c. The use of profane or obscene language;
- d. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
- e. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
- f. Permitting fraudulent use.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.8 Suspension or Termination of Service (cont'd)

2.8.4 Termination for Cause Other Than Nonpayment (cont'd)

3. Abandonment or Unauthorized Use of Facilities

a. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

b. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:

1. No charge shall apply for the period during which service had been terminated, and

2. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

4. Change in the Company's Ability to Secure Access

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

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.8 Suspension or Termination of Service (cont'd)

2.8.5 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that an unauthorized person or persons are using the service. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Business Customers

2.9.1 Application of Rates

1. Business rates as described in Section 7 and shown in Attachment B apply to service furnished:
  - a. In office buildings, stores, factories and all other places of a business nature;
  - b. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
  - c. At any location when the listing or public advertising indicates a business or a profession;
  - d. At any location where the service includes an extension that is at a location where business rates apply unless the extension is restricted to incoming calls;
  - e. At any location where the customer resells or shares exchange service;
2. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.9 Additional Provisions Applicable to Business Customers (cont'd)

2.9.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The customer may order a Gold Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

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

2.9.3 Deposits

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

2.9.4 Dishonored Checks

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

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.10 Additional Provisions Applicable to Residential Customers

2.10.1 Application of Rates

Residential rates as described in Section 6 and shown in Attachment B apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

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

2.10.2 Telephone Number Changes

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

The customer may order a Gold Number where facilities permit for an additional charge as specified in Section 5.9 of this Tariff.

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.10 Additional Provisions Applicable to Residential Customers (cont'd)****2.10.3 Deposits****1. General**

Except as provided in (b) following, the Company may require a deposit, as described in Section 2.4.2 of this Tariff, from a residential customer who is applying for service if the customer: 1) has had service terminated for nonpayment once within the preceding six month period, or 2) is delinquent in payment. A customer is delinquent in payment if that customer has received two consecutive telephone bills without making payment of at least one-half the total arrears due on the due date of the second bill. A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

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

A new customer is an applicant for service who has not been a customer of the Company within twelve months of making the request for service. A new customer shall not be required to post a security deposit as a condition of receiving telephone service.

A seasonal customer is an individual who applies for and receives telephone service periodically each year, intermittently during the year or at other regular intervals scheduled at the time of application. A seasonal customer may be required to post a deposit.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.10 Additional Provisions Applicable to Residential Customers (cont'd)****2.10.3 Deposits (cont'd)****2. Customers Exempt from Deposits**

- a. A new customer or existing customer who is 62 years of age or older shall be exempt from any deposit requirement unless such person's telephone service was terminated for nonpayment during the preceding six months. Proof of age will be required from any person claiming exemption from deposit requirements because of age. If the proof requested by the Company is not received within 30 days from the date service is connected, or 30 days from the date that verification of age is requested from an existing customer, the Company may suspend or terminate service unless the customer pays the required deposit. Any new customer or existing customer 62 years of age or older shall be permitted to pay a deposit in installments over a period not to exceed 12 months.
- b. The Company shall not require any person it knows to be a recipient of public assistance, supplemental security income or additional state payments to post a deposit.

**3. Recent Payment History**

A customer who has a recent payment history (within the preceding twelve months) with the Company is entitled to service without payment of a deposit unless his or her records indicate a delinquency in payment or a termination of service for nonpayment. A customer who still owes money to the Company for residential service on a prior account shall be offered a deferred payment plan provided the customer had service for three months and was not terminated for nonpayment during that period. (See Deferred Payment Agreements 2.10.7)

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.10 Additional Provisions Applicable to Residential Customers (cont'd)****2.10.4 Installment Billing for Nonrecurring Charges**

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12-month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Installment billing is subject to the following restrictions:

1. Installment billing may be used only by residential customers;
2. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
3. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
4. More than one installment plan may be in effect for the same customer at the same time;
5. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
6. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
7. Installment billing payments will continue even when an account is temporarily suspended;
8. No interest or carrying charges will be applied to the outstanding balance during the installment period.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.10 Additional Provisions Applicable to Residential Customers (cont'd)****2.10.5 Adjusted Payment Schedule**

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

**2.10.6 Suspension or Termination for Nonpayment**

1. Suspension/termination notices may not be issued until at least 25 days after the date of the bill. Bills must be mailed to the customer no later than 6 business days after the date of the bill.
2. After issuing the written notification in accordance with 2.9.1, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
3. Suspension/termination may occur only between 8:00 AM and 7:30 PM on Monday through Thursday, and between 8:00 AM and 3:00 PM on Friday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.
4. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control that delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.10 Additional Provisions Applicable to Residential Customers (cont'd)****2.10.7 Deferred Payment Agreements**

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more month's service and for who service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). The Company must offer an eligible customer a DPA in accordance with the Commission's order in Case 90-C-1148 issued on August 7, 1992. Final notice of suspension/termination will advise the customer of deferred payment arrangements and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

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

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.10 Additional Provisions Applicable to Residential Customers (cont'd)****2.10.8 Dishonored Checks**

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

**2.10.9 Suspension or Termination – Abandonment**

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

**2.10.10 Suspension or Termination - Medical Emergencies**

In the event of a medical emergency as defined in 16NYCRR, Sec. 609, an additional 30 days will be allowed for a residential customer before suspension or termination. A medical certificate as defined in 16NYCRR, Sec. 609, must be supplied. The medical emergency status may be extended beyond 30 days upon submission of specified documentation. During the emergency, the customer will be able to defer payment of monthly charges up to an amount specified by the Commission until the emergency ceases or it is determined that the customer has the ability to pay the charges. Charges in any month in excess of the amount specified are due by the due date of the bill.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.10 Additional Provisions Applicable to Residential Customers (cont'd)

2.10.11 Suspension or Termination – Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

1. The customer is known to or identified to the Company as being blind or disabled, or
2. The customer is 62 years of age or older and all other residents of the customer's household are under 18 years of age, over 62 years of age, blind or disabled.

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

2.10.12 Back billing for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than six months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backfilling period.

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.11 Allowances for Interruptions in Service**

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

**2.11.1 Credit for Interruptions**

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.11 Allowances for Interruptions in Service (cont'd)****2.11.1 Credit for Interruptions (cont'd)**

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

If interruption continues for less than 24 hours:

- a. 1/30th of the monthly rate if it is the first interruption in the same billing period.
- b. 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

If interruption continues for more than 24 hours:

- a. If caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
- b. For other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

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

4. Credit to Customer

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

## SECTION 2 – GENERAL RULES AND REGULATIONS

## 2.11 Allowances for Interruptions in Service (cont'd)

## 2.11.1 Credit for Interruptions (cont'd)

## 5. “Interruption” Defined

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

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.11 Allowances for Interruptions in Service (cont'd)

2.11.2 Limitations on Credit Allowances

No credit allowance will be made for:

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

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**SECTION 2 – GENERAL RULES AND REGULATIONS****2.12 Automatic Number Identification****2.12.1 Regulations**

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

1. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
2. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
3. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
4. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
5. Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.12 Automatic Number Identification (cont'd)

2.12.1 Regulations (cont'd)

6. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24-month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.12.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Section 24, 25 and 26 of the Public Service Law.

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SECTION 2 – GENERAL RULES AND REGULATIONS

2.13 Telephone Surcharges

2.13.1 Gross Revenue Tax Surcharge

The Gross Revenue Tax Surcharge rates to be charged are as follows:

<u>Bill Date Period</u>	<u>Gross Revenue Tax Surcharge</u>
July 1, 2000 -	3.1%

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SECTION 3 – CONNECTION CHARGES

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SECTION 3 – CONNECTION CHARGES

3.1 Connection Charge

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

3.1.2 Exceptions to the Charge

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

	<u>Minimum</u>	<u>Maximum</u>
Residence		
- First Line	\$ 1.00	\$200.00
- Additional Line	\$ 1.00	\$200.00
Business		
- First Line	\$ 1.00	\$200.00
- Additional Line	\$ 1.00	\$200.00

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## SECTION 3 – CONNECTION CHARGES

## 3.2 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section I of this Tariff.

	<u>Minimum</u>	<u>Maximum</u>
Residence	\$ 5.00	\$150.00
Business	\$ 5.00	\$150.00

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SECTION 3 – CONNECTION CHARGES

3.3 Moves of Service

The Company alone may make changes in the location of its lines and equipment. When it is found that others have made a move or change of such lines or equipment, the Connection Charge for the underlying service will apply as if the Company had done the work.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

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

Moves will be treated as a disconnection and reconnection of service and billed accordingly based on lines ordered.

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## SECTION 3 – CONNECTION CHARGES

## 3.4 Charges Associated with Premises Visit

## Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

	<u>Minimum</u>	<u>Maximum</u>
Per Premises Visit, Residence	\$10.00	\$175.00
Per Premises Visit, Business	\$10.00	\$175.00

## 3.5 Primary Interexchange Carrier Change Charge

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

Minimum	\$ 0.00
Maximum	\$10.00

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**SECTION 3 – CONNECTION CHARGES****3.6 Service Change Fees**

A Service Change Fee applies for the addition or change of any service features, listings and / or options to an existing line. The fee applies to each service ordered on the same order for the same account. Service Change Fees apply to changes to directory listings or for the conversion of a line from Business and Residential classification.

Service Change Fees do not apply for disconnection of a feature or option unless provided as a contract.

	<u>Minimum</u>	<u>Maximum</u>
Residence	\$ 0.00	\$50.00
Business	\$ 0.00	\$50.00

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SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

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**SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES****4.1 General****4.1.1 Description**

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

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

**4.1.2 Classes of Calls**

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

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

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SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.2 Timing of Calls

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

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SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.3 Time Periods Defined

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

4.3.1 Peak: 7:00 a.m. to, but not including, 7:00 p.m. - Monday through Friday

4.3.2 Off-Peak: 7:00 p.m. to, but not including, 7:00 a.m. - Sunday through Friday  
All day Saturday and Sunday  
All Holidays

4.3.3 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

4.3.4 All times refer to local time.

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SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.4 Regulations and Computation of Mileage

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

4.4.1 Originating Rate Center

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

4.4.2 Terminating Rate Center

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

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## SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

## 4.4 Regulations and Computation of Mileage (cont'd)

## 4.4.3 Calculation of Mileage

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

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

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

1. Obtain the “V” and “H” coordinates for each location. The “V” coordinate is the first four digits in the “VH” column. The “H” coordinate is the next four digits.
2. Obtain the difference between the “V” coordinates of each of the locations. Obtain the difference between the “H” coordinates.
3. Square each difference obtained in step 2 above.
4. Add the square of the “V” difference and the “H” difference obtained in step 3.
5. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
6. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

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

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SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.5 Call Charges

Rates are based on the duration of the call as measured according to Section 4.2 above, time of day rate period of the call as described in Section 4.3 and the airline mileage between points of the call as described in Section 4.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number that is not the called station or the calling station (3rd number billing), or to an authorized calling card.

4.5.1 Usage Charges

Minimum

Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Public Service Commission.

Maximum

Mileage	Peak		Off-Peak	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute
0 - 8	\$0.99	\$0.99	\$0.99	\$0.99
9 - 13	0.99	0.99	0.99	0.99
Over 13	0.99	0.99	0.99	0.99

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SECTION 4 – INTRALATA TOLL USAGE AND MILEAGE CHARGES

4.5 Call Charges (cont'd)

4.5.2 Reserved for Future Use

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SECTION 5 – SUPPLEMENTAL SERVICES

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## SECTION 5 – SUPPLEMENTAL SERVICES

## 5.1 Custom Calling Service

## 5.1.1 General

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

## 5.1.2 Description of Features

## 1. Three Way Calling/Call Hold

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

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.1 Custom Calling Service (cont'd)****5.1.2 Description of Features (cont'd)****2. Call Forwarding**

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call Forwarding does not affect call-originating ability.

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

Call Forwarding - Busy automatically reroutes an incoming call to a customer-pre-designated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer-pre-designated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

**3. Call Waiting/Cancel Call Waiting**

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

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SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service (cont'd)

5.1.2 Description of Features (cont'd)

4. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

5. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

6. Speed Calling

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

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## SECTION 5 – SUPPLEMENTAL SERVICES

## 5.1 Custom Calling Service (cont'd)

## 5.1.3 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
<u>Residential Service</u>		
Per month:		
1. 3-Way Calling	\$ 0.00	\$20.00
2. Call Forwarding		
Variable	\$ 0.00	\$20.00
Busy	\$ 0.00	\$20.00
No Answer	\$ 0.00	\$20.00
3. Call Waiting / Cancel Call Waiting	\$ 0.00	\$20.00
4. Distinctive Ring	\$ 0.00	\$20.00
5. Ultra Call Forwarding	\$ 0.00	\$20.00
6. Multi-line Hunting		
7. Speed Calling		
8 Numbers	\$ 0.00	\$20.00
30 Numbers	\$ 0.00	\$20.00
8. Call Transfer	\$ 0.00	\$20.00
9. Call Hold	\$ 0.00	\$20.00
<u>Business Service</u>		
Per month:		
1. 3-Way Calling	\$ 0.00	\$20.00
2. Call Forwarding		
Variable	\$ 0.00	\$20.00
Busy	\$ 0.00	\$20.00
No Answer	\$ 0.00	\$20.00
3. Call Waiting / Cancel Call Waiting	\$ 0.00	\$20.00
4. Distinctive Ring	\$ 0.00	\$20.00
5. Ultra Call Forwarding	\$ 0.00	\$20.00
6. Multi-line Hunting		
7. Speed Calling		
8 Numbers	\$ 0.00	\$20.00
30 Numbers	\$ 0.00	\$20.00
8. Call Transfer	\$ 0.00	\$20.00
9. Call Hold	\$ 0.00	\$20.00

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.2 Class Services****5.2.1 General**

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

**5.2.2 Description of Features****1. Call ID**

The Call ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

**2. Automatic Redial**

The Automatic Redial feature allows a customer to automatically redial the last number dialed. The customer activating a code accomplishes this. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.2 Class Services (cont'd)****5.2.2 Description of Features (cont'd)****2. Automatic Redial (cont'd)**

The following types of calls cannot be automatically redialed:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

**3. Automatic Recall**

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

**4. Customer Originated Trace**

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

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SECTION 5 – SUPPLEMENTAL SERVICES

## 5.2 Class Services (cont'd)

## 5.2.3 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
<u>Residential Service</u>		
Per month:		
1. Caller ID	\$ 0.00	\$20.00
2. Busy Redial	\$ 0.00	\$20.00
3. Automatic Recall	\$ 0.00	\$20.00
4. Customer Originated Trace	\$ 0.00	\$20.00
Per Activation	\$ 0.00	\$20.00
<u>Business Service</u>		
Per month:		
1. Caller ID	\$ 0.00	\$20.00
2. Busy Redial	\$ 0.00	\$20.00
3. Automatic Recall	\$ 0.00	\$20.00
4. Customer Originated Trace	\$ 0.00	\$20.00
Per Activation	\$ 0.00	\$20.00

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.3 Centrex Service Features****5.3.1 General**

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

**5.3.2 Description of Features****Camp On**

Allows the switch to observe that a wanted line is busy, wait until it is free, and then automatically and immediately connect the calling line that has been waiting.

**Call Pickup**

Allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

**Call Transfer - All Calls**

Allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

**Directed Call Pickup with Barge-In**

Answers calls directed to a specific line from any other telephone line in the user group.

**Directed Call Pickup without Barge-In**

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.3 Centrex Service Features (cont'd)****5.3.2 Description of Features (cont'd)****Circular Hunting**

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

**Series Completion**

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

**Account Codes**

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The Company will define the number of digits in a customer's account code group.

**Terminal Group and Station Restriction**

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intra-group only, toll restriction, etc.

**Uniform Call Distribution**

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

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## SECTION 5 – SUPPLEMENTAL SERVICES

## 5.3 Centrex Service Features (cont'd)

## 5.3.3 Rates and Charges

Centrex Feature Rates are in addition to the rate(s) charged for the underlying service.

	<u>Minimum</u>	<u>Maximum</u>
Feature Package	\$ 0.00	\$20.00

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.4 Service and Promotional Trials****5.4.1 General**

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

**5.4.2 Regulations**

1. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
2. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
3. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
4. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
5. The Company retains the right to limit the size and scope of a Promotional Trial.

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SECTION 5 – SUPPLEMENTAL SERVICES

5.5 Remote Call Forwarding (RCF)

5.5.1 General

Remote Call Forwarding (RCF) automatically redirects an incoming call to a Customer’s number to a pre-designated terminating number. Forwarding is always activated and not controlled by customer. No access line is associated with the dialed number from which the forwarding occurs. Customer specifies the forwarded-to number at the time the order for service is placed and a service order is required to change it.

5.5.2 Provision of Service

1. The RCF service is offered subject to the availability of suitable facilities.
2. Remote Call Forwarding (RCF) is provided on the condition that the customer subscribe to sufficient features and facilities to adequately handle the calls to the terminating number without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional RCF features or facilities are required to support the forwarding of calls, the customer will, where appropriate, be required to subscribe to such features/facilities. If the customer refuses to do so and/or until adequate facilities are added, said customer’s RCF service shall be subject to termination.
3. Where calls are forwarded to phone service other than that of the RCF customer, it shall be responsibility of the RCF customer to obtain permission of that customer and to determine a mutually acceptable number of access paths with that customer and the company.
4. The Company will not knowingly permit RCF to a terminating number that is itself forwarded to another number.
5. Transmission levels on RCF service are not guaranteed.
6. Optional Calling Plans are not allowed with RCF service.

5.5.3 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Per Forward Path, per month	\$ 0.00	\$50.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.6 Regional Calling

5.6.1 General

Regional Calling Service is an optional toll plan that permits subscribers to the Plan to have all points within the LATA treated as local calling. Applicable local usage rates provided pursuant to this tariff apply in lieu of intraLATA toll rates.

5.6.2 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Residential	\$ 0.00	\$25.00
Business	\$ 0.00	\$25.00

5.7 Feature Packages

5.7.1 General

The Feature Pack allows subscribers to choose any of three CLASS or Custom Calling Features provided under this tariff for a single combined rate.

All other terms and conditions for the use and provision of the features, including their restriction, apply

5.7.2 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Residential	\$ 0.00	\$25.00
Business	\$ 0.00	\$25.00

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**SECTION 5 – SUPPLEMENTAL SERVICES****5.8 Blocking Service****5.8.1 General**

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

1. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
2. 900, 700, 333 (Rochester LATA, only), 396, 540, 550, 551 (Syracuse LATA, only), 770 (NY Metro LATA, only), 910, 920, 970, 971, 974 & 976 Blocking - allows the subscriber to block all calls beginning with the above prefixes from being placed.
3. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
4. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.  
  
Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
5. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
6. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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## SECTION 5 – SUPPLEMENTAL SERVICES

## 5.8 Blocking Service (cont'd)

## 5.8.2 Regulations

The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

Blocking Service is available where equipment and facilities permit.

## 5.8.3 Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

## Monthly Charges

	<u>Minimum</u>	<u>Maximum</u>
Third Number Billed and Collect Call Restriction		
- Residential	\$0.00	\$15.00
- Business	\$0.00	\$15.00
Toll Restriction		
- Residential	\$0.01	\$15.00
- Business	\$0.01	\$15.00
Toll Restriction Plus		
- Residential	\$0.01	\$15.00
- Business	\$0.01	\$15.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.9 Gold Number Service

5.9.1 General

1. Gold Number Service allows a customer to order a specified telephone number rather than the next available number.
2. Gold Number Service is furnished subject to the availability of facilities and requested telephone numbers.
3. The Company will not be responsible for the manner in which the customer uses Gold Numbers for marketing purposes.
4. When a new customer assumes an existing service that includes Gold Number Service, the new customer may keep the Gold Number, at the tariffed rate, with the written consent of the Company and the former customer.
5. The Company reserves and retains the right:
  - a. to reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  - b. of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Tariff;
  - c. to assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
  - d. The limitation of liability provisions of this tariff in Section 2.1.1 are applicable to Gold Number Service.

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## SECTION 5 – SUPPLEMENTAL SERVICES

## 5.9 Gold Number Service (cont'd)

## 5.9.2 Conditions

1. Charges for Gold Number Service apply when a customer:
  - a. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  - b. Requests a number change from the customer's present number to a Gold Number.
2. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Gold Number Service.

## 5.9.3 Rates

	<u>Minimum</u>	<u>Maximum</u>
Rate per Number per Month		
Residential	\$0.00	\$15.00
Business	\$0.00	\$15.00
Search fee (per search)		
Residential	\$0.00	\$50.00
Business	\$0.00	\$50.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.10 Duplicate Bill Charges

5.10.1 General

1. A Duplicate Bill Charge will be applied upon the request of a customer or customer’s authorized agent for duplicate copies of telephone bills(s) in accordance with the charges specified herein.
2. Duplicate Bill Charge will not be applied in the following instances:
  - a. When the provision of duplicate bills is provided for as part of the Customer’s service.
  - b. When the Customer has not received a copy of the bill due to an error in the address of the bill.
  - c. When the request is for a duplicate of the first bill following the initial establishment, move or transfer of service.
  - d. When the request is for a final bill.
  - e. When the request is for a current month’s bill.

5.10.2 Charges

	<u>Minimum</u>	<u>Maximum</u>
Residential		
Issued within the past 3 months	\$0.00	\$15.00
Older than 3 months	\$0.00	\$25.00
Business		
Issued within the past 3 months	\$0.00	\$15.00
Older than 3 months	\$0.00	\$25.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.11 Network Analysis

5.11.1 General

1. Network Analysis fees apply when the customer or the customer’s authorized agent requests that additional research be performed to provide information not required to be provided to the customer as a matter of routine occurrence.
2. Fees do not apply when the Company, of its own initiative, provides such information.
3. The Company will notify the customer of a good faith estimate of the fees prior to performing Network Analysis services.
4. The Company may require prior written approval from the customer before initiating customer-requested network analysis.

5.11.2 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Per quarter hour or fraction thereof	\$0.00	\$55.00

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## SECTION 5 – SUPPLEMENTAL SERVICES

## 5.12 Traffic Study Service

## 5.12.1 Description

Traffic Study Service provides performance reports of call capacity for originating and terminating traffic on access lines, trunks, or hunt groups. The traffic study report enables customers to determine how many calls terminate successfully as opposed to the number of calls that reach a station busy condition. The Company provides a recommendation of required lines to accommodate the studied call traffic based on industry standards for call traffic handling. Calculations for the recommendation are derived from traffic engineering tables. The recommendation is a close estimate and cannot be guaranteed.

Traffic study reports may be requested for any service provided by the Company provided however that a separate traffic study report is required for each access line or hunt group. Traffic study reports may be requested for more than one access line or hunt group at a single customer location.

## 5.12.2 Regulations

- a. Call detail information is not provided.
- b. Traffic studies are performed on Company access lines or hunt groups with local exchange numbers.
- c. Traffic studies are performed, at the customer's request, per exchange, per customer account. For customers with access lines or hunt groups at more than one location, a nonrecurring charge would apply for traffic studies at each location.
- d. Traffic studies are provided on a weekly, bi-weekly or monthly basis. The monthly rate is determined by the number of traffic study reports provided within a billing cycle. Rates and charges as specified in this Tariff.
- e. Traffic study report features may vary by Central Office switching system type.

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SECTION 5 – SUPPLEMENTAL SERVICES

5.12 Traffic Study Service (cont'd)

5.12.3 Rates and Charges

Traffic Study Reports, per report

	<u>Minimum</u>	<u>Maximum</u>
- One-week Report within a 12-month period		
Initial Report		
Non-Recurring	\$0.00	\$250.00
Monthly Recurring	\$0.00	\$150.00
Additional Report		
Non-Recurring	\$0.00	\$250.00
Monthly Recurring	\$0.00	\$150.00
- Weekly reporting (4 reports)		
Non-Recurring	\$0.00	\$250.00
Monthly Recurring	\$0.00	\$150.00
- Bi-weekly reporting (2 reports)		
Non-Recurring	\$0.00	\$250.00
Monthly Recurring	\$0.00	\$150.00
- Monthly reporting (1 report)		
Non-Recurring	\$0.00	\$250.00
Monthly Recurring	\$0.00	\$150.00

(N)

(N)

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SECTION 5 – SUPPLEMENTAL SERVICES

5.13 Foreign Exchange Service

5.13.1 General

Foreign Exchange Service permits subscribers in one exchange to purchase dialtone service from an exchange other than that normally assigned to the subscriber’s area by the incumbent local service provider.

5.13.2 Rules and Regulations

1. The dialtone portion of the service is referred to as the “open” end and the facility in the subscribers premise is referred to as the “closed” end.
2. Company-provided foreign exchange service is limited to those exchanges where the Company is capable of providing both the closed and open ends of the service.
3. Determination of outbound toll and / or local calling is determined by the calling scope associated with the open end of the service.
4. The Company makes no guarantees that callers to the open end number will be completed by the caller’s local telephone service provider with regards to any particular toll or local calling scope.

5.13.3 Rates and Charges

Rates are in addition to the basic service rates that apply to the open end of the service.

	<u>Minimum</u>	<u>Maximum</u>
Per foreign exchange line	\$0.00	\$35.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.14 DID Numbers

5.14.1 General

DID Number service permits subscribers to assign multiple telephone numbers to a line or trunk for the completion of incoming calls from the network calls to a PBX or other customer premises equipment to reach a specific station line number without the assistance of an attendant.

5.14.2 Rules and Regulations

1. Rates are in addition to the rates shown for Basic Exchange Service and services provided in other Company tariffs for the services and equipment with which this offering is associated.
2. One primary directory listing will be furnished without charge for each separate line whether or not that number is within the DID Number Block. Additional listings can be obtained as specified in Section 7 of this tariff.
3. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant interceptor recorded announcement service.
4. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee to provide a consecutive number block. The Company will be responsible for interception and administration of reserved numbers.
5. The customer shall order and maintain sufficient number of trunks as to prevent blockage in the network.

5.14.3 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Per Block of 20	\$ 0.00	\$25.00
Per Block of 100	\$ 0.00	\$25.00

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SECTION 5 – SUPPLEMENTAL SERVICES

5.15 Paper Statement Billing Service

Paper Statement Billing Service is bill rendering option whereby customers may receive monthly invoices from the Company in a paper format delivered to the subscriber via the US Post Office or chose to subscribe to electronic invoicing. The service is available in addition to or in lieu of standard electronic billing under MyAccount. Customers may choose to waive receipt of paper invoices at any time without charge.

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SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

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SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.1 Exchange Service

The Company provides one-party service throughout its service area.

6.1.1 Description of Service

Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service is available on a “Full” service basis, whereby service is delivered to a demarcation/connection block (“protector”) at the Customer’s premises.

6.1.2 Use of Service

Each Exchange Access Service enables users to:

- 1 Receive calls from other stations on the public switched telecommunications network;
- 2 Access other services offered by the Company as set forth in this tariff;
- 3 Access (at no additional charge) the Company’s operators and business office for service related assistance;
- 4 Access (at no additional charge) emergency services by dialing 0- or 9-1-1; and
- 5 Access services provided by other common carriers that purchase the Company’s Switched Access services as provided under the Company’s Federal and State tariffs, or that maintain other types of traffic exchange arrangements with the Company.

SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.2 Service Descriptions and Rates

The following Network Switched Service Options are offered to subscribers under this tariff subject to availability:

Basic Service

Flat Rate Service

Metered Rate Service

Message Rate Service

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

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SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.2 Service Descriptions and Rates (cont'd)

Charges for Network Switched Service include nonrecurring service connection and monthly recurring charges. Monthly recurring charges apply to optional voice mail and service features. Message charges apply to Message Rated Service, in addition to other rate elements described above.

Rates do not include a charge for instrument or other customer premises equipment. Rates for additional services, including installation charges and network connectivity fees, are shown elsewhere in this Tariff.

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SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.3 Basic Exchange Line Service

Basic Line Service provides a Customer with a single voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Lines are provided for connection of Customer-provided single station sets or facsimile machines to the public switched telecommunications network. Each Basic Line may be configured into a hunt group with other Company-provided Basic Lines.

Basic Exchange line service includes calling to other exchanges within the local calling area. Calls within the local calling may be billed on a flat rate (non-measured), metered, or message rate basis. Calls outside the local calling area will be billed at applicable toll charges.

6.3.1 Flat Rate Services

1. Description

2. Service Rates

	<u>Minimum</u>	<u>Maximum</u>
Monthly Recurring Charges – per line		
Residential Service	\$1.00	\$25.00
Business Service	\$1.00	\$25.00

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## SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

## 6.3 Basic Exchange Line Service

## 6.3.2 Metered Rate Service

## 1. Description

Metered rate service provides for billing to a subscriber based on the connect time of the call. Usage is recorded and billed in whole minute increments. Metered billing only applies to completed calls with the subscriber's defined local calling area. Usage is billed on an initial and additional unit basis.

## 2. Service Rates

	<u>Minimum</u>	<u>Maximum</u>
Monthly Recurring Charges – per line		
Residential Service	\$1.00	\$25.00
Business Service	\$1.00	\$25.00
Metered Rates		
Initial period – minutes	1	10
Additional period – minutes	1	10
Rate per initial period	\$0.00	\$0.25
Rate per additional period	\$0.00	\$0.15

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**SECTION 6 – BASIC LOCAL EXCHANGE SERVICE****6.4 Directory Assistance****6.4.1 General**

1. The Company furnishes a Directory Assistance service for the purpose of aiding customers in obtaining listing information.
2. The application of charges charging and rates set forth in B and C, following apply to customer requests for Directory Assistance.
3. Directory Assistance service allows a subscriber to provide:
  - a. a name to get telephone number, ZIP Code and/or directory address; and/or
  - b. a telephone number to get name, ZIP Code and/or directory address, except in instances where customers have specified that these items not be disclosed by telephone number request (local requests only)
  - c. Directory Assistance Service does not provide the telephone number, name, address or ZIP Code on a private (non-published) listing but does furnish these items from informational records on a semiprivate listing.

**6.4.2 Application of Charges**

1. There will be a charge for all customer calls to Directory Assistance except as noted in 2(a) and 2(b) following.
2. Charges are not applicable to the following customers that request listing information within their local calling area:
  - a. Customers who have been certified by a physician or appropriate agency as unable to use a telephone directory because of a visual or physical handicap (this provision is not intended to allow the exemption for large business subscribers who employ only a few handicapped employees), and
  - b. Customers who make a call for a telephone number that was incorrectly published in or omitted from the alphabetical section of the directory due to Company error.

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**SECTION 6 – BASIC LOCAL EXCHANGE SERVICE****6.4 Directory Assistance****6.4.2 Application of Charges (continued)**

3. A credit allowance will be provided upon request for those customers who experience poor transmission quality, are cut off on their call, receive an incorrect number, or inadvertently dial the directory assistance service number.
4. Customers of DA services will receive a monthly usage allowance of local DA calls for which no charge applies.
5. Customers who requested DA service for which a number is both available and listed may request that the call also be completed for an additional usage fee. The call completion fee is limited to non special dialing codes within the United States. Call completion charges only apply for calls that are answered and they are billed in one minute increments. Usage will be rounded to the next highest whole minute and each call will be rounded up to the nearest whole penny.

**6.4.3 Rates and Charges**

	<u>Minimum</u>	<u>Maximum</u>
Local Directory Assistance	\$0.00	\$4.00
Non-Local Directory Assistance	\$0.00	\$4.00

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**SECTION 6 – BASIC LOCAL EXCHANGE SERVICE****6.5 Customer Requested Service Suspensions**

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

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

	<u>Minimum</u>	<u>Maximum</u>
Residential	\$0.00	\$100.00
Business	\$0.00	\$100.00

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SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.7 Reserved for Future Use

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SECTION 6 – BASIC LOCAL EXCHANGE SERVICE

6.8 Network Connectivity

6.8.1 General

Network Connectivity charges will be billed to the end user of the associated Local Exchange Service.

6.8.2 Rules and Regulations

The Network Connectivity charge is applied to each line or trunk provided by the Company.

6.8.3 Rates and Charges

	<u>Minimum</u>	<u>Maximum</u>
Residential	\$0.00	\$15.00
Business	\$0.00	\$25.00

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SECTION 7 – DIRECTORY LISTINGS

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SECTION 7 – DIRECTORY LISTINGS

7.1 Regulations

1. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone numbers and as an aid to the use of telephone service.
2. The Telephone Company will furnish to its subscribers, without charge, one directory per access line or as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.
3. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. The Company bears no responsibility in any dispute that may arise as a result of the publication of such listings in its directories.
4. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgment such listings would tend to delay or impede the use of the service.
5. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its sole judgment the clearness of the listing and the identification of the subscriber is not impaired thereby.

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**SECTION 7 – DIRECTORY LISTINGS****7.1 Regulations (Cont'd)**

6. Listings are regularly provided in connection with all classes of exchange service except public telephone service. A listing may be omitted from the directory upon request of a customer under the conditions specified in this tariff.
7. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when in the judgment of the Company names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses will be used only where the street number is not available. The use of floor, room or suite numbers of buildings or apartment houses, or other such designation is not permitted.
8. Listings are not provided in connection with public telephone service except when the lists will facilitate the operations of the Company. No additional listings are permitted. Listings of Exchange Access Line Service used for the provision of Pay Telephone Service are pursuant to rules, regulations and charges for business listings.
9. If in the judgment of the Company, additional listings are warranted for better identification of the subscriber or governmental offices, such listings may be provided without charge.

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**SECTION 7 – DIRECTORY LISTINGS****7.1 Regulations (Cont'd)**

10. Whenever any question arises to the authorization of a subscriber to list the name of a business or to use a listing which includes the trade name of another business, the Company, at its discretion, may require the subscriber to provide proof of such authorization. Such proof may include, but is not limited to, written authorization from the owner of such name addressed to the Company specifically to permit the listing requested by the subscriber. The Company may refuse or delete a listing when the owner either does not provide appropriate written authorization or withdraws previous authorization in a written letter to the Company.
11. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day the directory is published to the day the succeeding directory is published. When the listing appears in information records only, the period is one month.

**7.2 Primary Listings**

A primary listing is provided without charge as follows for each separate subscriber service. When two or more main station lines or PBX trunk lines are consecutively operated, the first number of the group is considered the primary listing. When two or more access lines are not consecutively assigned, a primary listing may be made for each line.

**7.3 Unlisted Number Service**

Unlisted number service is the withholding of a customer's listing from the printed telephone directory. The number may be obtained from the directory assistance operator.

**7.4 Non-Published Number Service**

1. Non-published number service is the withholding of a customer's listing from both the telephone directory and directory assistance records. Subscribers requesting such arrangements agree to hold the Company harmless from any damages that might result from the non-published listing including the failure to receive calls.
2. The Company is not liable for damages resulting from the inadvertent publication of a non-published number in a telephone directory or for refusing to disclose a non-published number to any party.
3. Non-published service does not preclude the Company from supplying the customer's name, address and telephone number to the E911 / 911 service administrator.

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SECTION 7 – DIRECTORY LISTINGS

7.5 Business Listings

Business names in the directory listings shall be limited to the following:

1. The individual name of the subscriber or joint user, or
2. The name under which the subscriber or joint user is actually doing business as evidence by signs on the premises by letterheads, and by name under which a bank account is carried, or
3. The name under which a business is actually being conducted by someone other than a subscriber and which the subscriber or joint user is authorized by such other to use, or
4. The individual names of the officers, partners or employees of the subscriber, or
5. The names of department when such listings are deemed necessary from public reference viewpoint.

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**SECTION 7 – DIRECTORY LISTINGS****7.6 Residence Listings**

Residence names in the directory listings shall be limited to the following:

1. The individual name of subscriber, or
2. The individual name of a member of the subscriber's family or joint user.

**7.7 Regular Additional Listings**

1. Business additional listing may include the following:
  - (a) the names of partners or members of a firm if the subscriber is a partner of the firm;
  - (b) the names of officers of the corporation, if the subscriber is a corporation; and for any business establishment;
  - (c) the names of associates or employees of the subscriber or joint user.

No other class of listing, such as service, agency commodity, etc., will be accepted.

2. Residence additional listings may be the names of members of the subscriber's family or other persons residing in the customer's household as part of the family unit.
3. Additional listings that are designed to give publicity to a commodity or service are not accepted.
4. Unless otherwise provided herein, all additional listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings.
5. If, in the sole opinion of the Company to aid the use of the directory and satisfactory service can be furnished, a listing may be permitted under the address of a PBX installed on premises of the subscriber but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.
6. Additional Listing charges (except for listings of alternate call number and office hours) date from the time the listing is posted on the information records. Information records are posted at the time application for the listing is made, or at the date of issue of the directory as the subscriber may desire. Charges for listings of alternate call number and office hours become effective as of the date of the issue of the directory.

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**SECTION 7 – DIRECTORY LISTINGS****7.8 Special Types of Additional Listings****7.8.1 Duplicate and Cross Reference Listings**

Duplicate listings, i.e., listings of names, abbreviated names which are commonly spelled in more than one way, and rearrangement of names, are permitted when, in the opinion of the Company, they are necessary for the proper identification of a subscriber. The Company will not permit such listings for purposes of securing a preferential position in the directory or for advertising purposes. Duplicate and Cross Reference Listings will be provided at the Regular Additional Listing rate.

**7.8.2 Alternate Call Number Listings**

The listing of an alternative number to be called in case no answer is received is permitted for customers in all classes of service. The consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished. Alternate Call Number Listings will be provided at the Regular Additional Listing rate.

**7.8.3 Foreign Exchange Listings**

Foreign Exchange Listings, i.e., listings of subscribers located in an exchange other than in which the listed service is furnished, are permitted subject to the terms of this Tariff for listing services. The foreign company listing charge will apply for each foreign listing in the Company's directory.

**7.8.4 Office Hour Listings**

Listing of office hours or other information which is not required in order to efficiently handle telephone traffic is not included in the charges for service. Subscribers wishing to include office hours in connection with their listings may do so at the Regular Additional Listing rate.

**7.8.5 Night Connection**

A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory at Regular Additional Listing rates whenever night connections are provided.

## SECTION 7 – DIRECTORY LISTINGS

## 7.8 Special Types of Additional Listings (Cont'd)

## 7.8.6 Dual Name Listings

1. Dual Name Listings may be provided for customers subscribing to residence service who reside at the same address, and for a person known by two first names.
2. Dual Name Listings may be provided as the primary listing at no additional charge for the addition of the second name to the listing.
3. Dual Name Listings may be provided as an additional listing at the customer's option at the Regular Additional Listing rate.

## 7.9 Directory Listing Service

	<u>Minimum</u>	<u>Maximum</u>
1. Primary Station	No Charge	No Charge
2. Regular Additional Listings, each	\$0.00	\$10.00
3. Foreign Listings, each	\$0.00	\$10.00
4. Foreign Exchange Listing, each	\$0.00	\$10.00
5. Unlisted Number, each	\$0.00	\$10.00
6. Non-published Number, each	\$0.00	\$10.00

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Troy, NY 12180

SECTION 8 – SPECIAL SERVICES AND PROGRAMS

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.1 Reserved for Future Use

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.2 Reserved for Future Use

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.3 Special Equipment for the Hearing or Speech Impaired Customer

1. As required by Section 92-a of New York State Public Service Law, the Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
2. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of New York.
3. The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
4. The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
5. The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.4 Discounted Service for the Hearing or Speech Impaired Customer

8.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a 50% discount on local message rate service.

8.4.2 Certification

Acceptable certifications are:

1. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of New York, or
2. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

8.4.3 Qualification

A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See Section 11, “Handicapped Person,” for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

## SECTION 8 – SPECIAL SERVICES AND PROGRAMS

## 8.5 Universal Emergency Telephone Number Service

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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## SECTION 8 – SPECIAL SERVICES AND PROGRAMS

## 8.6 New York Relay Service

## 8.6.1 General

The Company will provide access to a telephone relay center for New York Relay Service. The service permits telephone communications between hearing and/or speech-impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

## 8.6.2 Regulations

1. Only intrastate calls can be completed using the New York Relay Service under the terms and conditions of this tariff.
2. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
3. Calls through the Relay Service may be billed to a third number only if that number is within New York State. Calls may also be billed to calling cards issued by the Company or other carriers who may choose to participate in this service.

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**SECTION 8 – SPECIAL SERVICES AND PROGRAMS****8.6 New York Relay Service (cont'd)****8.6.2 Regulations (cont'd)**

4. The following calls may not be placed through the Relay Service:
  - a. Calls to informational recordings and group bridging service;
  - b. Calls to time or weather recorded messages;
  - c. Station sent paid calls from coin telephones; and
  - d. Operator-handled conference service and other teleconference calls.

**8.6.3 Liability**

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this Tariff dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted or asserted by the customer or by any other person, for any loss or destruction of any property, whatsoever whether covered by the customer or others, or for any personal injury to or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary or punitive damages of any nature whatsoever.

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**SECTION 8 – SPECIAL SERVICES AND PROGRAMS****8.8 Schools and Libraries Discount Program****8.8.1. General**

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

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

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.8 Schools and Libraries Discount Program (cont'd)

8.8.2. Regulations

1. Obligations of eligible schools and libraries
  - a. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
  - b. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.
  - c. Services requested will be used for educational purposes.
  - d. Services will not be sold, resold or transferred in consideration for money or any other thing of value.
2. Obligations of the Company
  - a. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this tariff. Those services contained in this tariff that are excluded from the discount program, in accordance with the Rules, are included as an attachment to this tariff.
  - b. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
  - c. In competitive bidding situations, the Company may offer flexible pricing or rates other than in this tariff, where specific flexible pricing arrangements are allowed, subject to New York State Public Service Commission approval.

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.8 Schools and Libraries Discount Program (cont'd)

8.8.3. Discounted Rates for Schools and Libraries

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

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**SECTION 8 – SPECIAL SERVICES AND PROGRAMS****8.9 Health Care Providers Support Program****8.9.1. General**

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

**8.9.2. Regulations**

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

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.9 Health Care Providers Support Program (cont'd)

8.9.2. Regulations (cont'd)

4. Responsibility of eligible health care providers

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

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.9 Health Care Providers Support Program (cont'd)

8.9.2. Regulations (cont'd)

5. Responsibility of the Company

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

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**SECTION 8 – SPECIAL SERVICES AND PROGRAMS****8.9 Health Care Providers Support Program (cont'd)****8.9.3. Rates and Charges**

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

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

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SECTION 8 – SPECIAL SERVICES AND PROGRAMS

8.10 Services Ineligible for Schools and Libraries Discount

Voice Mail Services

8.11 Schools and Libraries Discount Matrix

How Disadvantaged	% Discount Level	
	Urban Discount	Rural Discount
% of students eligible for national school lunch program		
<1	20	25
1-19	40	50
20-34	50	60
35-49	60	70
50-74	80	80
75-100	90	90

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SECTION 9 – SPECIAL ARRANGEMENTS

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**SECTION 9 – SPECIAL ARRANGEMENTS****9.1 Special Construction****9.1.1 Basis for Charges**

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

1. nonrecurring charges;
2. recurring charges;
3. termination liabilities; or
4. combinations of (a), (b), and (c).

**9.1.2 Basis for Cost Computation**

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - a. equipment and materials provided or used;
  - b. engineering, labor, and supervision;
  - c. transportation; and
  - d. rights of way and/or any required easements.
2. Cost of maintenance.
3. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

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SECTION 9 – SPECIAL ARRANGEMENTS

9.1 Special Construction (cont'd)

9.1.2 Basis for Cost Computation (cont'd)

4. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
5. License preparation, processing, and related fees.
6. Tariff preparation, processing and related fees.
7. Any other identifiable costs related to the facilities provided; or
8. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- 9.1.3.1 The period on which the termination liability is based is the estimated service life of the facilities provided.

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**SECTION 9 – SPECIAL ARRANGEMENTS****9.1 Special Construction (cont'd)****9.1.3 Termination Liability (cont'd)**

9.1.3.2 The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - a) equipment and materials provided or used;
  - b) engineering, labor, and supervision;
  - c) transportation; and
  - d) rights of way and/or any required easements;
2. License preparation, processing, and related fees;
3. Tariff preparation, processing and related fees;
4. Cost of removal and restoration, where appropriate; and
5. Any other identifiable costs related to the specially constructed or rearranged facilities.

9.1.3.3 The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.2 preceding shall be adjusted to reflect the predetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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**SECTION 9 – SPECIAL ARRANGEMENTS****9.2 Non-Routine Installation and/or Maintenance**

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**9.3 Individual Case Basis (ICB) Arrangements**

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service that vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Attachment. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as both the Company and the customer sign an addendum to this Tariff within 30 days after the contract. The following information will be included in the summary:

1. LATA and type of switch
2. The V&H distance from the central office to the customer's premises
3. Service description
4. Rates and charges
5. Quantity of circuits
6. Length of the agreement.

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SECTION 9 – SPECIAL ARRANGEMENTS

9.4 Contract Arrangements

9.4.1 General

Contract Arrangements are available to residential and business subscribers who agree to retain the service with the Company for a period of time. Contract subscribers will receive a discount off rates charged for standard service rates. The length of term commitment required to will depend upon the volume of services committed to be purchased. Additional services not provided for under this tariff will be identified in the contract with the subscriber.

9.4.2 Termination of Contract Arrangements

Subscribers who terminate service prior to the fulfillment of contract commitments will be charged the lesser of i) current rates times the remaining contract term period; or ii) \$100 per line or channel times the remaining years in the contract plus any waived service order fees.

9.4.3 Rates and Charges

Minimum and Maximum rates for individual services will be governed by the standard service rates described in this tariff.

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SECTION 10 – LOCAL CALLING AREAS

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SECTION 10 – LOCAL CALLING AREAS

All Exchanges

10.1 Local Calling Area

All local calling area will be identical to Verizon office dialing plans offered in Company service areas.

10.2 Exceptions

Flat Rate Basic services will provide state-wide local calling, subject to normal residential and business usage.

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SECTION 11 – EXPLANATION OF TERMS

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## SECTION 11 – EXPLANATION OF TERMS

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

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

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

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

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

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

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**SECTION 11 – EXPLANATION OF TERMS**

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

**Attendant** – An operator of a PBX console or telephone switchboard.

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

**Automatic Number Identification (“ANI”)** – A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**BIT** – The smallest unit of information in the binary system of notation.

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

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

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

**Central Office** – An operating office of the Company where connections are made between telephone exchange lines.

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

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

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**SECTION 11 – EXPLANATION OF TERMS**

**Channel Conversion** – The termination of 1.544. Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. The customer can furnish channel Conversion.

**Channel Service Unit (“CSU”)** – The equipment located at the customer's premises that terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

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

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

**Company** – CornerStone Telephone Company, LLC, unless otherwise clearly indicated from the context.

**Commission** – The New York State Public Service Commission.

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

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

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

**Demarcation Point** – The physical dividing point between the Company's network and the customer.

**Dial Pulse (“DP”)** – The pulse type employed by a rotary dial station set.

**Direct Inward Dial (“DID”)** – A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

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**SECTION 11 – EXPLANATION OF TERMS**

Direct Outward Dial (“DOD”) – A service attribute that allows individual station users to access and dial outside numbers directly.

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

Dual Tone Multi-Frequency (“DTMF”) – The pulse type employed by tone dial station sets. (Touch tone)

Emergency Service Number (“ESN”) – A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

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

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

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

Exchange – An area, consisting of one or more central office districts, within which a call between any two points is a local call.

Exchange Access Line – A central office line furnished for direct or indirect access to the exchange system.

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

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

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

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

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**SECTION 11 – EXPLANATION OF TERMS**

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

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

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

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

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

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

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

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

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

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

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

**Interoffice Mileage** – The segment of a line that extends between the central offices serving the originating and terminating points.

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

Joint User – A person, firm, or corporation that uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

Kilobit – One thousand bits.

LATA – Local Access and Transport Area. The area within which the Company provides local and long distance (“intraLATA”) service under this Tariff.

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

Leased Channel – A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

Local Call – A call that, if placed by a customer over the facilities of the Company, is not rated as a toll call.

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

Local Service – Telephone exchange service within a local calling area.

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

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

Megabit – One million bits.

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

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

Multi-Frequency (“MF”) – An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

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**SECTION 11 – EXPLANATION OF TERMS**

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

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

**Network Control Signaling Unit** – The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

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

**PBX** – A private branch exchange.

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

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

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

**Public Access Line Service** – Service providing facilities for a customer owned coin operated telephone (“COCOT”).

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

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**SECTION 11 – EXPLANATION OF TERMS**

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

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

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

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

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

**Serving Central Office** – The central office from which local service is furnished.

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

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

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

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

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

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

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SECTION 11 – EXPLANATION OF TERMS

Telephone Grade Lines – Lines furnished for voice transmission or for certain signaling purposes.

Termination of Service – Discontinuance of both incoming and outgoing service.

Tie Line – A dedicated line connecting two switchboards or dial systems.

Toll Call – Any call extending beyond the local exchange of the originating caller that is rated on a toll schedule by the Company.

Tone Dial Signaling (“TD”) – An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

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

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

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