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GRANBY TELEPHONE LLC
D/B/A OTT COMMUNICATIONS

M.D.T.C. No. 6

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Ed Tisdale
Senior Vice President

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CONCURRING CARRIERS

No Concurring Carriers

EXPLANATION OF SYMBOLS

C – to signify a changed regulation
D – to signify a discontinued rate or regulation
I – to signify a rate increase
M – to signify a matter moved or relocated without change
N – to signify a new rate or regulation
R – to signify a reduction
S – to signify a reissued matter
T – to signify a change in text but no change in rate or regulation
Z – to signify a correction

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Ed Tisdale
Senior Vice President

I. GENERAL REGULATIONS

I. GENERAL

A. The regulations specified herein are in addition to the regulations contained in other sections of this schedule of Rates and Charges and govern the furnishing of telephone service subscribers generally.

II. LIMITATIONS AND USE OF SERVICE

A. Equipment furnished by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected.

B. The use of unlimited business exchange service is restricted to the customer, his agents and employees when engaged in his business and to joint users as arranged for.

C. The use of unlimited residence exchange service is restricted to the customer and members of his household.

III. CLASSIFICATION OF EXCHANGE SERVICE

A. Service is furnished at business rates if the use of the service is primarily or substantially for business purposes, or if the service is furnished at a business location.

B. Service is furnished at residence rates if the use of the service is primarily for social or domestic purposes.

IV. TERMINATION OF SERVICE AND MINIMUM CHARGES

A. The right is reserved to require notice of not less than ten days of the customer's desire to terminate the service.

B. The minimum charge for service at any premises, except as otherwise stated elsewhere in this schedule, is one month's service charge. The right is reserved to require a minimum charge in excess of one month's service charge in connection with special equipment and excessive line construction.

GENERAL REGULATIONS (continued)

V. CHANGE IN TELEPHONE NUMBERS

A. A telephone number is subject to change at any time.

VI. FAILURE OF SERVICE

A. For any complete failure of local exchange service continued more than twenty-four hours and brought to the notice of the Telephone Company within ten days, the Telephone Company will make a pro-rata adjustment of charge.

VII. PAYMENT FOR SERVICE

A. Bills are due when rendered and are payable at an office of the Telephone Company. Delayed payment of bills may result in the interruption or discontinuance of the customer's service.

B. The customer is required to pay, in accordance with the Telephone Company's established collection and billing practice, all charges for exchange service and equipment and for all toll messages. The customer is held responsible for all charges for telephone service rendered at his station, both exchange and toll, including charges for toll messages on which the charges have been made collect.

C. The customer is required to pay, in accordance with the Telephone Company's established collection and billing practice, all charges for taxes, surcharges, or fees established and charged on behalf of any Federal, State, or Municipal government or government agency.

In order to safeguard it against loss of charges or tolls at the time service may be terminated, the Telephone Company may require a customer or applicant for telephone service to make a cash deposit in such an amount as it considers adequate for such purpose. The receipt of such a deposit by the Telephone Company shall in no way relieve the customer or applicant from compliance with the Telephone Company's regulations as to advance payments (if any) and the prompt payment of bills, nor constitute a waiver or modifications of the practices of the Telephone Company for the discontinuance of service for non-payment of any sums due for service rendered.

GENERAL REGULATIONS (continued)

D. In cases of changed directory listings, the liability of the Telephone Company shall be limited to an amount not exceeding the amount of charges for the changed listing or listings involved during the period covered by the directory in which the error or omission occurs.

VIII. USE OF SERVICE FOR UNLAWFUL PURPOSES

A. The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If the Telephone Company receives other evidence that such service is being or will be so used, it will either discontinue or deny the service or refer the matter to appropriate law enforcement agency.

II. MAIN TELEPHONE EXCHANGE SERVICE RATES

GRANBY

The local service area includes the Granby, Chicopee, and the Holyoke Exchange Rate Centers.

MONTHLY BASE RATES

Unlimited Local 1-Party Service

Business	Residence
$23.28	$12.21

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Senior Vice President

III. SPECIAL SERVICES

Service	Residence	Business
Non-Published Numbers	$.60	$.60
Touchtone	$1.00	$1.00
Automatic Call Back	$2.25	$2.25
Automatic Recall	$2.25	$2.25
Call Forwarding	$2.50	$4.00
Call Forwarding Busy Line	$2.50	$2.50
Call Waiting	$2.50	$4.00
Call Trace	* 3.25	* 3.25
Distinct Ring Service	$3.00	$3.00
Selective Call Rejection	$2.50	$2.50
Three Way Calling	$2.50	$4.00

** Price per successful activation*

Voice Mail Service

Message Manager	$5.95	$5.95
Message Manager Plus	$6.95	$6.95
Message Manager Pro	$8.95	$8.95
Message Manager Family (3 mailboxes)	$9.95	$9.95
Message Manager Family (5 mailboxes)	n/a	$12.95

Caller ID Services

Caller ID	$4.50	$4.95
Caller ID with Name	$5.50	$5.50
Caller ID with Name and Wait	$5.50	$5.50

IV. BUNDLED SERVICE OFFERING

A. The Company may opt, at its discretion, to bundle services as a single offering. Bundled Service Offerings may include services in addition to Maine Telephone Exchange service including but are not limited to Special Services, Toll, Broadband, Cellular, and Video. Bundled Service Offerings may include products or services provided by a third party.

V. SERVICE CONNECTION CHARGES

I. GENERAL

The non-recurring charges for the installations, moves, changes, associated office records handling are included in the descriptive elements listed below.

II. CHARGES – ELEMENTS

A. Service ordering charge: charge per customer request for work performed in connection with receiving, recording and processing customer's request to add, change, or remove services.

Residence $13.00 Business $19.00

B. New Service Connection Charge: charge for arranging a line between the central office and the customer's premise.

Residence $20.00 Business $26.00

C. Premise visit charge: charge for a visit to the customer's premise to perform work.

Residence $7.50 Business $8.00

D. Premise wiring charge: charge for installing, moving or changing wire on customer's premise.

Residence $16.00 Business $23.00

VI. EXTENSION AND TIE LINE MILEAGE

I. GENERAL

A. Extension lines and tie lines are not in accord with the general plan of furnishing telephone service and are provided only under special conditions when warranted by the circumstances involved and when suitable facilities are and continue to be available.

B. Extension lines are furnished when the extension telephone or private branch exchange telephone is outside the building in which the associated main telephone or private branch exchange is located. Tie lines are furnished to interconnect private branch exchanges in the same or separate buildings.

C. Extension lines and tie lines in connection with private branch exchange service are normally furnished to be suitable only for calls with other telephones directly connected to and on the same premises with the associated private branch exchange.

D. A special equipment charge will be applied for such equipment as may be required at any time for transmission and signaling: Where a customer requires an extension or tie line in connection with private branch exchange service for communication with telephones other than as stated in C above. Where a customer requires an extension line in connection with main telephone service.

E. The type of circuit construction and its routing are at all times determined by the Telephone Company and ownership of such circuits shall remain vested in the Company.

F. Charges for extension lines or tie lines are determined as follows:

1. If the line is not routed through the central office a charge for the circuit only is made.
2. If the line is routed to the central office only, a charge for one terminal loop applies.
3. If the line is routed through the central office a charge of two terminal loops applies.

EXTENSION AND TIE LINE MILEAGE (continued)

II. MONTHLY RATES

Each Loop .....one-half B-1 rate

III. TRUNK HUNTING

A. When the dialed number is automatically routed to the customers next line if the first choice is busy.

B. CHARGE

$3.00 per line per month.

VII. DIRECTORY LISTINGS

I. GENERAL

A. The rates and regulations for directory listings apply only to the listings in the alphabetical directory.

B. Directory listings are intended solely as an aid to the use of the telephone system, and therefore listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity or trade name as such, will in no case be permitted unless the name of the service or of the commodity or the trade name is an integral part of the name under which the customer is doing business.

C. A listing will be limited to one line in the directory, except where in the judgment of the Telephone Company, more than one line is required properly to identify the customer. In such cases, the additional lines required will be provided at no extra charge.

D. Directory listings must conform to the Telephone Company's specifications with respect to its directories.

II. INITIAL LISTINGS

A. One listing, termed the "Initial Listing", is included with each separate customer's service and with each joint user service.

B. The "Initial Listing" is ordinarily the name of the individual, firm or corporation subscribing for the service, or the name of a joint user. A customer, however, may arrange that the listing of his service be the name under which his business is regularly conducted. Also he may arrange that the listing of a joint user service be the name under which the business of a joint user is regularly conducted. In cases where the service is subscribed for by one party for the use of a second party, the "Initial Listing" may be the name of the second party.

DIRECTORY LISTINGS (continued)

III. ADDITIONAL LISTINGS

A. Additional listings are confined to the names of those who are entitled to use the customer's service as defined in Section 1.

B. The charge for an additional listing dates from the day the information records are posted. Information records are posted, either as of the delivery date of the issue of the directory in which the listing first appears, or at any earlier practicable date selected by the customer.

C. If the additional listing is ordered discontinued after the closing date of the directory, the charge continues through that issue of the directory and up to the scheduled date of delivery of the next directory. If the additional listing is ordered discontinued before the closing date of the directory in which it would first appear, the charge continues only to the date of cancellation by the customer, with a minimum service period of one month.

D. Additional Listing, each

Residence $.90 Business $1.25

VIII. JOINT USER SERVICE

I. GENERAL

A. Joint user service provides for use of the customer's service by individuals, firms or corporations not associated with the customer in business and includes one listing in the alphabetical section of the directory.

B. Joint user service is furnished only when the joint user is located in the same room or suite of rooms as the customer.

C. Joint user service is not furnished in those cases where a customer is primarily engaged in furnishing service of a secretarial nature or is primarily in the business of renting office space to transient or permanent tenants and desires to furnish telephone service to his lessees.

D. Applications for joint user service, and for additional service or equipment in connection therewith, must be executed by the customer who will be held responsible for payment of all charges incurred.

E. Joint user service is provided only in connection with business 1-party line and business private branch exchange service.

F. Not more than two joint users are permitted in connection with each customer's service.

II. MONTHLY RATES

A. Each Joint User

Unlimited Service....100% of the base rate for one 1-party line or for one private branch exchange trunk line.

IX. TEMPORARY SUSPENSION OF SERVICE

I. GENERAL

A. Exchange service may be temporarily suspended and the customer's listing retained in the directory.

B. The reduction of rate on account of the temporary suspension of service applies during a total of not more than five months in each calendar year.

C. The reduction of rate on account of the temporary suspension of service will not apply during the first month's period of service.

II. MONTHLY RATE

A. The rate during the temporary suspension of service of each main station or private branch exchange system, together with all associated extension and auxiliary service, is 50% of the regular monthly rate.

X. SEASONAL SERVICE

I. GENERAL

A. Season service regulations apply within the entire exchange.

B. The Service of all customers in the exchange is subject to season service regulations.

II. REGULATIONS

A. In the seasonal service locality when the service period includes any portion of the months of July or August, the minimum charge for exchange service is equal to the charge for six months at the established monthly rates.

B. When a customer in the seasonal service locality retains service for a period longer than six months, the charge for each additional month is at the established monthly rates.

XI. CONSTRUCTION CHARGES

I. HIGHWAY CONSTRUCTION

A. Within the Exchange area the Telephone Company will furnish without special construction charge all required highway construction of normal type on the public way.

II. PRIVATE PROPERTY CONSTRUCTION

Construction on private property for more than one customer is treated as highway construction as shown above. For a single customer, private property construction is subject to the following conditions:

A. If a pole line suitable either for telephone occupancy or joint occupancy with another wire using company is built by the Telephone Company, the Telephone Company will furnish without charge the first pole, and the customer shall assume the entire cost of any additional poles. Each construction shall be the property of the Telephone Company and shall be maintained and replaced by the Company at its expense. The Telephone Company at its expense will furnish, own and maintain the associated circuit construction.

B. If a pole line of another wire using company is involved, the customer shall assume beyond the first pole the entire pole line costs incurred by the Telephone Company in furnishing telephone service through joint ownership. Where attachment charges are incurred in lieu of joint ownership, the customer shall assume beyond the first pole all such charges. The Telephone Company at its expense will furnish, own and maintain the associated circuit construction.

CONSTRUCTION CHARGES (continued)

C. If underground conduit construction is built for telephone service, either by the Telephone Company or by the customer at his expense under Telephone Company supervision and in conformity with its engineering specifications, the customer shall assume the entire cost of such construction. Such construction shall be the property of the customer and shall be maintained and replaced by him or at his expense. The Telephone Company at its expense will furnish, own and maintain the associated circuit construction.

D. If underground wire or cable construction of a type not requiring conduit is used, the customer shall assume the cost of the trench work, including the cost of providing a suitable entrance to the building. The trench and entrance work may be done by the customer at his expense under Telephone Company supervision and in conformity with its engineering specifications. The cost of opening and closing the trench in connection with the maintenance and replacement of the circuit shall be assumed by the customer. The Telephone Company at its expense will furnish, own and maintain the circuit construction.

E. The customer shall assume the expense of maintenance and replacements made necessary by some act of the customer or his representatives or by circumstances over which the customer has control.

F. The minimum service period is one year for service which involves pole line construction on private property.

CONSTRUCTION CHARGES (continued)

III. SPECIAL CONDITIONS

A. If customers, either within or outside the base rate area, desire a form of highway or private property construction which is of higher cost than that which normally would be placed, or if because of the obviously temporary nature of the service the construction cost is disproportionately large in comparison with the estimated revenue, special construction charges are applied to cover the excess costs.

B. If a special assembly of equipment or a special installation is made, thereby involving special construction on behalf of the customer, or if the cost involved is disproportionately large in comparison with the estimated revenue, the customer shall assume an equitable special construction charge and an equitable maintenance charge.

C. If a change in construction or in equipment not provided for in this schedule is made, the customer shall assume an equitable special construction charge and an equitable maintenance charge.

XII. PUBLIC SERVICE LINE

A. Public Service Line is offered with one-party main telephone exchange service (except PBX trunk lines) to the extent that facilities are available.

B. Public Service Line is provided from the Telephone Company's central office up to and including the network interface located at the customer's premises or other customer-arranged location and is provided only where suitable central office facilities are available.

C. When a coin box becomes inaccessible for regular collections the right is reserved to terminate coin box service.

D. Telephone equipment used with Public Service Line must be registered in compliance with Part 68 of the Federal Communications Commission's Registration Program.

E. The customer must conform to any applicable rules and regulations established by the M.D.T.C. which include the following: all customer-owned coin operated/coinless telephones must have access to directory assistance service (411), universal emergency number service (911) where offered, and be clearly marked as to ownership.

F. DESCRIPTION

Public Service Line includes the following features:

1. Originating Number Screening
   A. Operator Screening – alerts the operator that operator-handled toll calls may not be billed to the originating number. Calls may be placed on a calling card, collect or charge to a third number basis.
   B. Direct-Dialed Screening – blocks all "1" plus direct dialing except calls to 800 numbers. Toll calls may be placed on an operator-handled basis.
2. Terminating Number Screening – alerts operators throughout the country that collect and third number calls cannot be billed to that particular number.
3. Local calling in Granby service area with rotary dial.

PUBLIC SERVICE LINE (continued)

G. RATES AND CHARGES

1. Basic Service – B-1 Rate
2. Any applicable charges for Directory Assistance Service.
3. Installation at applicable B-1 rate.
4. Touch-tone service at applicable rates.

XIII. PUBLIC ACCESS LINE (PAL) SERVICE

I. GENERAL

A. PAL service for use with Customer-Owned Coin Operated/Coinless Telephones (COCOT) is a class of main telephone exchanged service offered to business customers for use by the general public for the combined use of the customer and his patrons.

B. PAL service is provided from the Telephone Company's central office up to and including the network interface located at the customer's premises or other customer-arranged location and is provided only where suitable central office facilities are available.

II. REGULATIONS

A. Customers with PAL service are subject to all tariff regulations which apply to customers with one-party business service.

B. The customer is responsible for all rates and changes originating from or accepted at this service.

C. A telephone number change may be required if a customer changes from Public Service Line to PAL service.

D. Telephone equipment used with PAL service must be registered in compliance with Part 68 of the Federal Communications Commission's Registration Program.

E. The customer must conform to any applicable rules and regulations established by the M.D.T.C. which include the following: all customer-owned coin operated/coinless telephones must have access to directory assistance service (411), universal emergency number service (911) where offered, and be clearly marked as to ownership.

F. The furnishing of PAL facilities is subject to the regulations for Construction Charges as specified. In addition, when facilities are furnished to a location other than a customer's premises, charges based on full cost of the installation apply.

PUBLIC ACCESS LINE (PAL) (continued)

III. RATES AND CHARGES

A. Public access line service rates and charges are as for one-party business main telephone exchange service including any associated message unit allowance or local usage allowance.

B. Charges for Directory Assistance Service and for Message Telecommunications Service apply to calls originated from PAL service.

C. Basic Service Charge shall be the B-1 rate, and any applicable charges for Directory Assistance; installation at applicable B-1 rate; and touch-tone service at applicable rates.

XIV. DIRECTORY ASSISTANCE SERVICE

I. GENERAL

A. The Telephone Company furnishes Directory Assistance Service to aid customers in determining telephone numbers.

B. Rates, as specified in Section III following, apply to calls originated in Massachusetts that are placed to appropriate telephone numbers associated with the provision of Directory Assistance Service for Massachusetts. Certain calls as described in Section IV following, are exempt from the applicable rates.

C. No more than two telephone numbers may be requested per call to Directory Assistance Service.

D. A call to directory assistance is considered completed whether or not the numbers requested are available from directory assistance records, or the information requested is normally provided by directory assistance.

II. CALL ALLOWANCE

A. In order to accommodate situations such as directory inaccessibility, numbers not found in the directory, etc., an allowance consisting of a number of calls (which may be either directly-dialed or operator-dialed) to Directory Assistance Service is provided as follows:

B. Ten calls for each residence exchange line, business main telephone exchange service line, PBX trunk line, Dormitory Communications Service line, or Student Centrex main station line per billing period.

C. If a customer has two or more main telephone exchange service lines, or PBX trunk lines terminating at the same premises, connected to the same central office, in the same billing period and billed to the same number, the total allowance is applied to the total usage for the lines or trunks involved.

DIRECTORY ASSISTANCE SERVICE (continued)

III. RATES

A. Directly-dialed directory assistance calls in excess of the call allowance, each $.34.

B. Calls to directory assistance via a local or Message Telecommunications Service (MTS) in excess of the call allowance, each $.48.

IV. EXEMPTIONS

A. Directly-dialed calls to directory assistance are exempt from the above rates and regulations when placed from a residential main telephone exchange line, which is in the name of an elderly person aged 65 years or older, or single-line registered business or residence main telephone exchange line of a handicapped user. A business or residence main line may be registered for exemption with the Telephone Company in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Volume 35 0126. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line and not directly-dialed will also be exempt. Handicapped users on multi-line systems will obtain personal exemptions and may reach Directory Assistance without a charge through the use of an exempt Calling Card.

B. All directory assistance calls originated from public and semipublic telephones and from exchange lines of the Commonwealth and its political subdivisions are exempt.

XV. LIFELINE SERVICE

A discount for local telephone service is available to low income residential customers. To qualify for Lifeline Service a customer must have household income at or below 135% of the Federal Poverty Guidelines* or be a recipient of benefits from any one of the following programs:

Medicaid or MassHealth
Supplemental Security Income (SSI)
Low Income Home Energy Assistance Program (LIHEAP)
Supplemental Nutrition Assistance Program (SNAP)
Temporary Assistance for Needy Families (TANF)*
Federal Public Housing Assistance*
Transitional Aid to Families with Dependent Children (TAFDC)
Emergency Aid to the Elderly, Disabled and Children (EAEDC)
National School Lunch Program (free meals program only)*
*Qualifying participation in these programs or income levels is effective June 1, 2012.

Applicants must provide proof of eligibility. The Company, in coordination with appropriate agencies, will annually verify the customer's eligibility status. If, after verification, a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proved to be ineligible for the service. (T)

Household is defined as any individual or group of individuals living together at the same address as one economic unit.

Lifeline Service is limited to one discount per household.

Eligible applicants may request toll blocking at no charge.

Lifeline Service applies to a single telephone line at the principal place of residence of the applicant, whether purchased on a standalone basis, with other services, or as a part of a bundle of services.

The applicant must meet the requirements for qualification for Lifeline Telephone service as stated above.

This discount does not apply to applicants who are full-time students living in university or college-control housing.

Lifeline service provides a reduction in the rate for local exchange service, not to exceed the rate charged for such service. (T) (D)

Local Rate reduction:	Federal	State	Total	(N)
	$9.25	$6.00	$15.25	(R)

XVI. LINK UP AMERICA

Effective April 1, 2012, the Link Up America program has been eliminated for non-Tribal lands. (N) (N)

(D)

(D)

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Ed Tisdale
Senior Vice President

XVII. RULES & PRACTICES RELATING TO TELEPHONE SERVICE TO RESIDENTIAL CUSTOMERS

A. The Company fully complies with the Rules of the Massachusetts Department of Telecommunications and Cable. Specific rules on billing and customer treatment for collection activity are included in the Billing and Termination Rules in DPU 18448 which are made part of this tariff by reference.