
INTRASTATE DETARIFFED GUIDEBOOK

Intrastate Detariffed Guidebook
Of
SNET America, Inc.
d/b/a AT&T Long Distance East

This Guidebook contains service descriptions and rates for Intrastate Services offered on a Detariffed Basis provided by SNET America, Inc. d/b/a AT&T Long Distance East and includes the following states:

Maine, New Jersey, North Carolina, Oregon, Virginia and Washington

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All Pages Reset to Original

American Recovery and Reinvestment Act (ARRA)

The Services and Service Components provided under this Guidebook shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the American Recovery and Reinvestment Act of 2009 ("ARRA"), without the prior written agreement of AT&T and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide AT&T with prior written notice before placing any order that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order; or if any terms, conditions or requirements (other than those to which AT&T specifically agrees in such separate writing) are found to be applicable, then AT&T may, in its sole discretion, reject such order or immediately terminate provision of any affected Service or Service Component without further liability or obligation.

INTRASTATE DETARIFFED GUIDEBOOK
SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (C) - Changed term, or change in text
- (D) - Deleted text, discontinued rate, or discontinued term
- (I) - Increased rate
- /n/ - Moved text
- (N) - New text
- (R) - Reduced rate

INTRASTATE DETARIFFED GUIDEBOOK

SECTION 1 – RESERVED FOR FUTURE USE

SECTION 2 – RESERVED FOR FUTURE USE

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INTRASTATE DETARIFFED GUIDEBOOK
SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.1 General

The Company provides intrastate, interexchange switched telecommunications services between locations in the State. The Company's service includes direct-dialed calling with charges based upon call duration, mileage, and/or total volume.

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3.2 Time-Of-Day Rate Periods

The following time-of-day and day-of-week rate periods are applicable to all calls. Evening rates shall apply to all calls placed on the Company's recognized Holidays except when a lower rate would normally apply.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 4:59 PM	DAYTIME RATE PERIOD PEAK RATE PERIOD						
5:00 PM TO 10:59 PM	EVENING RATE PERIOD OFF PEAK RATE PERIOD						EVE
11:00 PM TO 7:59 AM	NIGHT/WEEKEND RATE PERIOD OFF PEAK RATE PERIOD						

Calls are billed based on the rate in effect for the actual time-of-day rate period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rate in effect in that boundary for each portion of the call.

3.3 Other Rate Periods

Peak: Daytime Rate Period, per above.

Off Peak: All other days and hours, including Holidays, which are not included in Daytime Rate Period above.

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Business - Plan A

3.6.1 General Description

This is a calling plan utilizing switched access lines and sub-minute timing of calls. Outbound calling and inbound (8XX) service are offered under this plan.

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Calls originate and terminate on Switched facilities provided by local exchange companies or other authorized access providers. For switched access, the Customer is responsible for establishing local access facilities and for all nonrecurring, recurring, construction and other charges in connection with such local access. The Customer using multiple Switched Access lines for a single 8XX number must arrange for hunting service from the local exchange company.

3.6.2 MTS

Minimum Usage Charge (MUC) is \$22.50

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If the monthly outbound usage or outbound/inbound usage charges combined equal or exceeds the MUC in a billing period, the MUC will not apply. If the monthly outbound usage or outbound/inbound usage charges combined in a billing period are less than the MUC, the charge that will apply will be the difference between that month's usage charges and the MUC.

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(D)

(A) Maine

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	Initial Minute	Additional Minute
Day	\$0.5400	\$0.5400
Evening	\$0.3300	\$0.3300
Night/Weekend	\$0.2100	\$0.2100

INTRASTATE DETARIFFED GUIDEBOOK
SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.2 MTS (continued)

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(E) Virginia

(C)

	Initial Minute	Additional Minute
Day	\$0.3000	\$0.3000
Evening	\$0.2400	\$0.2400
Night/Weekend	\$0.1800	\$0.1800

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INTRASTATE DETARIFFED GUIDEBOOK
SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.2 MTS (continued)

(F) Washington

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	Initial Minute	Additional Minute
Day	\$0.4200	\$0.2165
Evening	\$0.3320	\$0.1895
Night/Weekend	\$0.2770	\$0.1538

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.3 Reserved for Future Use

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.4 AT&T Long Distance Toll FreeSM Service formerly known as CustomLink Plus

This Service provides the Customer with one or more 8XX-NXX-XXXX numbers which when dialed from stations in the intrastate public switched network shall terminate on Customer-designated facilities or equipment. All charges accruing in connection with usage of the Customer's assigned 8XX numbers are billed to the Customer rather than to the party originating the call. Calls may originate from all points within the State. All 8XX Service calls are billed in one minute increments and are subject to a minimum billing of one minute.

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(A) Maine

Usage Rates Per Minute:

	Initial Minute	Additional Minute
Day	\$0.5400	\$0.5400
Evening	\$0.3300	\$0.3300
Night/Weekend	\$0.2100	\$0.2100

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.4 AT&T Long Distance Toll FreeSM Service formerly known as CustomLink Plus (continued)

(D) Oregon

Usage Rates Per Minute:

	Initial Minute	Additional Minute
Day	\$0.2610	\$0.2430
Evening	\$0.2088	\$0.2015
Night/Weekend	\$0.1758	\$0.1696

(E) Virginia

Usage Rates Per Minute:

	Initial Minute	Additional Minute
Day	\$0.3000	\$0.3000
Evening	\$0.2400	\$0.2400
Night/Weekend	\$0.1800	\$0.1800

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.4 AT&T Long Distance Toll FreeSM Service formerly known as CustomLink Plus (continued)

(F) Washington

(C)

Usage Rates Per Minute:

	Initial Minute	Additional Minute
Day	\$0.4200	\$0.2165
Evening	\$0.3320	\$0.1895
Night/Weekend	\$0.2770	\$0.1538

(D)

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Monthly Service Fees, per service group for all states listed above is as follows:

Switched Access \$ 14.00

This monthly service fee is waived if the Customer subscribes to the same 8XX number for both interstate and intrastate service.

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.4 AT&T Long Distance Toll FreeSM Service formerly known as CustomLink Plus – Optional Features (C)

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(A) Reserved for future use

(B) Reserved for future use

(C) Reserved for future use

(D) Reserved for future use

INTRASTATE DETARIFFED GUIDEBOOK

SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.4 AT&T Long Distance Toll FreeSM Service formerly known as CustomLink Plus – Optional Features (continued)

(E) Enhanced Routing Features¹

(C)

The following features are available on Switched Access for an additional one time and monthly charge:

Time of Day Routing
Day of Week Routing
Day of Year Routing
Call Allocation Routing
Command Routing

Nonrecurring Charges:

Installation	\$100.00
Service Change	\$ 50.00
Command Routing Activation	\$ 50.00

Monthly Recurring Charges:

1-3 Routing Plans	\$ 0.00
4-12 Routing Plans	\$ 50.00
13-99 Routing Plans	\$ 50.00

Time of Day Routing

This feature allows the Customer to have calls to the same 8XX number routed to different locations during various times of the day.

- .1 time of Day routing shall follow the national observance of daylight savings time.
- .2 The day may be divided into 15 minute increments, with up to 96 time intervals per 24 hour period. All time intervals must begin on the quarter clock hour.
- .3 The Customer time of day schedule must include the entire 24 hour day.

Day of Week Routing

This feature permits the Customer to have calls to the same 8XX number routed to different locations based upon the day of the week. Day of Week routing shall follow the national observance of daylight savings time.

Day of Year Routing

This feature permits the Customer to have calls to the same 8XX number routed to different locations on specified days of the year. Dates are stored in a month/day format. It is the responsibility of the Customer to revise day of year routing schedules annually.

Call Allocation Routing

This feature permits the Customer to define routing of calls made to the same 8XX number on a percentage basis so that calls can be allocated to multiple locations. Percentages must be defined in whole numbers, with 1% (one percent) as the smallest allocation percentage to any location. The total of all percentage allocations must be 100%.

¹This optional feature is no longer available to: (a) new Customers; (b) existing Customers at new locations; or (c) on new toll free numbers effective November 12, 2013. Existing customers may retain current enhanced routing features but adds, moves, or changes will not be permitted.

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INTRASTATE DETARIFFED GUIDEBOOK

SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.6 Plan A (continued)

3.6.4 AT&T Long Distance Toll FreeSM Service formerly known as CustomLink Plus – Optional Features (continued) (C)

(E) Enhanced Routing Features (continued)

Command Routing

This feature allows the Customer to activate a different Enhanced 8XX routing plan on command by placing one telephone call to the Company.

- .1 The Customer may define up to 99 separate routing plans per 8XX number.
- .2 Routing plans must be loaded in the Company's network before they are available for activation on command.
- .3 The Customer must have a minimum of two routing plans to be able to utilize this feature.

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3.7 Business High Volume Calling Plan II¹

High Volume Calling Plan II is a flat rate calling plan designed for business Customers who bill at least \$50.00 monthly in long distance services. High Volume Calling Plan II calls utilize Switched Access Lines and are billed in one (1) second increments for plans with a Monthly Annual Commitment and are billed in six (6) second increments for plans with a Monthly Minimum Commitment, both with an Initial Period, for billing purposes of eighteen (18) seconds. The minimum commitment for the Monthly Minimum Commitment (MMC) on this plan is one month. The minimum commitment for the Minimum Annual Commitment (MAC) is one year.

3.7.1 High Volume Calling Plan II Customers can have multi location accounts that have the same account-billing name grouped together. Accounts that are added after the initial installation inherit the start date of the first account on the plan.

3.7.2 High Volume Calling Plan II Customer will be required to select a Minimum Monthly Commitment (MMC) without signing a term commitment or a Minimum Annual Commitment (MAC) which requires a term commitment. A Customer participating in the High Volume Calling Plan II commits to spending a predetermined dollar volume, either annually in the case of a MAC or monthly in the case of a MMC.

3.7.3 High Volume Calling Plan II Customers can aggregate usage totals from inbound and outbound service usage when SNET America, Inc. d/b/a AT&T Long Distance East is the Carrier of choice and multiple Billed Telephone Numbers (BTN) when they are identified under a single Master Account Number, to meet either the MMC or MAC. Any commitment (MMC or MAC) shortfall will be applied to the Primary Billed Telephone Number of the Master Account. (D)

3.7.4 Customers subscribing to a MMC will be given a two (2) month grace period where there will be no shortfall penalty assessed. If a Customer subscribes to a MMC on any date other than the first day of the billing cycle, the partial first month is counted as a full month when determining the length of the no penalty period.

3.7.5 Customers that participate in other SNET America, Inc. d/b/a AT&T Long Distance East Optional Call Plans with a term requirement can upgrade to this call plan without penalty. Customer must sign a term Agreement in twelve-month increments, equal to or greater than the remaining months on their existing Agreement and meet the minimum requirement of this plan. If the Company does not offer a plan that carries a term sufficient to satisfy this requirement, the Customer must opt for the longest term currently available.

3.7.6 The usage rates defined below are applicable to the components listed.

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.7 Business High Volume Calling Plan II (continued)

3.7.7 Usage Rates New Jersey, North Carolina, Oregon and Virginia

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- (A) Monthly Minimum Commitment Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage. The usage rates applicable to the Business High Volume Calling Plan II, all days, all times.

(D)

Monthly Minimum	Switched Access	
	Initial 18 Seconds	Each Add'l 6 Seconds
\$ 50.00	\$0.0437	\$0.01458
\$ 200.00	\$0.0432	\$0.01440
\$ 500.00	\$0.0428	\$0.01428
\$ 1,000.00	\$0.0427	\$0.01422
\$ 2,500.00	\$0.0419	\$0.01398
\$ 5,000.00	\$0.0410	\$0.01368
\$10,000.00	\$0.0401	\$0.01338
\$15,000.00	\$0.0401	\$0.01338
\$20,000.00	\$0.0396	\$0.01320

- (B) Minimum Annual Commitment Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage. The usage rates applicable to the Business High Volume Calling Plan II, all days, all times.

(D)

MAC	Switched Access					
	1-Year		2-Year		3-Year	
	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second
\$ 600.00	\$0.0354	\$0.00197	\$0.0336	\$0.00187	\$0.0330	\$0.00183
\$ 2,400.00	\$0.0348	\$0.00193	\$0.0330	\$0.00183	\$0.0312	\$0.00173
\$ 6,000.00	\$0.0342	\$0.00190	\$0.0324	\$0.00180	\$0.0306	\$0.00170
\$ 12,000.00	\$0.0324	\$0.00180	\$0.0306	\$0.00170	\$0.0288	\$0.00160
\$ 30,000.00 ¹	\$0.0306	\$0.00170	\$0.0288	\$0.00160	\$0.0270	\$0.00150
\$ 60,000.00 ¹	\$0.0288	\$0.00160	\$0.0270	\$0.00150	\$0.0252	\$0.00140
\$120,000.00 ¹	\$0.0270	\$0.00150	\$0.0252	\$0.00140	\$0.0234	\$0.00130
\$180,000.00 ¹	\$0.0258	\$0.00143	\$0.0240	\$0.00133	\$0.0222	\$0.00123
\$240,000.00 ¹	\$0.0252	\$0.00140	\$0.0234	\$0.00130	\$0.0216	\$0.00120

¹This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

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3.7 Business High Volume Calling Plan II (continued)

3.7.7 Usage Rates New Jersey, North Carolina, Oregon and Virginia (continued)

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(C) Out of Term

If the customer does not choose to renew the Business High Volume Calling Plan at the end of the 1, 2 or 3 year term, the customer will be charged the following Out of Term Rates:

MAC	Switched Access	
	Initial 18 Seconds	Each Add'l Second
\$ 600.00	\$0.0790	\$0.0044
\$ 2,400.00	\$0.0760	\$0.0042
\$ 6,000.00	\$0.0754	\$0.0042
\$ 12,000.00	\$0.0716	\$0.0040
\$ 30,000.00 ¹	\$0.0679	\$0.00386
\$ 60,000.00 ¹	\$0.0614	\$0.0034
\$120,000.00 ¹	\$0.0576	\$0.0032
\$180,000.00 ¹	\$0.0542	\$0.0030
\$240,000.00 ¹	\$0.0538	\$0.0030

¹This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

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3.7 Business High Volume Calling Plan II (continued)

3.7.8 Usage Rates Maine

- (A) Monthly Minimum Commitment Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage. The usage rates applicable to the Business High Volume Calling Plan II, all days, all times. (D)

Monthly Minimum	Switched Access	
	Initial 18 Seconds	Each Add'l 6 Seconds
\$ 50.00	\$0.0720	\$0.02400
\$ 200.00	\$0.0715	\$0.02382
\$ 500.00	\$0.0702	\$0.02340
\$ 1,000.00	\$0.0684	\$0.02280
\$ 2,500.00	\$0.0666	\$0.02220
\$ 5,000.00	\$0.0648	\$0.02160
\$10,000.00	\$0.0630	\$0.02100
\$15,000.00	\$0.0617	\$0.02058
\$20,000.00	\$0.0612	\$0.02040

- (B) Minimum Annual Commitment Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage. The usage rates applicable to the Business High Volume Calling Plan II, all days, all times. (D)

MAC	Switched Access					
	1-Year		2-Year		3-Year	
	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second
\$ 600.00	\$0.0576	\$0.00320	\$0.0564	\$0.00313	\$0.0540	\$0.00300
\$ 2,400.00	\$0.0570	\$0.00317	\$0.0552	\$0.00307	\$0.0534	\$0.00297
\$ 6,000.00	\$0.0564	\$0.00313	\$0.0546	\$0.00303	\$0.0528	\$0.00293
\$ 12,000.00	\$0.0546	\$0.00303	\$0.0528	\$0.00293	\$0.0510	\$0.00283
\$ 30,000.00 ¹	\$0.0528	\$0.00293	\$0.0510	\$0.00283	\$0.0492	\$0.00273
\$ 60,000.00 ¹	\$0.0510	\$0.00283	\$0.0492	\$0.00273	\$0.0474	\$0.00263
\$120,000.00 ¹	\$0.0492	\$0.00273	\$0.0474	\$0.00263	\$0.0456	\$0.00253
\$180,000.00 ¹	\$0.0480	\$0.00267	\$0.0462	\$0.00257	\$0.0444	\$0.00247
\$240,000.00 ¹	\$0.0474	\$0.00263	\$0.0456	\$0.00253	\$0.0438	\$0.00243

²This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

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SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.7 Business High Volume Calling Plan II (continued)

3.7.8 Usage Rates Maine (continued)

(C) Out of Term

If the customer does not choose to renew the Business High Volume Calling Plan at the end of the 1, 2 or 3 year term, the customer will be charged the following Out of Term Rates:

MAC	Switched Access	
	Initial 18 Seconds	Each Add'l Second
\$ 600.00	\$0.4460(I)	\$0.0248(I)
\$ 2,400.00	\$0.4476(I)	\$0.0249(I)
\$ 6,000.00	\$0.4442(I)	\$0.0247(I)
\$ 12,000.00	\$0.4306(I)	\$0.0239(I)
\$ 30,000.00 ¹	\$0.4150(I)	\$0.0231(I)
\$ 60,000.00 ¹	\$0.3995(I)	\$0.0222(I)
\$120,000.00 ¹	\$0.3841(I)	\$0.0213(I)
\$180,000.00 ¹	\$0.3737(I)	\$0.0208(I)
\$240,000.00 ¹	\$0.3703(I)	\$0.0206(I)

¹This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

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3.7 Business High Volume Calling Plan II (continued)

3.7.9 Reserved for Future Use

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- 3.7 Business High Volume Calling Plan II¹ (continued)
 - 3.7.10 Reserved for Future Use

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3.7 Business High Volume Calling Plan II (continued)

3.7.11 Usage Rates for Washington

- (A) Monthly Minimum Commitment Option - The usage rates defined below are applicable for Direct Dial inbound and outbound usage. The usage rates applicable to the Business High Volume Calling Plan II, all days, all times. (D)

Monthly Minimum	Switched Access	
	Initial 18 Seconds	Each Add'l 6 Seconds
\$ 50.00	\$0.0374	\$0.01248
\$ 200.00	\$0.0365	\$0.01218
\$ 500.00	\$0.0360	\$0.01200
\$ 1,000.00	\$0.0355	\$0.01182
\$ 2,500.00	\$0.0346	\$0.01152
\$ 5,000.00	\$0.0338	\$0.01128
\$10,000.00	\$0.0329	\$0.01098
\$15,000.00	\$0.0324	\$0.01080
\$20,000.00	\$0.0319	\$0.01062

- (B) Minimum Annual Commitment Option

The usage rates defined below are applicable for Direct Dial inbound and outbound usage. The usage rates applicable to the Business High Volume Calling Plan II, all days, all times. (D)

MAC	Switched Access					
	1-Year		2-Year		3-Year	
	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second	Initial 18 Seconds	Each Add'l 1 Second
\$ 600.00	\$0.0282	\$0.00157	\$0.0276	\$0.00153	\$0.0270	\$0.00150
\$ 2,400.00	\$0.0276	\$0.00153	\$0.0270	\$0.00150	\$0.0264	\$0.00147
\$ 6,000.00	\$0.0270	\$0.00150	\$0.0258	\$0.00143	\$0.0246	\$0.00137
\$ 12,000.00	\$0.0264	\$0.00147	\$0.0252	\$0.00140	\$0.0240	\$0.00133
\$ 30,000.00 ¹	\$0.0258	\$0.00143	\$0.0246	\$0.00137	\$0.0234	\$0.00130
\$ 60,000.00 ¹	\$0.0252	\$0.00140	\$0.0240	\$0.00133	\$0.0228	\$0.00127
\$120,000.00 ¹	\$0.0246	\$0.00137	\$0.0234	\$0.00130	\$0.0222	\$0.00123
\$180,000.00 ¹	\$0.0240	\$0.00133	\$0.0228	\$0.00127	\$0.0216	\$0.00120
\$240,000.00 ¹	\$0.0234	\$0.00130	\$0.0228	\$0.00127	\$0.0216	\$0.00120

¹This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

INTRASTATE DETARIFFED GUIDEBOOK
SECTION 3 – DESCRIPTION OF SERVICES AND RATES

3.7 Business High Volume Calling Plan II (continued)

3.7.11 Usage Rates for Washington (continued)

(C) Out of Term

If the customer does not choose to renew the Business High Volume Calling Plan at the end of the 1, 2 or 3 year term, the customer will be charged the following Out of Term Rates:

MAC	Switched Access	
	Initial 18 Seconds	Each Add'l Second
\$ 600.00	\$0.0650	\$0.0036
\$ 2,400.00	\$0.0644	\$0.0036
\$ 6,000.00	\$0.0610	\$0.0034
\$ 12,000.00	\$0.0580	\$0.0032
\$ 30,000.00 ¹	\$0.0574	\$0.0032
\$ 60,000.00 ¹	\$0.0571	\$0.0032
\$120,000.00 ¹	\$0.0542	\$0.0030
\$180,000.00 ¹	\$0.0536	\$0.0030
\$240,000.00 ¹	\$0.0536	\$0.0030

3.7.12 Reserved for Future Use

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3.7.13 Cancellation of Term Plan

(A) Customer Cancels – MAC has been met

If the Customer cancels a term plan in the last year of that term plan and the Customer has met the MAC for that year, no term plan early termination fee applies.

(B) Customer Cancels – MAC has not been met

If the Customer cancels a term plan and the MAC has not been met for the current year or for any additional years remaining in the term plan agreement, the early termination fee is equal to 50% of the unmet MAC for each of the additional years remaining on the term plan agreement.

¹This Service is no longer available to for new Customer term agreements effective March 1, 2007. Existing Customers may add, move, remove, or change lines and/or locations for the duration of their current term agreement.

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|-----|--|------------------------------------|
| (C) | MACs, MMCs, and Term Plan Agreements | (N) |
| | Customers that subscribe to this service and who wish to: (1) change MAC or MMC; (2) change the length of their term; or; (3) change to another High Volume Calling Plan; customers must cancel their current term plan agreement and sign a new term plan agreement with new begin/end dates unless otherwise indicated in this Tariff. |

(N) |
| (D) | The Company will not charge an early termination fee and/or under utilization fee (ETF/UUF) when a Customer cancels an existing term plan agreement with a MAC if at the same time the Customer agrees to replace some or all of their existing service with Internet Protocol (IP) service, Wireless, or any functionally equivalent service from an Affiliate of the Company for the purpose of placing outbound and/or inbound live voice | (1/C)

(1/C) |

(1) – Material moved from Page 38

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SECTION 4 – MISCELLANEOUS SERVICES

4.1 Directory Assistance

A Directory Assistance charge applies to all intrastate calls made from points within the State.

STATE	RATE
Maine	\$0.95
New Jersey	\$1.25
North Carolina	\$1.25
Oregon	\$1.25
Virginia	\$1.25
Washington	\$1.25

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INTRASTATE DETARIFFED GUIDEBOOK
SECTION 5 – PROMOTIONAL OFFERINGS

5.1 Promotional Offerings - General

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration, not to exceed 90 days, or by offering premiums or refunds of equivalent value. Such promotions must be approved by the Commission and shall be made available to all similarly situated Customers in the target market area.

5.2 Demonstration of Calls

From time to time the Company shall demonstrate service by providing free test calls of up to four minutes duration over its network.

5.3 Customer Satisfaction Guarantee

New Customers of SNET America, Inc. d/b/a AT&T Long Distance East will be given a 90 day Customer Satisfaction Guarantee. The Company will convert the Customer back to the Customer's original carrier of choice, should the Customer not be satisfied with SNET America, Inc. d/b/a AT&T Long Distance East service during the first 90 days from the date of transfer of service. This guarantee is only valid for Customers who are in good standing with SNET America, Inc. d/b/a AT&T Long Distance East and want to be converted back to their original carrier. Customers that want to be converted to a carrier other than their original carrier must do so at their own cost. The Customer will still be responsible for the payment of any and all charges associated with the service provided by SNET America, Inc. d/b/a AT&T Long Distance East.

5.4 Competitive Response Promotion

In order to acquire or retain customer, the Company will match certain offers made by other interexchange carriers/resellers where the customer can demonstrate to the Company's satisfaction that it intends to accept such offer as an inducement to subscribe to or remain subscribed to such other interexchange carrier's/reseller's services.