

SNET America Inc.  
d/b/a AT&T Long Distance East  
310 Orange Street  
New Haven, Connecticut 06510

Supplement No. 18  
Pa. P.U.C. No. 3  
Original Title Page

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TARIFF APPLICABLE TO  
INTEREXCHANGE RESELLER SERVICES  
WITHIN THE COMMONWEALTH OF PENNSYLVANIA  
PROVIDED BY  
SNET AMERICA, INC.  
d/b/a  
AT&T Long Distance East

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LIST OF MODIFICATIONS

CHANGES

Original Title Page	Update Supplement Number
18 <sup>th</sup> Revised Page 1	Update List of Modifications
18 <sup>th</sup> Revised Page 2	Update Check Sheet

Following page(s) are being revised to remove calling card service as service has been sunset and there are no remaining customers subscribed to this service.

1<sup>st</sup> Revised Page 7  
7<sup>th</sup> Revised Page 24  
3<sup>rd</sup> Revised Page 25  
2<sup>nd</sup> Revised Page 33  
3<sup>rd</sup> Revised Page 35  
3<sup>rd</sup> Revised Page 36  
3<sup>rd</sup> Revised Page 37  
3<sup>rd</sup> Revised Page 38

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
Title	Original	18	Original	35	3 <sup>rd</sup> Rev*
1	18 <sup>th</sup> Rev*	19	Original	36	3 <sup>rd</sup> Rev*
2	18 <sup>th</sup> Rev*	20	Original	37	3 <sup>rd</sup> Rev*
3	Original	20.1	Original	38	3 <sup>rd</sup> Rev*
4	Original	21	1 <sup>st</sup> Rev	39	8 <sup>th</sup> Rev
5	Original	22	Original	40	Original
6	Original	23	1 <sup>st</sup> Rev	41	1 <sup>st</sup> Rev
7	1 <sup>st</sup> Rev*	24	7 <sup>th</sup> Rev*	42	1 <sup>st</sup> Rev
8	1 <sup>st</sup> Rev	25	3 <sup>rd</sup> Rev*	43	1 <sup>st</sup> Rev
9	1 <sup>st</sup> Rev	26	5 <sup>th</sup> Rev	44	2 <sup>nd</sup> Rev
10	Original	27	2 <sup>nd</sup> Rev	45	2 <sup>nd</sup> Rev
11	Original	28	2 <sup>nd</sup> Rev	46	2 <sup>nd</sup> Rev
12	Original	29	3 <sup>rd</sup> Rev	46.1	3 <sup>rd</sup> Rev
13	Original	30	1 <sup>st</sup> Rev	47	1 <sup>st</sup> Rev
14	1 <sup>st</sup> Rev.	31	1 <sup>st</sup> Rev	48	2 <sup>nd</sup> Rev
15	Original	32	Original	49	2 <sup>nd</sup> Rev
16	Original	33	2 <sup>nd</sup> Rev*	50	2 <sup>nd</sup> Rev
17	Original	34	Original	51	3 <sup>rd</sup> Rev

\* - Indicates pages included with this filing.

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SNET America Inc.  
d/b/a AT&T Long Distance East  
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Supplement No.  
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Original Page 4

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APPLICATION OF TARIFF

This tariff contains the regulations and charges applicable to intrastate interexchange telecommunications resale services provided by SNET America, Inc. d/b/a AT&T Long Distance East to customers within the Commonwealth of Pennsylvania.

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CONCURRING, CONNECTING OR  
OTHER PARTICIPATING CARRIERS AND  
BILLING AGENTS

- |    |                              |      |
|----|------------------------------|------|
| 1. | Concurring Carriers          | None |
| 2. | Connecting Carriers          | None |
| 3. | Other Participating Carriers | None |
| 4. | Billing Agents               | None |

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EXPLANATION OF SYMBOLS AND ABBREVIATIONS

A. SYMBOLS USED IN THIS TARIFF

- (C) - To signify changed listing, rule, or condition which may affect rates or charges.
- (D) - To signify a decrease in rates.
- (I) - To signify an increase.

B. ABBREVIATIONS

HITDR - Highest Interexchange Transporter Daytime Rate

HITC - Highest Interexchange Transporter Charge or Surcharge

LATA - Local Access and Transport Area

LEC - Local Exchange Company.

PUC - Public Utility Commission

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SECTION 1 - DEFINITION OF TERMS

Access Line - A local channel for voice, data, or video communications which connects the Customer location to a location of the Company.

Account - The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

Account Code - A numerical code, assigned to the Customer, to enable the Company to identify use of a service offering by the Customer and to bill the use of that service offering by the Customer. Multiple Account Codes may be assigned to the Customer to identify individual users or groups of users.

Authorization Code - A pre-defined series of numbers to be dialed by the Customer or End User upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

(C)  
|  
(C)

Collect - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept responsibility for the charges.

Company - SNET America, Inc. d/b/a AT&T Long Distance East, unless stated otherwise.

Company's Point of Presence - Location of the serving central office associated with access to the Company's network.

Customer - Any person, firm, partnership, corporation or other entity which uses service under the terms and conditions of this tariff and is responsible for the payment of charges.

(C)  
(C)



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SECTION 1 - DEFINITION OF TERMS, (CONT'D.)

Debit Card - A pre-established account number (typically associated with a card), issued by the Company and purchased by a Customer for access to the Company's network for the purpose of placing long distance telephone calls.

End User - Any person, firm, partnership, corporation or other entity which uses the service of the Company under the terms and conditions of this tariff. The End User is responsible for payment unless the charges for the service utilized are paid by the Customer.

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

Holidays - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Initial And Additional Period - The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points. The Additional Period denotes the interval of time used for measuring and charging for time in excess of the Initial Period.

Premises - The physical space designated by the Customer for the termination of the Company's service.

MAC - Minimum Annual Commitment.

MMC - Minimum Monthly Commitment.

PUC - Refers to the Pennsylvania Public Utility Commission.

Service Acceptance Date - The date service is first established on the plan the Customer agrees to.

(C)  
(C)

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SECTION 1 - DEFINITION OF TERMS, (CONT'D.)

Switched Access - A method for reaching the Company through the local switched network whereby the End User uses standard business local lines. (C)

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on the Premises of the Customer.

Third Party Billing - A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

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SECTION 2 - RULES AND REGULATIONS

2.1 Service Availability

Service is available twenty-four hours per day, seven days per week. The Company offers service to all those who desire to purchase service from the Company consistent with all provisions of this tariff.

- 2.1.1 The Company reserves the right to discontinue service when necessitated by conditions beyond its control, or when the Customer or Subscriber is using the service in violation of the provisions of this tariff, or in violation of the law.
- 2.1.2 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.
- 2.1.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.1.4 All facilities provided under this tariff are directly or indirectly controlled by SNET America, Inc. d/b/a AT&T Long Distance East and neither the Customer nor Subscriber may transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.1.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.1.6 Service is available in equal access areas only.
- 2.1.7 The Company reserves the right to block service to or from certain NPA-NXX's to control the risk of fraud. Service will be restored as soon as it can be restored without undue risk.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.2 Billing and Payment For Service

2.2.1 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

- (A) Long distance usage charges are based on the actual usage of the Company's network.
- (B) Chargeable time ends when the calling service point terminates, thereby releasing the network connection. If the called party hangs up but the calling number does not, chargeable time ends when the network connection is released by signal from the called party location or by automatic timing equipment in the telephone network.
- (C) Unless otherwise specified in this tariff, the minimum call duration for billing purposes is one (1) minute.
- (D) Unless otherwise specified in this tariff, usage is measured and rounded in one minute increments for billing purposes.
- (E) The Company shall not bill for unanswered calls.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.2 Billing and Payment For Service, (Cont'd.)

2.2.2 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by SNET America, Inc. d/b/a AT&T Long Distance East.

All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Any objections to billed charges must be promptly reported to the Company or the Company's billing agent. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.2.3 Establishment of Credit

No deposit will be required for service.

2.2.4 Cost of Collection

Customers shall be liable to the Company for all costs of collection.

2.2.5 Billing Disputes

- (A) Billing disputes shall be processed by the Company or its billing agent(s) consistent with Commission regulations at 52 Pa. Code Chapter 64.
- (B) Customers unsatisfied with the Company's handling of a dispute may contact the Commission's Bureau of Consumer Services.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.3 Cancellation or Termination of Service

- 2.3.1 Presubscribed customers may cancel service at any time by providing SNET America, Inc. d/b/a AT&T Long Distance East with written notification. Customers subscribed to special calling plans or promotional offers may cancel these services by calling the customer service number on all SNET America, Inc. d/b/a AT&T Long Distance East bills. Casual callers may discontinue service by not dialing the Company's access code.
- 2.3.2 The Company may terminate service to a Customer for nonpayment of undisputed charges or other violation of this tariff or provision of law upon 10 days written notice to the Customer without incurring any liability for damages due to loss of telephone service to the Subscriber.
- 2.3.3 The Company may terminate service without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.4 Liabilities of the Company

2.4.1 SNET America, Inc. d/b/a AT&T Long Distance East 's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

2.4.2 [Reserved for Future Use]

(C)

2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

2.4.4 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.4 Liabilities of the Company, (Cont'd.)

2.4.5 The Company is not liable for any act or omission of any other entity furnishing a portion of the service or any acts or omission of the Customer.

2.4.6 Service furnished by the Company may be interconnected with the services or facilities of other carriers or private systems. However, service furnished is provided solely by the Company and is not a joint undertaking with other parties.

2.5 Interconnection

Service furnished by SNET America, Inc. d/b/a AT&T Long Distance East may be connected with the services or facilities of other carriers. Such service or facilities are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with SNET America, Inc. d/b/a AT&T Long Distance East 's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

2.6 Reservation of 800 Numbers

The Company will make every effort to reserve 800 vanity numbers for customers, but makes no guarantee or warranty that the requested number(s) will be available.



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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Portability of 800 Numbers

The Company will participate in porting 800 numbers only if the account balance is zero and all charges incurred as a result of the 800 number have been paid.

2.8 Late Payment Charge

A late fee of 1.5% will be charged on any past due balance.

2.9 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this tariff and pursuant to Pennsylvania law and Commission regulations.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Renewal of Term Plan

2.10.1 No Renewal

If the customer does not choose to renew a term plan at the end of the 1, 2 or 3 year term, the customer will be automatically changed to the Business default rates in effect, upon completion of the current term.

2.10.2 Change in MAC/Term Plan Commitment

(A) Change In MAC and No Change in Length of Term Plan

(1) Higher MAC

If the Customer changes to a higher MAC and does not change the length of the term plan agreement, no under-utilization charge applies and no new term plan agreement is required. To calculate the adjusted annual MAC, prorate the old MAC and prorate the new MAC.

(2) Lower MAC

If the Customer changes to a lower MAC and does not change the length of the term plan agreement, a under-utilization charge will be assessed. The under-utilization charge is equal to the difference between the qualified usage toward the current MAC and the unmet MAC in the current year. A new term plan agreement must be signed by the Customer with new begin/end dates.

(B) Change In MAC and Change in Length of Term Plan

(1) Higher MAC and Longer Term Plan Commitment

If the Customer changes to a higher MAC and a longer term plan commitment, no under-utilization charge applies. A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Renewal of Term Plan, (Cont'd.)

2.10.2 Change in MAC/Term Plan Commitment, (Cont'd.)

(B) Change In MAC and Change in Length of Term Plan, (Cont'd.)

(2) Lower MAC and Shorter Term Plan Commitment

If the Customer changes to a lower MAC and a shorter term plan commitment, an under-utilization charge will be assessed. The under-utilization charge will be the difference between (number of years in old term plan times MAC) minus (total usage accumulated to date in the current MAC year). A new term plan must be signed by the Customer with new begin/end dates.

(3) Lower MAC and Longer Term Plan Commitment

If the Customer changes to a lower MAC and a longer term plan, a under-utilization charge may apply. The old MAC/term plan revenue commitment will be compared to the new MAC/term plan revenue commitment. If the new MAC/term plan total revenue commitment for the length of the term plan agreement is greater than the old MAC/term plan total revenue commitment for the length of the term plan agreement, no under-utilization charge applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Renewal of Term Plan, (Cont'd.)

2.10.2 Change in MAC/Term Plan Commitment, (Cont'd.)

(B) Change In MAC and Change in Length of Term Plan, (Cont'd.)

(4) Higher MAC and Shorter Term Plan Commitment

If the Customer changes to a higher MAC and a shorter term plan, a under-utilization charge may apply. The old MAC/term plan revenue commitment for the length of the term plan agreement will be compared to the new MAC/term plan revenue commitment for the length of the term plan agreement. If the new MAC/term plan revenue commitment is greater than the old MAC/term plan revenue commitment, no under-utilization charge applies. If the new MAC/term revenue commitment is less than the old MAC/term commitment, a under-utilization charge applies. The under-utilization charge is equal to the difference between the old MAC/term plan revenue commitment and the new MAC/term plan revenue commitment. A new term plan must be signed by the Customer with new begin/end dates.

(C) Change in Length of Term Plan and No Change in MAC

(1) Longer Term Plan Commitment

If the Customer changes to a longer term plan commitment with no change to the MAC, no under-utilization charge applies. A new term plan must be signed by the Customer with new begin/end dates.

(2) Shorter Term Plan Commitment

If the Customer changes to a shorter term plan commitment and does not change the MAC, a under-utilization charge will be assessed. The under-utilization charge will be the difference in the old MAC level minus the current year's MAC usage accumulation to date, plus any full years of MAC remaining on the old MAC term commitment. A new term plan must be signed by the Customer with new begin/end dates.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Renewal of Term Plan, (Cont'd.)

2.10.3 MMC Changes

(A) Change to Lower MMC

A Customer who changes to a lower revenue commitment may opt to implement the change in the middle of its bill cycle or may opt to make the change effective on the first day of the next bill cycle. If a Customer opts to implement the change in the middle of its billing cycle, a shortfall under-utilization charge applies for the unmet MMC for that billing cycle, if applicable.

(B) Change MMC to MAC

A Customer may change from a MMC to a MAC at any time during the billing cycle. The MMC will end and no under-utilization charge applies. A term plan must be signed by the Customer with new begin/end dates. The MAC will start on the date requested by the Customer.

2.10.4 Start Date and End Date

(A) MAC

Achievement of the MAC is calculated on the Customer's yearly Service Acceptance Date anniversary or end date of the term agreement commitment

(B) MMC

MMC is calculated at the end of the Customer's monthly billing cycle.

(C) Term Plan Agreement

When the Customer changes the billing cycle dates in the middle of a term plan agreement, the term begin and end dates will not change. The accumulated monies towards the MAC charges, if any, will be based on the begin and end date of the term without regard to the billing cycle.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.11 Ordering Under the American Recovery and Reinvestment Act (ARRA)

The Services and Service Components provided under this tariff shall not be used to support the performance of any portion 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.

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SECTION 3 - DESCRIPTION OF SERVICE & RATES

3.1 General

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

Each Customer is charged individually for each call placed through the Company. Customers are billed based on their use of SNET America, Inc. d/b/a AT&T Long Distance East 's long distance service. Charges may vary by service offering, time of day, day of week, type of access, distance of the call and/or call duration.

For the purpose of computing charges in this tariff, a month is considered to have thirty (30) days.

Special access channels, if utilized, are provided and billed to the Customer by the Company or by an authorized access provider, such as a Local Exchange Company. Company-provided special access channels are provided in conjunction with interstate service only. Interstate rates and charges apply. Rates for Special Access channels are determined by the access provider. All charges associated with the provision of Special Access channels are the responsibility of the Customers.

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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

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 OR PEAK RATE PERIOD							
5:00 PM TO 10:59 PM	EVENING RATE PERIOD OR OFF PEAK RATE PERIOD						EVE	
11:00 PM TO 7:59 AM	NIGHT/WEEKEND RATE PERIOD OR OFF PEAK RATE PERIOD							

\* to, but not including

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.

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 SERVICE & RATES, (CONT'D.)

3.3 Calculation of Distance

Usage charges for mileage sensitive services vary based on the type of service subscribed to by the Customer. For services utilizing switched access, mileage measurements for rate schedules are based on the distance in airline miles between rate centers associated with the originating and terminating stations. .

(C)

(C)

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A

3.4.1 General Description

This is a calling plan utilizing switched access lines and sub-minute timing of calls. Outbound calling, and inbound AT&T Long Distance Toll Free<sup>SM</sup> Service are offered under this plan. (C)

Calls originate and terminate on Switched Access 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 800 number must arrange for hunting service from the local exchange company.

3.4.2 MTS – Business Customer Contract Pricing Only

(A) Minimum Usage Charge (MUC) \$22.50 (C)  
(C)

If the monthly outbound usage or outbound or inbound usage charges combined equal or exceeds the MUC in a billing period, the MUC will not apply. If the the monthly outbound usage or outbound or 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.

(B) Per-Minute Usage Rate

MTS is an outbound service priced based on a single rate band. Calls are billed in one minute increments. The minimum call duration is one minute.

	<b>Initial Minute</b>	<b>Additional Minute</b>
Day	\$0.3600	\$0.3350
Evening	\$0.2600	\$0.2400
Night/Weekend	\$0.2100	\$0.2000

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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A, (Cont'd.)

3.4.3 Reserved for Future Use

(C)

(C)



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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A, (Cont'd.)

3.4.5 AT&T Long Distance Toll Free<sup>SM</sup> Service - Optional Features (C)

(A) Reserved for future use (C)

(B) Reserved for future use

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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A, (Cont'd.)

3.4.5 AT&T Long Distance Toll Free<sup>SM</sup> Service - Optional Features (Cont'd.)

(C)

(C) Reserved for future use

(D) Reserved for future use

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A, (Cont'd.)

3.4.5 AT&T Long Distance Toll Free<sup>SM</sup> Service - Optional Features (Cont'd.)

(E) Enhanced Routing Features<sup>1</sup> (C)

The following features are available on both 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

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<sup>1</sup> This 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. (C)

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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A, (Cont'd.)

3.4.5 AT&T Long Distance Toll Free<sup>SM</sup> Service - Optional Features (Cont'd.)

(C)

(E) Enhanced Routing Features, (Cont'd.)

Time of Day Routing

This feature allows the Customer to have calls to the same 800 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 800 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.



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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.4 Plan A, (Cont'd.)

3.4.5 AT&T Long Distance Toll Free<sup>SM</sup> Service - Optional Features (Cont'd.)

(C)

(E) Enhanced Routing Features, (Cont'd.)

Day of Year Routing

This feature permits the Customer to have calls to the same 800 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 800 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%.

Command Routing

This feature allows the Customer to activate a different Enhanced 800 routing plan on command by placing one telephone call to the Company.

- (1) The Customer may define up to 99 separate routing plans per 800 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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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.5 Directory Assistance

Directory Assistance is available to Customers of SNET America, Inc. d/b/a AT&T Long Distance East Service. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

Directory Assistance, Per Call

\$1.25

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.6 Business High Volume Calling Plan II

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.

(A) 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.

(B) 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.

(C) 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. (C)

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SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.6 Business High Volume Calling Plan II, (Cont'd.)

- (D) 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.
- (E) 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.
- (F) The usage rates defined below are applicable to the components listed.

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.6 Business High Volume Calling Plan II, (Cont'd.)

(G) Usage Rates

- (1) 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.

(C)

Monthly Minimum	Switched Access	
	Initial 18 Seconds	Each Additional 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

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.6 Business High Volume Calling Plan II, (Cont'd.)

(G) Usage Rates, (Cont'd.)

- (2) 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. (C)

MAC 1 Year Term**	Switched Access	
	Initial 18 Seconds	Each Additional Second
\$ 600.00	\$0.0282	\$0.00157
\$ 2,400.00	\$0.0276	\$0.00153
\$ 6,000.00	\$0.0270	\$0.00150
\$ 12,000.00	\$0.0264	\$0.00147
\$ 30,000.00	\$0.0258	\$0.00143
\$ 60,000.00	\$0.0252	\$0.00140
\$120,000.00	\$0.0246	\$0.00137
\$180,000.00	\$0.0240	\$0.00133
\$240,000.00	\$0.0234	\$0.00130

\*\*For Customers whose contracts expired, please see Section 3.6.(J) for rates.

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.6 Business High Volume Calling Plan II, (Cont'd.)

(G) Usage Rates, (Cont'd.)

(2) (continued)

(C)  
|  
(C)

MAC 2 Year Term**	Switched Access	
	Initial 18 Seconds	Each Additional Second
\$ 600.00	\$0.0276	\$0.00153
\$ 2,400.00	\$0.0270	\$0.00150
\$ 6,000.00	\$0.0258	\$0.00143
\$ 12,000.00	\$0.0252	\$0.00140
\$ 30,000.00	\$0.0246	\$0.00137
\$ 60,000.00	\$0.0240	\$0.00133
\$120,000.00	\$0.0234	\$0.00130
\$180,000.00	\$0.0228	\$0.00127
\$240,000.00	\$0.0228	\$0.00127

\*\*For Customers whose contracts expired, please see Section 3.6.(J) for rates.

SECTION 3 – DESCRIPTION OF SERVICE & RATES, (CONT'D.)

3.6 Business High Volume Calling Plan II, (Cont'd.)

(G) Usage Rates, (Cont'd.)

(2) (continued)

(C)  
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(C)

MAC 3 Year Term**	Switched Access	
	Initial 18 Seconds	Each Additional Second
\$ 600.00	\$0.0270	\$0.00150
\$ 2,400.00	\$0.0264	\$0.00147
\$ 6,000.00	\$0.0246	\$0.00137
\$ 12,000.00	\$0.0240	\$0.00133
\$ 30,000.00	\$0.0234	\$0.00130
\$ 60,000.00	\$0.0228	\$0.00127
\$120,000.00	\$0.0222	\$0.00123
\$180,000.00	\$0.0216	\$0.00120
\$240,000.00	\$0.0216	\$0.00120

(H) Reserved for Future Use

(C)  
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\*\*For Customers whose contracts expired, please see Section 3.6.(J) for rates.





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SECTION 4 - PROMOTIONS

4.1 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 PUC and shall be made available to all similarly situated Customers in the target market area.

4.2 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.

4.3 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.

4.4 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.

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SECTION 5 – GRANDFATHERED SERVICES

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