

The Company will comply with Commission Regulation 103-623 Adjustments of Bills.

LOCAL EXCHANGE SERVICE

**NEW HORIZONS COMMUNICATIONS CORP.**

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE SERVICE  
WITHIN THE STATE OF SOUTH CAROLINA

## LOCAL EXCHANGE SERVICE

**CHECK SHEET**

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**EXPLANATION OF SYMBOLS, REFERENCE MARKS, AND ABBREVIATIONS OF TECHNICAL TERMS USED IN THIS TARIFF.**

The following symbols shall be used in this tariff for the purpose indicated below:

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- S - To signify reissued matter.
- T - To signify a change in text but no change in rate or regulation.

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**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications service by New Horizons Communications Corp. to customers within the local exchange service area, defined herein.

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LOCAL EXCHANGE SERVICE

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**SECTION 1 - DEFINITIONS**

Certain terms used generally throughout this tariff are defined below.

Account Codes: Allows a User to allocate local calls to a 4-digit, non-verified account code.

Advance Payment: Payment of all or part of a charge required before the start of service.

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Business Service: A switched network service that provides for dial Station Communications that is described as a business or commercial rate.

Call Forward Busy: Automatically routes incoming calls to a designated answering point when the called line is busy.

Call Forward No Answer: Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Forward Variable: Automatically routes incoming calls to a designated answering point, regardless of whether the user's Station is idle or busy.

Call Hold: Allows the User to hold one call for any length of time provided that neither party goes On Hook.

Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

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LOCAL EXCHANGE SERVICE

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**SECTION 1 - DEFINITIONS (continued)**

- Call Pickup:** Allows a User to answer incoming calls to another Station line within a defined call Pickup group. Call Pickup is provided as either Group Call Pickup, where the predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.
- Call Waiting:** Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.
- Call Waiting Cancel:** Allows a User to cancel the Call Waiting feature on a per call basis by dialing a specific two-digit code.
- Call Number Delivery:** Identifies the 10-digit number of the calling party.
- Call Number Delivery Blocking:** Blocks the delivery of the number to the called party on a per call basis.
- Class of Service:** Used to prevent a Station from dialing certain codes and numbers.
- Company:** New Horizons Communications Corp., which is the issuer of this tariff.
- Commission:** South Carolina Public Service Commission
- Conference/Six-Way:** The User can sequentially call up to five other people and add them together to make up a six-way call.
- Conference/Three-Way:** The User can sequentially call up to two other people and add them together to make up a three-way call.
- Customer:** The person, firm, corporation or other entity that orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.
- Dial Pulse (DP):** The pulse type employed by rotary dial Station sets.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 1 - DEFINITIONS (continued)**

Direct Inward Dialing (DID):	A service attribute that routes incoming calls directly to Stations, bypassing a central answering point.
Dual Tone Multi-Frequency ("DTMF"):	The pulse type employed by tone dial Station sets.
Individual Case Basis ("ICB"):	A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation. All ICB's will be made available to the PSC or ORS upon request.
Joint User:	A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.
LATA:	A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.
Local Calling:	A completed call or telephonic communication between a calling Station and any other Station within the local service area of the calling Station.
Local Exchange Carrier:	A company that furnishes exchange telephone service.
Mbps:	Megabits, or millions of bits, per second.
Message Waiting:	This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dialtone).
Most Idle Trunk Selection (MIDL):	MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.
Multiple Appearance Directory Numbers:	A directory number that is assigned more than once to one or more Proprietary Business Sets.

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**SECTION 1 - DEFINITIONS (continued)**

- Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.
- Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.
- Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.
- On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.
- ORS The South Carolina Office of Regulatory Staff.
- Presubscription-2 (PIC-2): An arrangement whereby a Customer may select and designate to the Company an Interexchange Carrier it wishes to access, without an access code, for completing intraLATA toll calls. The selected Interexchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC-2).
- Public Service Commission ("PSC"): The South Carolina Public Service Commission.
- Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.
- Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the customer's refusal to accept service which does not conform to standards set forth in the Service Order and this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

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LOCAL EXCHANGE SERVICE

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**SECTION 1 - DEFINITIONS (continued)**

- Service Order:** The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.
- Services:** The Company's telecommunications services offered on the Company's network.
- Shared Facilities:** A facility or equipment system subsystem that can be used simultaneously by several Customers.
- Speed Call:** Provides a User with the option to call selected directory numbers by dialing a one-two-digit code.
- Station:** Telephone equipment from or to which calls are placed.
- TBD:** To Be Determined.
- Toll Denial** This service blocks access to the Long Distance Message Telecommunications Network, either by direct or operator assistance.
- Trunk:** A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.
- User:** A customer or any other person authorized by the Customer to use service provided under this tariff.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS****2.1 Undertaking of the Company****2.1.1 Scope:**

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of South Carolina under the terms of this tariff.

The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services or to communicate with its own customers.

**2.1.2 Shortage of Equipment or Facilities**

The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as the facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

**2.1.3 Terms and Conditions**

2.1.3.1 Except as otherwise provided herein, service is provided on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, via telephone or in writing, on not less than 30 days notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.

2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.

## LOCAL EXCHANGE SERVICE

**SECTION 2 – REGULATIONS (continued)**

## 2.1 Undertaking of the Company (continued)

## 2.1.3 Terms and Conditions (continued)

2.1.3.3 At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.

2.1.3.4 This tariff shall be interpreted and governed by the laws of the State of South Carolina without regard for its choice of laws provision.

2.1.3.5 The Customer has no property right to the Telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.1.3.6 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section 2.1.3.7 below.

2.1.3.7 The Customer agrees to return to the Company all Company-provided equipment delivered to the Customer within five (5) days of the termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only expected. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the Customer's failure to comply with this provision.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 – REGULATIONS (continued)**

## 2.1 Undertaking of the Company (continued)

## 2.1.4 Liability of the Company

2.1.4.1 The liability of the Company for damages arising out of the furnishing of its Service, including but not limited to mistakes, omissions, interruption, delay, or errors, or other defects, representations, or use of these services or damages arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, lost profits, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

2.1.4.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damage associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 – REGULATIONS (continued)**

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; and law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.

2.1.4.4 The Company shall not be liable for (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of common carriers or warehousemen.

2.1.4.5 The Company shall not be liable for any damages or losses due to the fault of negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

2.1.4.6 Reserved for Future Use.

2.1.4.7 The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.8 Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss of damage arising from Customer's use of services furnished under this tariff, including: claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others. All other claims arising out of any act or omission of the Customer or others, in connection with any service provided by the Company pursuant to this tariff.

2.1.4.9 The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

2.1.4.10 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.1 Undertaking of the Company (continued)

## 2.1.4 Liability of the Company (continued)

2.1.4.11 The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by installation, operation, failure to operate, maintenance, removal, presence, condition, locations or use of service furnished by the Company

2.1.4.12 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, or materials and supplies, for interconnection of the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary interconnection. The Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of proper mode, bandwidth, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.1 Undertaking of the Company (continued)

## 2.1.4 Liability of the Company (continued)

## 2.1.4.13 With respect to Emergency Number 911 Service:

(a) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

(b) The Company is not responsible for any infringement or invasion of the right of privacy, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

2.1.4.14 The Company's liability arising from errors or omissions in Directory Listings, other than charged listing, shall be limited to the amount of actual impairment of the Customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the

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LOCAL EXCHANGE SERVICE

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directory in which the error or omission occurs.

**SECTION 2 - REGULATIONS (continued)**

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

- 2.1.4.15 In conjunction with a non-published telephone number, as described in Section 3.4.5.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
- 2.1.4.16 When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this tariff Customer acknowledges and agrees with the release of information as described above.
- 2.1.4.17 In conjunction with the Busy Line Verification and Interrupt Service as described in Section 3.3.2, the Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- 2.1.4.18 The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

## LOCAL EXCHANGE SERVICE

**SECTION 2 - REGULATIONS (continued)**

## 2.1 Undertaking of the Company (continued)

## 2.1.4 Liability of the Company (continued)

## 2.1.4.19 NOTICE CONCERNING ALL TERMS AND CONDITIONS AND RATES

The Public Service Commission of South Carolina ("Commission" or "SCPSC") requires that each telephone company's Terms and Conditions comply with and not conflict with regulations and requirements of South Carolina Statutes, S.C. Code Sections 58-9-10 et seq. and the regulations found in South Carolina Code Binder 26, Chapter 103, Article 6. Any provision in these Terms and Conditions or rate schedules that conflicts with a South Carolina statute or SCPSC rule is inapplicable and will not be enforceable. The following regulations apply to telephone utilities and contain provisions that affect matters that commonly appear in telephone utility Terms and Conditions:

Subarticle 1 - General

Subarticle 2 - Records and Reports including Complaints,  
Accidents, Interruption of Service, and Service Reports

Subarticle 3 - Customer Relations including Standards for  
Customer Deposits, Billing, Denial or Discontinuance of  
Service, Directories and Termination of Service

Subarticle 4 - Engineering

Subarticle 5 - Inspection and Tests

Subarticle 6 - Standards and Quality of Service

Subarticle 7 - Safety

Subarticle 8 - Telecommunication Relay Service Advisory  
Committee

This Company agrees that it is responsible for complying with all applicable rules, regulations, and orders of the Public Service Commission of South Carolina and with the South Carolina Code. It understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule, regulation or order of the SCPSC or the South Carolina Code, the rule, regulation, order or statute will govern. Full Terms of Service are available on the Company's website at [www.nhcgrp.com](http://www.nhcgrp.com).

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.1 Undertaking of the Company (continued)

## 2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to any individual Customer but affect many Customers services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable, notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

## 2.1.6 Provisions of Equipment and Facilities

2.1.6.1 The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to a Customer.

2.1.6.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.1.6.3 Equipment the Company provided or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.1 Undertaking of the Company (continued)

2.1.6 Provisions of Equipment and Facilities (continued)

2.1.6.4 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- (b) the reception of signals by Customer provided equipment; or
- (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.1.7 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.2 Prohibited Uses

2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)****2.3 Obligations of the Customer****2.3.1 The Customer shall be responsible for:**

- (a) the payment of all applicable charges pursuant to this tariff;
- (b) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
- (c) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space, and power to operate Company facilities and equipment installed on the premises of the Customer, at the level of heating and air conditioning necessary to maintain the proper operating environment of such premises.
- (d) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Local Exchange Service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(c). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be born entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting any order for service;

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)****2.3 Obligations of the Customer (continued)****2.3.1 The Customer shall be responsible for (continued):**

- (e) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing, and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
- (f) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under section 2.3.1 (d); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company.
- (g) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (h) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which services are interrupted for such purposes.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.3 Obligations of the Customer (continued)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys fees for:

- (a) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Customer, its employees, agents, representatives or invitees; or
- (b) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company or this tariff.

2.4 Customer Equipment and Channels

2.4.1 In General

A Customer may transmit or receive information or signals via the facilities of the Company.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.4 Customer Equipment and Channels (continued)

## 2.4.2 Station Equipment

2.4.2.1 The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance.

2.4.2.2 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.4 Customer Equipment and Channels (continued)

## 2.4.3 Interconnection of Facilities

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

2.4.3.2 Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

2.4.3.3 Facilities furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

## 2.4.4 Inspections

2.4.4.1 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with requirements set forth in section 2.4.2.2 for the installations, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

2.4.4.2 If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm. The Company will, upon a request from the customer 24 hours in advance, provide the Customer with a statement of technical parameters that

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LOCAL EXCHANGE SERVICE

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the Customer's equipment must meet.

**SECTION 2 - REGULATIONS (continued)**

2.5 Payment Arrangements

The following provisions shall apply to all service:

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Joint or Authorized Users. All bills are presumed accurate, and shall be binding on the customer unless objection is received by the Company in writing or orally within the applicable statute of limitation. No credits, refunds or adjustments shall be granted if demand therefore is not received within such limitation period.

2.5.1.1 Taxes

All state and local taxes authorized by regulatory bodies recognized as allowable billing pass throughs to the customer (i.e., sales tax, municipal utilities tax) will be listed as separate line items and not included in the quoted rates.

2.5.1.1.1 Other Charges

Reserved for Future Use

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring, and Non-Recurring Charges are due and payable upon receipt.

2.5.2.2 The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in such service is provided.

2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rated basis. For this purpose every month is considered to have 30 days.

2.5.2.4 The Company may assess a return check charge for each check returned for insufficient funds not to exceed that allowed by applicable state law as contained in S.C. Code Ann. 34-11-70.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.5 Payment Arrangements (continued)

2.5.3 Disputed Bills

All bills are presumed accurate, and shall be binding on the customer unless objection is received by the Company in writing or orally within the applicable statute of limitations. No credits, refunds or adjustments shall be granted if demand therefore is not received within such limitation period.

The Company will comply with Commission Regulation 103-623 Adjustments of Bills.

2.5.3.1 The date of the dispute shall be the date the Company receives communication from either, the Customer, ORS or both.

The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute. In the event that the Customer, upon notification from the Company, is not satisfied with findings of such dispute, the Company has an obligation to inform the Customer of recourse through the ORS and the date of resolution will remain undefined.

2.5.3.2 Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

South Carolina Office of Regulatory Staff  
Consumer Services Division  
1401 Main Street, Suite 900  
Columbia, SC 29201  
Local – (803) 737-5230  
Toll Free Number – (800) 922-1531  
Fax Number – (803) 737-4750

2.5.4 Advance Payments

Reserved for future use.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.5 Payment Arrangements (continued)

2.5.5 Deposits

2.5.5.1 Applicants for service or any existing Customer whose financial condition warrants a security deposit, using solely the criteria found in Commission Regulation 103-621, may be required at any time.

(a) two month's charges for service or facility which has a minimum payment period of one month; or

(b) in accordance with Commission Regulation 103-621.2.

2.5.5.2 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit to the Customer's account.

2.5.5.3 Deposits held for business customers will accrue interest in accordance with 26 S.C. Code Ann. Regs. 103-621.3 (Supp. 1999).

2.5.5.4 Reserved for Future Use

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.5 Payment Arrangements (continued)

## 2.5.6 Discontinuance of Service

The Company will follow all rules and regulations as set forth in Commission Regulation 103-625 and 103-626.

2.5.6.1 Upon non payment of any amounts owing to the Company, the Company may, by giving five days' prior written notice served upon the Customer; eight days written notice in postpaid wrapper; or five days after the Customer signs or refuses a registered letter containing written notice, suspend service without incurring any liability.

2.5.6.2 Upon violation and/or non-compliance with the Commission's Orders or regulations governing service supplied by the Company, the Company may, by giving 30 days prior notice in writing to the Customer, discontinue or suspend service without incurring any liability, if such violation continues during the 30 day period.

2.5.6.3 For the Customer tampering with equipment furnished and owned by the Company; or for failure of the Customer to permit the Company access to its equipment; or for failure of the Customer to furnish permits, certificates, and/or right-of-ways, as necessary to obtain service, or in the event such permissions are terminated, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

2.5.6.4 For failure of the Customer to fulfill its contractual obligations for service and/or facilities.

2.5.6.5 Upon any governmental prohibition or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - REGULATIONS (continued)**

## 2.5 Payment Arrangements (continued)

## 2.5.6 Discontinuance of Service (continued)

2.5.6.6 The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability.

2.5.6.6.1 Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this sub-section 2.5.6.6.1 (a-h) if;

- (a) The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s); or
- (b) The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or
- (c) The Customer has been given written notices as described in Section 2.5.6.1 by the Company of any past due amount (which remains unpaid in whole or part) for any of the Company's other common carrier communications services to which the Customer either subscribes or has subscribed to use; or
- (d) In the event of Customer use of equipment in such a manner as to adversely affect the Company's service to others; or

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

2.5.6.6 (continued)

2.5.6.6.1 (continued)

- (e) In the event of a condition determined by the Company to be hazardous or dangerous; or
- (f) In the event of unauthorized use of service; or
- (g) The Customer uses or attempts to use service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
  - (g.1) Using or attempting to use service by rearranging, tampering with, or making connection to the Company's service not authorized by this tariff; or
  - (g.2) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or
  - (g.3) Any other fraudulent means or devices; or
- (h) Where there is probably cause to believe that there is illegal or willful misuse of service.

2.5.6.6.2 Immediately upon written notice to the Customer of any sum thirty (30) days past due;

2.5.6.6.3 Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5; or

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

2.5.6.6 (continued)

2.5.6.6.4 Ten (10) days after sending the Customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within the ten (10) day period; or

2.5.6.6.5 Upon five (5) days written notice, excluding Sundays and holidays, for non-payment of a bill for service; or

2.5.6.6.6 In cases involving abnormal and excessive use of toll service, service may be denied two (2) days after written notice is given, unless satisfactory arrangements for payment are made.

2.5.6.6.7 For failure of the Customer to provide the Company with a deposit as authorized by the Commission, service may be denied upon five (5) days written notice, excluding Sundays and holidays.

2.5.6.7 The suspension of discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

2.5.6.8 Upon the Company's discontinuance of service to the Customer under section 2.5.6.1 or 2.5.6.2, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

2.5.6.9 The Company is not required to furnish service or to continue service to any customer/applicant who is indebted under an undisputed bill to the Company for services previously furnished to the customer/applicant unless debt was incurred more than six (6) years prior to time of service initiation/application.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.5 Payment Arrangements (continued)

2.5.7 Interest on Customer Overpayments

A Customer who makes a payment to the Company in excess of the Correct charge for telephone service, which overpayment was caused by erroneous billing by the Company, shall be paid interest on the amount of the overpayment. The rate of interest on such amount shall be prescribed by the Commission in accordance with 26 S.C. Code Ann. Regs. 103-623.1 (Supp. 1999).

2.6 Allowances for Interruptions in Service

2.6.1 Credit for Interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption, whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on pro-rata basis against the rates specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up at the next whole 24 hours.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.6 Allowances for Interruptions in Service (continued)

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- (a) interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;
- (b) interruptions due to the negligence of any person other than the Company including, but not limited to, the Customer or other common carriers connected to the Company's facilities;
- (c) interruptions due to the failure or malfunction of non-Company equipment;
- (d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (e) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (f) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (g) interruption of service due to circumstances or causes beyond the control of the Company.

2.6.3 User of Alternative Service Provided by the Company: Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative services used.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.7 Cancellation of Service

2.7.1 Cancellation of Applications for Service

The following provisions shall apply to all service offerings:

2.7.1.1 Unless the Company breaches its obligations, applications for service are non-cancelable after 48 hours, unless the Company otherwise agrees. Where the Company permits Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

2.7.1.2 Where prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

2.7.1.3 The special charges described in 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

2.7.2 Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in 2.5.5, all costs, fees and expenses incurred in connection with:

- 1) all Non-Recurring Charges reasonably expended by the Company to establish service to Customer, plus
- 2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- 3) all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.8 Insufficient Reasons for Denying Service - The following shall not constitute cause for refusal of service to a present or prospective customer:

2.8.1 Non-payment for services by a previous occupant of the premises to be served, unless such previous occupant shall benefit from such new service or unless the new occupant benefited from such old service.

2.8.2 Failure to pay for merchandise purchased from the Company.

2.8.3 Failure to pay for any non-regulated equipment or services provided by the Company.

2.9 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company (b) pursuant to any sale or transfer of substantially all assets of the Company; (c) pursuant to any financing, merger or reorganization of the Company.

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LOCAL EXCHANGE SERVICE

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**SECTION 2 - REGULATIONS (continued)**

2.10 Notices and Communications

- 2.10.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.10.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.10.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communications, or bill with the U.S. Mail or a private delivery service prepaid and properly addressed, or when actually received or refused by the Addressee, whichever occurs first.
- 2.10.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

## LOCAL EXCHANGE SERVICE

**SECTION 3 - SERVICE DESCRIPTIONS**

## 3.1 Local Exchange Service

The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the Local calling area, as defined herein;
- access 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services
- access Directory Assistance for the local calling area;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service
- all N11 services in effect for each territory” and “-900 or 976 Service

## 3.1.1 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs:

- 1) AT&T South Carolina
- 2) Frontier Communications

## 3.1.1.1 Rate Groups

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

Rate Group	Exchange Access Lines and PBX Trunks In Local Calling Area - Upper Limit
1	up to 7,000
2	7,001 up to 15,000
3	15,001 up to 28,500
4	28,501 up to 50,000
5	50,001 up to 78,000
6	78,001 up to 125,000
7	125,001 +

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Effective: March 27, 2014

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

3.1 Local Exchange Service (continued)

3.1.2 Local Line: Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

3.1.2.1 Standard Features: Each Local Line Customer is provided with the following standard features:

Touch Tone  
Direct Inward Dialing  
Direct Outward Dialing  
Hunt Groups

3.1.2.2 Optional Features: A local Business Customer may order the following optional features. At the rates specified in Section 6.

Call Forwarding	Six-Way calling (conference calling)
Call Pick-up	Caller ID
Call Transfer	Project Account Codes, non-verified
Call Waiting	Project Account Codes, verified
Code Restrictions	Voicemail
Three-Way calling (conference calling)	

3.1.2.3 Local Line Rates and Charges: A Local Line Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges as specified in Section 6. Customers will be notified of all applicable rates, terms and conditions for local exchange services.

## LOCAL EXCHANGE SERVICE

**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

## 3.1 Local Exchange Service (continued)

## 3.1.2 (continued)

## 3.1.2.3 (continued)

## A. Non-Recurring Charges

	AT&T Areas		Frontier Areas		AT&T Areas Maximum Rates		Frontier Areas Maximum Rates	
		Business		Business		Business		Business
<b>Line Connection Charge</b>								
First line		64.00		54.00		128.00		108.00
Each add'l line		26.00		54.00		52.00		108.00
Service Order Charge		26.00		28.00		52.00		56.00
<b>Line/Trunk Change Charge</b>								
First Line		25.00		28.00		50.00		56.00
Each add'l line		9.00		28.00		18.00		56.00
Record Order Charge		10.00		10.00		20.00		20.00
PIC-2 Change (per line)		5.00		5.00		10.00		10.00
<b>Line Restoral Charge</b>								
First Line		64.00		54.00		128.00		108.00
Each add'l line		26.00		54.00		52.00		108.00
Restoration Charge <sup>1</sup>		85.00		25.00		170.00		50.00
<b>Premises Work Charge</b>								
First 15 minutes		23.00		15.00		46.00		30.00
Each add'l 15 mins		11.00		10.00		22.00		20.00

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<sup>1</sup> Applies for line restoral after Customer-initiated suspension

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

3.1 Local Exchange Service (continued)

3.1.3 Usage Rates: All Local Exchange Service Customers must order service on a per minute usage basis. Following are three (3) calling options. These rates will apply to all outgoing direct-dialed calls placed to Stations within the caller's local exchange area, as defined herein.

Option 1

Option 1 rates are postalized rates (single rate) regardless of the mileage associated with an intraLATA call. There is a peak and off-peak rate (see following for definition of peak & off-peak). Option 1 Toll Rates mirror the Customer's Local Service usage rates. Therefore, the customer is billed one rate for both local and interLATA calls.

Option 2

Option 2 establishes postalized peak and non-peak rate for all non-local calls.

Option 3

Option 3 establishes a peak/non-peak rate based upon the Customer's dialing pattern. For example, all calls made within a LATA dialing seven (7) digits will have a distinct rate from those calls made within a LATA dialing eleven (11) digits.

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

3.1 Local Exchange Service (continued)

3.1.4 Per Minute Usage Rate: Rates are set forth in Section 6.

3.1.4.1 Timing of Local Exchange Calls

Unless otherwise indicated, all calls are timed in six-second increments and all calls that are fractions of a minute are rounded up to the next six-second increment.

For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

3.1.4.2 Time Periods Defined

Peak: 8:00 a.m. to, but not including 5:00 p.m. - Monday through Friday

Off-Peak: 5:00 p.m. to, but not including 8:00 a.m. - Monday through Friday, all day Saturday and Sunday, and all Holidays.

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

All times refer to local time.

## LOCAL EXCHANGE SERVICE

**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

## 3.2 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

3.2.1 Each call to Directory Assistance will be charged as follows:

	<u>Per Call</u>	<u>Maximum Rate Per Call</u>
AT&T Service Areas	\$1.25	\$2.50
Frontier Service Areas	\$0.40 (local)	\$0.80
	\$0.95 (national)	\$1.90

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

3.2.2 A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call;
- or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.3 Operator Assistance**

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. Rates applicable to the following services are:

**Third Number Billing:** Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

**Collect Calls:** Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

**Calling Cards:** Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

**Person to Person:** Calls completed with the assistance of any operator to a particular Station and person specified by the Caller. The call may be billed to the called party.

**Station to Station:** Calls completed with assistance of an operator to a particular Station. The call may be billed to the called party.

**General Assistance:** The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 Telephone numbers, but does not request the operator to complete a call.

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

3.3 Operator Assistance (continued)

3.3.1 Busy Line Verification and Interrupt Service: Service is currently not available. Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the customer with the following options:

3.3.1.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

3.3.1.2 Busy Line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

3.3.1.3 Rates: Rates for Busy Line Verification and Interrupt Service will apply under the following circumstances:

3.3.1.3.1 The operator verifies that the line is busy with a call in progress.

3.3.1.3.2 The operator verifies that the line is available for incoming calls.

3.3.1.3.3 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption, charges are set forth in Section 6.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.4 Directory Listings**

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant local exchange service provided in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

- 3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 3.4.2 The Company may refuse a listing which is known to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.3 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules and respect thereto.
- 3.4.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

3.4 Directory Listings (continued)

3.4.5 Directory listings are provided in connection with each Customer service as specified herein.

3.4.5.1 Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.

3.4.5.2 Additional Listings: In connection with business service, additional listings are available only in the names of the Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.5.8.

3.4.5.3 Non-published Listings: Listings that are not printed in directories or available from Directory Assistance.

A Non-published Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Non-published listings are specified in Section 6.

3.4.5.4 Non-listed Numbers: A Non-listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for Non-listed numbers are specified in Section 6.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)****3.4 Directory Listings (continued)****3.4.5 (continued)**

3.4.5.5 Foreign Listings: Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

3.4.5.6 Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

3.4.5.7 Reference Listings: A listing including additional telephone numbers of the same or another customer to be called in the event there is no answer from the Customer's telephone. Charges for reference listings are specified in Section 6.

3.4.5.8 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are set forth in rate schedule attachments.

3.5 Emergency Services: Both Basic and Enhanced 911 (E911) allow Customers to reach appropriate emergency services including police, fire and medical services. Subject to availability, Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

3.6 Presubscriptions-2 (PIC-2): PIC-2 allows Customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. The rates specified in Section 6 will apply each time the Customer requests a change to their intraLATA PIC, subsequent to the initial designation.

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - SERVICE DESCRIPTIONS (continued)**

- 3.7 Vanity Telephone Numbers: Service currently not available. At the request of the Customer, the Company may be assigned a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3. Rates are set forth in Section 6.
- 3.8 Relay South Carolina – 711: This free service connects people using a TTY (text telephone) who are deaf, hard-of-hearing or speech disabled with a standard telephone. The relay operator (OPR) "relays" the conversation between the two. A Customer will be able to access the state provider(s) to complete such calls. Local relay calls placed from any telephone or a payphone are free. The user will be responsible for the long distance charges. A Customer will be able to access the state provider(s) to complete such calls.

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LOCAL EXCHANGE SERVICE

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**SECTION 4 - PROMOTIONAL OFFERINGS**

- 4.1 Promotional Offerings: The Company may make promotional offerings to its service which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offering and the locations where the offerings are made. These promotional offerings will be filed with the Commission at a minimum of 14 days prior to their effective date. Promotional offerings will be filed with the ORS and the Commission via transmittal letter as such offerings are temporary in nature.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 5 - INDIVIDUAL CASE BASE (ICB) ARRANGEMENTS**

- 5.1 Individual Case Base (ICB) Arrangements: Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to request by customers to Company, for proposals or for competitive bids. Service offered under this tariff provision will be provided to the Customer pursuant to contract. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis. All Individual Case Base Arrangements will be made available to the Commission and ORS upon request.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 – LOCAL EXCHANGE SERVICES****6.1 General**

Services provided in this tariff section are available on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of AT&T local exchange services. The rates, terms and conditions set forth in this Section 6 are not applicable to the Company's provision of service within the service area of any other incumbent local exchange carrier or where the Company provides service, in whole or in part, over its own facilities (OnNet). The rates, terms and conditions set forth in this Section 6 are available on a retail basis only and will not be provided for resale to any other carrier.

All rates set forth in this Section 6 are subject to change and may be changed by the Company pursuant to notice requirements established by the South Carolina Public Service Commission. The rates, terms and conditions set forth in this Section 6 are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of AT&T's local exchange services, in whole or in part, prior to the effective date hereof.

Pursuant to the South Carolina Public Service Commission's Order No. 95-658 (issued March 20, 1995), the Company makes the following affirmation relating to the Company's provision of services:

As a telephone utility under the regulation of the Public Service Commission of South Carolina, the Company does hereby assert and affirm that as a reseller of intrastate telecommunications service, the Company will not indulge or participate in deceptive or misleading telecommunications marketing practices to the detriment of consumers in South Carolina, and will comply with those marketing procedures, if any, set forth by the Public Service Commission. Additionally, the Company will be responsible for the marketing practices of its contracted telemarketers for compliance with this provision. The Company understands that violation of this provision could result in a rule to show cause as to the withdrawal of its certification to complete intrastate telecommunications traffic within the state of South Carolina.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)****6.2 Standard Business Local Exchange Service**

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment. An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided- Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas,

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line. No usage charges will apply to calls received by the Customer. Nonrecurring charges for installation or rearrangement of service are billed on the next month's bill immediately following work performed by the Company.

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.3 NHC Standard Business Service - Basic

Monthly Service Fee per Line: NHC Standard Business Service- Basic - Zones 1-3

Month to Month	\$41.00
1 Year Term	\$37.00
2 Year Term	\$36.00
3 Year Term	\$35.00

Usage Rate per Minute:

	<u>Local/Home Region</u>	<u>IntraLATA</u>
Basic	Included	\$0.059

Features:

NHC Standard Business Service- Basic includes any two Standard and/or Deluxe features.

Complimentary Features	No charge
Star Features, per occurrence	\$1.00
Standard Features, monthly fee per features, per line	\$5.00
Deluxe Features, monthly fee per feature, per line	\$7.50
Unlimited Feature Package, monthly fee per line	\$9.00
Hunting, per line monthly	\$4.00
Toll Blocking Features	
Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.3 NHC Standard Business Service- Centrex

	Monthly Service Fee		
	Zone 1	Zone 2	Zone 3
Month to Month	\$34.00	\$37.00	\$37.00
One year term	\$31.00	\$34.00	\$34.00
Two year term	\$30.00	\$33.00	\$33.00

## Home Region Calls

## Per Minute Rate

IntraLATA	\$0.039
Intrastate	\$0.059

## Local Service Features (maximum rates):

Star Features, per occurrence	\$1.50
Standard Features, each per line monthly	\$5.00
Deluxe Features, each per line monthly	\$7.50
Basic Feature Package – Choose any three features, per line monthly	\$15.00
Unlimited Feature Package: per line monthly included	\$24.00
Hunting, per line monthly	\$4.00

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.4 Service Order and Change Charges Non-Recurring

	<u>Business</u>
Local Line New Installation, 1st line	\$67.00
Local Line New Installation, additional lines	\$15.00
Line Change Charge, 1st line (moves, transfers)	\$40.00
Line Change charge, additional lines	\$18.00
Feature Add or Change Charge	\$20.00
Premises Work Charge, 1st 30 minutes	\$45.00
Premises Work Charge, additional 15 minutes	\$15.00
Dual service per line (same dial tone at 2 locations)	\$24.00
Network usage traffic survey report, per line	\$25.00
Directory Listing Change Charge	\$5.00
Busy Line Verification	\$2.50
Jacks & Wiring – Prewire (1st operation)	\$75.00
Jacks & Wiring – Prewire (ea. additional)	\$30.00
Jacks & Wiring – Installation/rearrange (1st time)	\$85.00
Jacks & Wiring – Installation/rearrange (additional)	\$40.00
Maintenance repair or replace, 1st hour	\$110.00
Maintenance repair or replace, additional hour	\$46.00

## 6.5 Directory Assistance and Directory Listings

## 6.5.1 Directory Assistance

<u>Local Directory Assistance</u>	<u>Per query</u>
Direct dialed	\$1.99
Via operator	\$1.99

## 6.5.2 Directory Listings

	<u>Business</u>
Additional Listing (per listing)	\$2.30
Non-Listed Number (per number)	\$3.50
Non-Published Number (per number)	\$5.50

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)****6.6 Universal Service Fund**

The Universal Service Fund has been established to help pay for keeping local phone rates affordable for low income customers. The amount of the surcharge will be consistent with the rate set by the Commission from time to time.

**6.7 Term Liability/Termination Charges**

If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to the Company from the Customer. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

**6.8 Account Maintenance Fee**

All Business Customers will be charged a monthly account maintenance fee on each monthly detailed invoice of \$3.95. If the customer has multiple invoices delivered to different service locations, a fee of \$1.95 will be charged for each detailed invoice. If the Customer elects to receive their monthly invoice electronically, the fee will be \$1.95 for both Single and Multi-Location Business Customers Invoiced.

**6.8.1 Monthly Recurring Charges**

Business Single Location \$3.95  
Business Multi Locations \$1.95

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.9 Carrier Presubscription

## Nonrecurring Charges

Per business, trunk, or port:	\$15.00
Customers who do not choose a long distance carrier	\$3.95

## 6.10 Reconnection Charge

A Reconnection Charge of \$25.00, or the highest allowed by law, will be assessed in accordance with the terms and conditions of this tariff and pursuant to South Carolina law and Commission regulations.

## 6.11 Return Check Charge

A charge of \$25.00 will be assessed for any check or other form of payment returned by the drawee bank or other financial institution for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or financial institution. This charge will be assessed in addition to any charges assessed by the drawee bank or any other financial institution. If a Customer who has received a notice of discontinuance pays its bill with a check that is subsequently dishonored, the account status shall remain unpaid and the Company is not required to issue any additional notice before disconnecting service.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)****6.12 Credit Card Convenience Fee**

The Company will assess a Credit Card Convenience fee to recover certain costs associated with certain operational issues relating to the provisioning and billing of credit card services. This charge will apply when a Customer requests to pay their invoice via a credit card.

Credit Card Convenience Fees:	Monthly
\$100 & below	\$1.95
\$101 - \$200	\$3.00
\$201 - \$300	\$6.00
\$301 - \$400	\$9.00
\$401 - \$500	\$12.00
\$501 - \$600	\$15.00
\$601 - \$700	\$18.00
\$701 - \$800	\$21.00
\$801 - \$900	\$24.00
\$901 - \$999	\$27.00
\$1000 & above	Multiply charge amount by .03

Example: \$1000 X .03 = \$30.00

## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.13 NHC Business – PBX

Monthly Service Fee per Line: NHC Standard Business Service- Basic - Zones 1-3

	Zone 1	Zone 2	Zone 3
Month to Month	\$40.00	\$46.50	\$54.00
One year term	\$36.00	\$42.00	\$49.00
Two year term	\$34.00	\$41.00	\$48.00
Three year term	\$32.00	\$40.00	\$47.00

Usage Rate per Minute:

	<u>Local/Home Region</u>	<u>IntraLATA</u>
Basic	Included	\$0.059

Features:

NHC Standard Business Service- Basic includes any two Standard and/or Deluxe features.

Complimentary Features	No charge
Star Features, per occurrence	\$1.00
Standard Features, monthly fee per features, per line	\$5.00
Deluxe Features, monthly fee per feature, per line	\$7.50
Unlimited Feature Package, monthly fee per line	\$9.00
Hunting, per line monthly	\$4.00

Toll Blocking Features

Option 1	\$5.50
Option 2	\$5.50
Option 3	\$5.50
Option 4	No charge
Option 5	\$1.50
Option 6	\$3.50

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.14 Remote Call Forwarding

## 6.14.1 Nonrecurring Charges

Activation Fee	\$25.00 per pathway
Out of Network Fee	\$5.00 per pathway

## 6.14.2 Usage and Monthly Charges

Monthly Charge	\$21.00 per pathway
Per Minute Local	\$0.023
Per Minute IntraLATA/Intrastate	\$0.045

## 6.15 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption. If the Customer has the operator interrupt a call, both the Busy Line Verification and the Emergency Interrupt charge will apply.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

## 6.15.1 Rates

	<u>Per request</u>
Busy Line Verification	\$2.50
Emergency Interrupt	\$5.00

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.16 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an un-discountable per call charge is applicable to all intrastate calls that originate from any pay telephone, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any re-originated call (e.g., using the “#” symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call:           \$0.65

## 6.17 Local Number Portability

Provides ability for Customers to retain their existing telephone number when moving to a new service provider.

	<u>Monthly Recurring</u>
Local Number Portability (per number)	\$0.35

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.18 Operator Assistance

## Local Per Call Service Charges

## Calling Card

Customer Dialed \$3.50

Operator Handled \$3.95

## Station-to-Station, Collect, Third Party Billed

Automated \$3.50

Operator Handled \$3.95

Person-to-Person \$6.50

## 6.19 Custom Billing Reports

	<u>Monthly Recurring Charge</u>	<u>Nonrecurring Charge</u>
Custom Billing Services	\$10.00	\$75.00
Billing Report Changes	\$0.00	\$25.00
Bill Image CD Copy	\$20.00	\$0.00
Call Detail CD Copy	\$20.00	\$10.00
Call Detail E-Mail File	\$5.00	\$20.00

## 6.20 Common Charges

	<u>Nonrecurring Charge</u>
Maintenance Work Charge	
First Hour	\$184.00
Additional hour	\$90.00
Inside Wiring Voice Data Option 1	\$200.00
Inside Wiring Voice Data Option 2	\$245.00
D-Marc Extension Voice/Data	\$375.00
Missed Appointment Fee	\$150.00
Customer Premise Site Survey	\$225.00

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.21 POTS Service

	<u>Nonrecurring Charge</u>
New Line Install	
Initial Line	\$95.00
Additional Line	\$36.00
Change Fee	\$20.00
Change Fee (post-FOC)	\$100.00
Traffic Study, per line	\$50.00
Busy Line Verification	\$7.50
Jacks and Wiring	
Initial Jack	\$85.00
Additional Jack	\$65.00
Premise Work Charge	
First Hour	\$184.00
Each Additional 30 Min.	\$45.00
Dual Service, per line	\$24.00

## 6.22 T-1 Service

	<u>Nonrecurring Charge</u>
Customer Premise Visit	
Initial 2 Hours	\$225.00
Additional hour	\$90.00
T-1 Change Fee	\$150.00
T-1 Feature Change Fee	\$25.00
Order Modification Fee (pre-FOC)	\$100.00
Order Modification Fee (post FOC)	\$250.00
Order Cancellation Fee (post FOC)	\$495.00
After Hour Activation	\$750.00

## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.23 Primary Access

## 6.23.1 Installation Fee

<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>
\$750	\$500	\$0

## 6.23.2 Features

First 20 DIDs	Included
Additional DIDs	\$0.20 per number monthly
Caller ID Name and Number	\$25.00 per month
Direct Trunk Overflow	\$50.00 per path

## 6.23.3 T-1 Monthly Service Fee

Customers may choose from one of the Tier and Term Plan Options below. Tiers are equal to the number of circuits turned up on the T-1 facility for voice grade services.

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 1	\$428	\$389	\$369	\$349
Tier 2	\$440	\$400	\$380	\$360
Tier 3	\$450	\$409	\$389	\$369
Tier 4	\$460	\$418	\$398	\$378
Tier 5	\$470	\$427	\$407	\$387
Tier 6	\$479	\$435	\$415	\$395
Tier 7	\$484	\$440	\$420	\$400
Tier 8	\$498	\$452	\$432	\$412
Tier 9	\$508	\$462	\$442	\$422
Tier 10	\$517	\$470	\$450	\$430
Tier 11	\$527	\$479	\$459	\$439
Tier 12	\$537	\$488	\$468	\$448
Tier 13	\$547	\$497	\$477	\$457
Tier 14	\$553	\$502	\$482	\$462
Tier 15	\$560	\$509	\$489	\$469

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.23 PrimaryAccess (continued)

## 6.23.3 T-1 Monthly Service Fee (continued)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 16	\$566	\$514	\$494	\$474
Tier 17	\$571	\$519	\$499	\$479
Tier 18	\$577	\$524	\$504	\$484
Tier 19	\$583	\$530	\$510	\$490
Tier 20	\$589	\$535	\$515	\$495
Tier 21	\$594	\$540	\$520	\$500
Tier 22	\$601	\$546	\$526	\$506
Tier 23	\$607	\$551	\$531	\$511
Tier 24	\$612	\$556	\$536	\$516
Tier 25	\$618	\$561	\$541	\$521
Tier 26	\$624	\$567	\$547	\$527
Tier 27	\$571	\$572	\$552	\$532
Tier 28	\$635	\$577	\$557	\$537
Tier 29	\$642	\$583	\$563	\$543
Tier 30	\$647	\$588	\$568	\$548
Tier 31	\$653	\$593	\$573	\$553
Tier 32	\$658	\$598	\$578	\$558
Tier 33	\$665	\$604	\$584	\$564
Tier 34	\$670	\$609	\$589	\$569
Tier 35	\$676	\$614	\$594	\$574
Tier 36	\$682	\$620	\$600	\$580
Tier 37	\$688	\$625	\$605	\$585
Tier 38	\$693	\$630	\$610	\$590
Tier 39	\$699	\$635	\$615	\$595
Tier 40	\$706	\$641	\$621	\$601
Tier 41	\$711	\$646	\$626	\$606
Tier 42	\$717	\$651	\$631	\$611
Tier 43	\$722	\$656	\$636	\$616
Tier 44	\$730	\$663	\$643	\$623
Tier 45	\$735	\$668	\$648	\$628

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## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.23 PrimaryAccess (continued)

## 6.23.3 T-1 Monthly Service Fee (continued)

<u>Pricing Tier</u>	<u>Month to Month</u>	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>
Tier 46	\$741	\$673	\$653	\$633
Tier 47	\$746	\$678	\$658	\$638
Tier 48	\$753	\$684	\$664	\$644
Tier 49	\$758	\$689	\$669	\$649
Tier 50	\$765	\$694	\$674	\$654
Tier 51	\$770	\$700	\$680	\$660
Tier 52	\$776	\$705	\$685	\$665
Tier 53	\$781	\$710	\$690	\$670
Tier 54	\$787	\$715	\$695	\$675
Tier 55	\$794	\$721	\$701	\$681
Tier 56	\$799	\$726	\$706	\$686
Tier 57	\$805	\$731	\$711	\$691
Tier 58	\$811	\$737	\$717	\$697
Tier 59	\$817	\$742	\$722	\$702
Tier 60	\$822	\$747	\$727	\$707
Tier 61	\$828	\$752	\$732	\$712
Tier 62	\$834	\$758	\$738	\$718
Tier 63	\$840	\$763	\$743	\$723
Tier 64	\$845	\$768	\$748	\$728
Tier 65	\$852	\$774	\$754	\$734
Tier 66	\$857	\$779	\$759	\$739
Tier 67	\$863	\$784	\$764	\$744
Tier 68	\$868	\$789	\$769	\$749
Tier 69	\$875	\$795	\$775	\$755
Tier 70	\$880	\$800	\$780	\$760
Tier 71	\$886	\$805	\$785	\$765
Tier 72	\$891	\$810	\$790	\$770
Tier 73	\$898	\$816	\$796	\$776
Tier 74	\$904	\$821	\$801	\$781
Tier 75	\$909	\$826	\$806	\$786

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LOCAL EXCHANGE SERVICE

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

6.24 Optional Calling Features

A. Rates

1. Features and Feature Packs

The Features and Feature Packs listed below are optional calling feature packages, picked when Customer subscribes to NHC Standard Business Service – Basic or Centrex.

(a) Standard Features

- |   |                                      |
|---|--------------------------------------|
| Anonymous Call Rejection                          | Call Trace                           |
| Call Forwarding                                   | Preferred Call Forwarding            |
| Call Forwarding - Busy                            | Call Forwarding – Busy Line          |
|   | Multipath                            |
| Call Forwarding – No Answer                       | Flexible Call Forwarding             |
| Call Forwarding – No Answer/Ring Control          | Remote Activation of Call Forwarding |
| Call Forwarding – Busy Line Don't Answer          | Call Waiting                         |
| Call Forwarding – Busy Line (customer controlled) | Internet Call Waiting                |
| Call Forwarding – No answer (customer controlled) | Caller ID – Number Only              |
| Distinctive Ring – 1 Line                         | Foreign Additional Listing           |
| Distinctive Ring - 2 Lines                        | Non-Published Number                 |
| Additional Listing                                | Non-Listed Number                    |
| Speed Dialing 8 Number                            | Three Way Calling                    |
| Priority Call                                     | Selective Class of Call Screening    |
| All Call Block                                    | Call Repeat                          |
| Call Block  | Call Return                          |
| Call Selector                                     |                                      |

MAXIMUM Per Line, Per month: \$3.50

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LOCAL EXCHANGE SERVICE

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

6.24 Optional Calling Features (continued)

A. Rates (continued)

1. Features and Feature Packs, (continued)

(b) Deluxe Features

Call Waiting Deluxe	Flexible Call Forwarding
Call Waiting ID – Name Only	Flexible Call Forwarding with Name
Call Waiting Deluxe – Number Only	Flexible Call Forwarding with Audio Calling Name
Caller ID Deluxe	Three Way Calling with Transfer
Enhanced Caller ID	Speed Dialing Deluxe - 30
Caller ID Name & Number with ACR	

MAXIMUM Per Line, Per month: \$4.00

(c) Five Feature Package

MAXIMUM - Five Standard or Deluxe Features, per line monthly: \$15.00

(d) Unlimited Feature Package \*

MAXIMUM, Per line monthly \$24.00

(e) Hunting

MAXIMUM, Per line monthly \$8.00

## LOCAL EXCHANGE SERVICE

**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

## 6.24 Optional Calling Features (continued)

## A. Rates (continued)

## 2. Features Offered on a Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

<u>Optional Calling Feature</u>	<u>Business</u>
Flexible Call Forwarding	\$8.55
Flexible Call Forwarding with Audio Calling Name	\$10.45
Call Forwarding Variable	\$4.70
Call Forwarding Variable with Remote Access	\$8.50
Call Forwarding Don't Answer –Basic	\$2.80
Call Forwarding Don't' Answer with Ring Control	\$5.94
Call Forwarding Don't' Answer with Customer Control	\$5.94
Call Forwarding Busy Line – Basic	\$2.80
Call Forwarding Busy Line with Customer Control	\$5.94
Call Waiting Basic	\$4.70
Caller ID-Basic	\$8.50
Caller ID –Deluxe	\$9.45
Caller ID-Deluxe with Anonymous Call Rejection	\$9.50
Anonymous Call Rejection	\$3.56
Call Block	\$4.28
Call Return	\$4.70
Call Selector	\$4.28
Call Tracing	\$4.70
Calling Number Delivery Blocking (per line equipped)	\$0.00
Message Waiting Indication – Audible	\$0.57
Message Waiting Indication – Audible and Visual	\$0.48
Multiple Directory Number Distinctive Ringing –First DN	\$7.55
Multiple Directory Number Distinctive Ringing –Second DN	\$9.45
Preferred Call Forwarding	\$4.70

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LOCAL EXCHANGE SERVICE

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**SECTION 6 – LOCAL EXCHANGE SERVICES (continued)**

6.24 Optional Calling Features (continued)

A. Rates (continued)

2. Features Offered on a Monthly Basis (continued)

<u>Optional Calling Feature</u>	<u>Business</u>
Repeat Dialing	\$4.28
Speed Dialing (30 codes)	\$4.70
Speed Dialing (8 codes)	\$4.70
Three Way Calling	\$4.70