

REGULATIONS, TERMS, CONDITIONS,
AND RATES APPLICABLE TO
INTRASTATE TELECOMMUNICATIONS SERVICES
FURNISHED BY

OTELCO TELECOMMUNICATIONS LLC
d/b/a OTT COMMUNICATIONS

January 1, 2017

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Otelco Telecommunications LLC

Terms and Conditions

General Description of Services Offered

1. These Terms and Conditions and Rate Schedules govern Company services originating and terminating at points within Massachusetts. Specific services and rates are described in the Rate Schedules.
2. The Company's intrastate service territory is the Commonwealth of Massachusetts. Services are available 24 hours per day, 7 days a week.
3. Company services are available for residential and business customers.

Effective: January 1, 2017

Ed Tisdale
Senior Vice President &
General Manager – Northeast Operations

Terms and Conditions

Credit, Collection and Dispute Resolution Procedures

1. Application for service, billing, payment, deposit, disconnection, dispute resolution and other credit and collection procedures are governed by D.P.U. 18448.
2. The Company does not charge a fee to establish service.
3. For billing purposes, service is established on the date the customer's PIC is switched to the Company's network.
4. The Company bills charges monthly in arrears. For billing purposes, a month consists of thirty (30) days.
5. The Company does not charge a fee to restore service that was disconnected for non-payment of bills, violation of the Terms and Conditions, or fraudulent use of the Company's services.
6. All state and local taxes (i.e. sales tax) are listed as separate line items and are not included in the rates quoted in the Rate Schedules.
7. All customer bills are due and payable when presented. The bill becomes past due no less than 30 days after postmarked. Once a bill is past due, the carrier may proceed with credit and collection activities and a late payment fee on the undisputed past due amount may be assessed.
8. Customer complaints are handled by a full service customer service department

Terms and Conditions

Interruption of Service

1. The Company will attempt to provide continuous and uninterrupted service. When the Company schedules a service interruption for maintenance or repairs, the Company will notify customers of the cause and expected duration of the interruption at least 24 hours in advance, when possible.
2. Upon customer request, the Company will credit a customer's account for service interruptions which are not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer. Before requesting a credit, the customer will take reasonable steps to verify that the trouble could not have been prevented by the customer and is not in the customer's wiring or

Rate Schedule (Continued)

fraction thereof after connection is made. The additional minute is each minute or any fraction thereof after the initial minute.

1.3 Rates

\$ 0.10 per minute

Customer may qualify for Optional Calling Plans as offered by the Company from time to time.

2. 800/888 Service

2.1 Service Description

800/888 Service is a one-way inbound service provided by the Company which terminates on a regular telephone line. The Customer is responsible for payment of all charges associated with calls terminated through this service, rather than the calling party.

2.2 Application of Rates

Unless otherwise waived for promotional purposes, a onetime fee applies per 800/888 line assigned at request of the customer.

A monthly recurring charge applies for each number assigned to the customer.

800/888 Service rates are quoted in terms of each minute. Each minute is rounded up to the nearest whole minute.

2.3 Rates

(a) Non-Recurring Installation Charge

In addition to the Monthly Recurring Charge and the Usage Charge described in this Section, an installation charge of \$10.00 per line for each 800/888 Service terminating line shall be assessed.

