
COMPETITIVE LOCAL EXCHANGE CARRIER

3. SERVICE DESCRIPTIONS

3.1 Local Exchange Service

Provides customer with basic local exchange telephone service. Optional features are available at an additional charge as set forth below. All rates listed below exclude applicable taxes, surcharges, regulatory assessments and fees.

3.2 Exchange Service Areas

For the purposes of determining an Exchange Area Dial Tone monthly rate, the Exchange Areas are classified into one of four (4) Dial Tone Line Cells. The Cell classifications are determined by the following criteria.

<u>Dial Tone Line Cell (D.T.L Rate Group)</u>	<u>Classification Criteria</u>
1	All Philadelphia and Pittsburgh City Exchange Areas or Zones with working pairs per square mile greater than 9,000.
2	All remaining Philadelphia and Pittsburgh City Exchange Areas or Zones.
3	All Philadelphia and Pittsburgh Suburban Exchange Areas or Zones and all other Central Office districts with more than 500 working pairs per square mile.
4	All remaining Exchange Areas.

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3. SERVICE DESCRIPTIONS (contd.)3.3 Residence Exchange Service3.3.1 Non-Recurring Charges

<u>Cell 1</u>	<u>Cell 2</u>	<u>Cell 3</u>	<u>Cell 4</u>
\$36.00	\$36.00	\$36.00	\$36.00

3.3.2 Monthly Recurring

Dial Tone (includes touch-tone service)	\$ 7.00	\$ 7.25	\$ 7.50	\$ 8.00
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Usage Packages

Metropolitan Area Unlimited Option (1)	\$20.00	\$ 20.00	\$24.00	\$24.00
Local Area Unlimited Option (2)	\$ 8.00	\$ 8.00	\$ 6.00	\$ 6.00
Local Standard Usage Option (3)	\$ 2.50	\$ 2.50	\$ 2.60	\$ 2.60
Monthly Allowance	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00
Budget Usage Option (3)	—	—	—	—
Monthly Allowance	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25

(1) Includes unlimited calls within Philadelphia and Philadelphia Suburban exchange areas. (A)

(2) Includes unlimited calls within a specified local calling area. (B)

(3) Additional charges accrue for local outgoing measured usage in excess of the monthly allowance. Charges are based on the measured metropolitan usage schedule. (C)

(A) Includes unlimited calling in customers' local calling area, plus Philadelphia and Suburban Philadelphia 215, 267, 784 and 610 areas.

(B) Includes unlimited calling in customers' local calling area.

(C) Dialed calls to numbers in Local Calling Area are charged at Metro Call Band 1 Rates. See Section 4 for Metro Call Band detail rates.

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COMPETITIVE LOCAL EXCHANGE CARRIER

3. SERVICE DESCRIPTIONS (contd.)

3.3 Residence Exchange Service (contd.)

3.3.3 Measured Metropolitan Use Rate Schedules

Dial Station-to-Station Calls - Metro Call Band 1:

	<u>Per Call</u>
Weekday Rate	\$0.07
Night and Weekend Rate	\$0.028

Weekday Rate - applies to calls placed Monday through Friday, 8:00 AM to 10:00 PM.

Night and Weekend Rates - applies to calls placed at all other times.

Dial Station-to-Station Calls - Metro Call Bands 2-6: (A)

Metro Call Band	<u>DAY</u>		<u>EVENING (OFF-PEAK)</u>		<u>NIGHT/WEEKEND</u>	
	<u>Initial Minute</u>	<u>Additional Minute</u>	<u>Initial Minute</u>	<u>Additional Minute</u>	<u>Initial Minute</u>	<u>Additional Minute</u>
2	\$0.09	\$0.03	\$0.05	\$0.02	\$0.03	\$0.01
3	\$0.11	\$0.04	\$0.06	\$0.03	\$0.04	\$0.01
4	\$0.13	\$0.05	\$0.08	\$0.04	\$0.05	\$0.02
5	\$0.16	\$0.06	\$0.10	\$0.04	\$0.05	\$0.02
6	\$0.19	\$0.07	\$0.11	\$0.05	\$0.06	\$0.02

Day Rate - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 AM to 5:00 PM.

Evening Rate - applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 PM to 10:00 PM.

Night and Weekend Rate - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 PM to 8:00 AM, and all day Saturday and Sunday.

(A) Customer calling zones are listed in Section 4. Metro Calling Band areas may be found in Section 4..

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3. SERVICE DESCRIPTIONS (contd.)

3.3 Residence Exchange Service (contd.)

3.3.4 Residence Optional Package

- A. General: The Residence Optional Local Package is an optional service package which provides customers with a choice of one of three service options: (1) Standard Option , (2) Premium Option, for one flat monthly rate, (3) Unlimited Option.
- B. Regulations: The Standard, Premium or Unlimited Local Package consists of the following basic features:
 - Unlimited local usage
 - Dial Tone Line with touch-tone
 - Choice of specific Optional Central Office Services with each Package options (Premium or Unlimited).
 - Unlimited long distance usage (within Continental US 48 states - Unlimited Option Only)

C. Rates:

	<u>Monthly</u> <u>Rate</u>
(1) The Standard Option	\$15.00
(2) The Premium Option including a choice of two compatible Central Office Features	\$21.59
(3) The Unlimited Option including a Choice of four compatible Central Office Features	\$42.11

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3. SERVICE DESCRIPTIONS (contd.)

3.4 Business Exchange Service

3.4.1 Non-Recurring Charges

<u>Cell 1</u>	<u>Cell 2</u>	<u>Cell 3</u>	<u>Cell 4</u>
\$67.50	\$67.50	\$67.50	\$67.50

3.4.2 Monthly Recurring

Business Dial Tone

Individual Line	\$ 11.50	\$11.48	\$13.71	\$20.00
Multi-Line Subscriber	\$ 11.00	\$ 9.57	\$11.82	\$19.00

Usage Packages

Local Area Valu-Pak Option (1)	\$ 18.00	\$16.56	\$16.56	\$18.00
Monthly Allowance	\$ 22.00	\$21.60	\$21.60	\$22.00
Local Area Standard Option (1)	\$ 6.50	\$ 6.21	\$ 6.21	\$ 6.50
Monthly Allowance	\$ 8.00	\$ 7.20	\$ 7.20	\$ 8.00

(1) Additional charges accrue for local outgoing measured usage in excess of the monthly allowance. Charges are based on the measured metropolitan usage rate schedule. (A) (B)

(A) Dialed calls to numbers in Local Calling Area are charged at Metro Call Band 1 Rates.
 (B) NXX's associated with each particular exchange or zone may be found in the telephone directory published by Verizon- PA provided in the customers exchange area.

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3. SERVICE DESCRIPTIONS (contd.)

3.4 Business Exchange Service (contd.)

3.4.3 Measured Metropolitan Use Rate Schedules

Dial Station-to-Station Calls - Metro Call Band 1:

	<u>Per Call</u>
Weekday Rate	\$0.07
Night and Weekend Rate	\$0.028

Weekday Rate - applies to calls placed Monday through Friday, 8:00 AM to 10:00 PM.

Night and Weekend Rates - applies to calls placed at all other times.

Dial Station-to-Station Calls - Metro Call Bands 2-6: (A)

<u>Metro Call Band</u>	<u>DAY</u>		<u>EVENING (OFF-PEAK)</u>		<u>NIGHT/WEEKEND</u>	
	<u>Initial Minute</u>	<u>Additional Minute</u>	<u>Initial Minute</u>	<u>Additional Minute</u>	<u>Initial Minute</u>	<u>Additional Minute</u>
2	\$0.09	\$0.03	\$0.05	\$0.02	\$0.03	\$0.01
3	\$0.11	\$0.04	\$0.06	\$0.03	\$0.04	\$0.01
4	\$0.13	\$0.05	\$0.08	\$0.04	\$0.05	\$0.02
5	\$0.16	\$0.06	\$0.10	\$0.04	\$0.05	\$0.02
6	\$0.19	\$0.07	\$0.11	\$0.05	\$0.06	\$0.02

Day Rate - applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 AM to 5:00 PM.

Evening Rate - applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 PM to 10:00 PM.

Night and Weekend Rate - applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 PM to 8:00 AM, and all day Saturday and Sunday.

(A) Customer calling zones are listed in Section 4. Metro Calling Band areas may be found in the telephone directory published by Verizon- PA provided in the customers local exchange area.

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3. SERVICE DESCRIPTIONS (contd.)

3.4 Business Exchange Service (contd.)

3.4.4 Business Optional Package

(1) General: The Business Option Local Package is an optional service package which provides customers with a choice of one or two service options: (1) Standard Option or (2) Unlimited Option for one flat monthly rate.

(2) Regulations: The Standard or Unlimited Local Package consists of the following basic features:
-Unlimited Local Usage
-Dial tone line with touch tone
-Choice of specific Optional Central Office Services with each Package Option
-Unlimited long distance usage (within Continental US 48 states- Unlimited Option Only).

(3) <u>Rates</u>	<u>Monthly Rate</u>
(a) The Standard Option including a choice of up to three compatible Central Office Service Features	\$32.00
(b) The Unlimited Option including a choice of up to four compatible Central Office Service Features	\$45.00

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3. SERVICE DESCRIPTIONS (contd.)

3.5 Optional Features

3.5.1 Description

The following optional features are available to individual line business and residential customers where Company facilities and customer configuration permit:

Call Block: This services gives the customer the ability to prevent future calls from specific telephone numbers.

Call Forwarding: This feature allows incoming calls to a line that is busy to be forwarded to another line specified by the customer.

Call Forwarding - Busy Line, Don't Answer: Call Forwarding-Busy Line, Don't Answer (CF-BL, DA) is a service offering that consists of two separate features, Call Forwarding-Busy Line (CF-BL) and Call Forwarding-Don't Answer(CF-DA). On a monthly basis customers may subscribe to one feature or to both features combined. This offering is available to individual line Residence and Business customers, excluding Exchange Access Lines associated with Direct Inward Dialing, WATs, Centrex.

Call Forwarding - Don't Answer: This feature allows incoming calls to a line that is not answered after a specific number of rings designated by the customer and within parameters defined by the Company to be forwarded to another line specified by the customer.

Call Forwarding Variable: Call Forwarding Variable permits the customer to automatically transfer all incoming calls to a telephone number at another local or toll location. For each call forwarded, measured local use or toll charges based on the customer's class of service will apply to the line onwhich CF-BL, DA is installed.

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3. SERVICE DESCRIPTIONS (contd.)

3.5 Optional Features (contd.)

3.5.1. Description (contd.)

Call Waiting: Call Waiting permits the customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. The customer may alternate between the two calls by operation of the switchhook.

Caller ID: Caller ID is an optional service which allows a customer to see the telephone number of incoming calls. The calling telephone number will be displayed on a customer-provided display unit.

Caller ID With Name: Caller ID With Name is an optional service which, in addition to providing the same capabilities as Caller ID, allows a customer to see the main listed name associated with the telephone number of incoming calls.

Call Trace: Call Trace is an optional service which permits the tracing of the last call received and holds the results for later use by an authorized law enforcement agency. Results of the trace are not available to the customer.

Home Intercom: Home Intercom allows telephone extensions sharing the same telephone number to be used as an intercom system. This service permits the user to signal other extensions sharing the same telephone number by dialing the telephone number associated with the residence customer's access line.

Intercom Plus Service (Residential Only): Intercom Plus Service provides the following capabilities in addition to the Home Intercom feature: (a) Intercom Code Dialing which permits the user to initiate intercom calls; (b) Selective Call Transfer which permits the user to transfer an outside call to an extension; (c) call Hold which permits the user to place an outside call on hold.

Distinctive Ring Service: Distinctive Ring Service enables an individual line subscriber to have up to two telephone numbers (referred to as "Dependent" numbers) assigned to one dial tone line in addition to the main number.

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3. SERVICE DESCRIPTIONS (contd.)

3.5 Optional Features (contd.)

3.5.1. Description (contd.)

Priority Call: This service provides one distinctive audible signal to the called customer when a call from one of up to six specified telephone numbers.

Return Call (*69): This service allows a customer to return the most recent incoming call and hear an announcement of the last telephone number that called.

Select Forward: This service allows the customer to select a maximum of six telephone numbers for forwarding.

Three-way Calling: Three-way Calling permits the customer, by operation of the switchhook, to place an existing call on hold, dial the telephone number of a third party and establish a local or toll three-way conference call.

Supreme Forward Service: Supreme Forward Service combines Call Forwarding Variable with remote access capability. In addition to the current Call Forwarding Variable feature access method, Supreme Forward Service provides customers access from any touch-tone signaling capable telephone.

Line Blocking: All calls are automatically blocked when a customer subscribes to line blocking unless the blocking feature is deactivated.

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3. SERVICE DESCRIPTIONS (contd.)

3.5 Optional Features (contd.)

3.5.2. Residential Rates (Per Line)

	Non- Recurring #	Monthly	Per Use	Per Day
Call Block, per line †	\$ 7.00	\$5.00		\$0.50
Call Forwarding - Busy Line * !	\$ 7.00	\$2.00		
Call Forwarding - Busy Line & Don't Answer *†!	\$ 7.00	\$2.00		
Call Forwarding - Don't Answer *!	\$ 7.00	\$2.00		
Call Forwarding Variable †	\$ 7.00	\$3.50		
Call Waiting †!	\$ 7.00	\$5.00		
Caller ID *!	\$ 7.00	\$8.00		
Caller ID With Name *†	\$ 7.00	\$8.50		
Home Intercom	\$ 7.00	\$2.50		
Intercom Plus	\$ 7.00	\$7.00		
Distinctive Ring †				
First Dependent Number	\$ 7.00	\$5.00		
Second Dependent Number	\$ 7.00	\$5.00		
Priority Call	\$ 7.00	\$4.00		\$0.50
Return Call (*69) †	\$ 7.00	\$5.00	\$0.75	
Select Forward	\$ 7.00	\$4.00		\$0.50
Three-Way Calling †	\$ 7.00	\$2.70	\$0.75	
Supreme Forward †	\$ 7.00	\$4.50		
Line Blocking	\$10.00	-		
Call Trace	N/A	N/A	\$3.00	

- Non-recurring Charges apply only when feature is provided separately from initial service connection. Only one Non-recurring charge applies per service request for multiple features ordered.

* - Services not eligible for Monthly Subscription Discounts

(1) Includes any three of the services designated as !

! - Service is eligible for Call Manager Package

(2) Includes any of the services designated as †

† - Service is eligible for Big Deal Package

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3. SERVICE DESCRIPTIONS (contd.)

3.5 Optional Features (contd.)

3.5.2 Residential Rates (Per Line) (contd.)

Package Plans:

	Non- <u>Recurring #</u>	<u>Monthly</u>
Call Manager (1)	\$7.00	\$12.50
Big Deal (2)	\$7.00	\$14.50

Monthly Subscription Discount Rates :

Two Services (per line).....	15%
Three Services (per line).....	20%
Four Services (per line).....	25%
Five or More services (per line).....	30%

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3. SERVICE DESCRIPTIONS (contd.)

3.5 Optional Features (contd.)

3.5.3 Business Rates (Per Line)

	<u>Non- Recurring #</u>	<u>Monthly</u>	<u>Per Use</u>	<u>Per Day</u>
Call Block, per line	\$10.00	\$4.50		\$0.50
Call Forwarding - Busy Line *	\$10.00	\$1.80		
Call Forwarding - Busy Line & Don't Answer *	\$10.00	\$1.80		
Call Forwarding - Don't Answer *	\$10.00	\$1.80		
Call Forwarding Variable	\$10.00	\$4.50		
Call Waiting	\$10.00	\$4.50		
Caller ID *	\$10.00	\$7.65		
Caller ID With Name *	\$10.00	\$8.55		
Distinctive Ring				
First Dependent Number	\$10.00	\$5.85		
Second Dependent Number	\$10.00	\$5.85		
Priority Call	\$10.00	\$2.48		\$0.50
Return Call (*69)	\$10.00	\$3.60	\$0.75	
Select Forward	\$10.00	\$3.15		\$0.50
Three-Way Calling	\$10.00	\$4.50	\$0.75	
Line Blocking	\$20.00	-		
Call Trace	N/A	N/A	\$3.00	

Monthly Subscription Discount Rates :

Two Services (per line).....	15%
Three Services (per line).....	20%
Four Services (per line).....	25%
Five or More services (per line).....	30%

- Non-recurring Charges apply only when feature is provided separately from initial service connection. Only one Non-recurring charge applies per service request for multiple features ordered.

* - Services not eligible for Monthly Subscription Discounts

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3. SERVICE DESCRIPTIONS (Cont'd)

3.6 Directory Listings:

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

3.6.1 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. When more than one line is required to properly list the Customer, no additional charge is made.

3.6.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains 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.

3.6.3 Each listing must be designated Government, Business, or Residence 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 and only residential listings in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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3. SERVICE DESCRIPTIONS (Cont'd)

3.6 Directory Listings: (contd.)

3.6.4 In order for a listing to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

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

- (A) 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.
- (B) Additional Listings: In connection with local exchange service, additional listings are available only in the name of Authorized Users of the Customer's service, as defined herein.
- (C) Non-Published Listings: Listings that are not printed in directories nor available from Directory Assistance.

A Non-Published Telephone Service will be furnished, at the Customer's request providing 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.

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3. SERVICE DESCRIPTIONS (Contd.)3.6 Directory Listings: (contd.)

3.6.5 (Cont'd)

- (D) 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 will be given to any calling party.
- (E) Foreign Listings: Where available, a listing in a phone 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 exchange carrier providing the Foreign Listings.
- (F) 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.

3.7 Directory Listing Rates (contd.)

Listings furnished without charge:	<u>Number of Listings</u>			
For each business telephone number, except centrex	1			
For each residence telephone number when provided at the time service is established	2			
Charge Listings (For each listing in addition to the number specified above)	<u>Residence</u>		<u>Business</u>	
	<u>Non-Recurring</u>	<u>Monthly</u>	<u>Non-Recurring</u>	<u>Monthly</u>
First Listing	\$12.00	\$3.00	\$15.00	\$4.00
Each Subsequent Listing	\$12.00	\$3.00	\$ 9.00	\$4.00
Non-Published Number	\$15.00	\$3.50	\$15.00	\$3.50
Non-Listed Number	\$15.00	\$3.00	\$15.00	\$3.00

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3. SERVICE DESCRIPTIONS (Contd.)**3.7 Directory Assistance Rates: (contd.)**

- 3.7.1 Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. The Company offers 2 free directory assistance calls per month to residential customers.

<u>Charge Per Call</u>	<u>Residential</u>	<u>Business</u>
Local-Direct Dialed	\$1.50	\$1.50
Local-Operator Dialed	\$1.50	\$1.50

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

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

To obtain such a credit, the Customer must notify its Customer Service representative.

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3. SERVICE DESCRIPTIONS (Cont'd)

3.8 Operator Assistance:

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified above, surcharges as specified in Section 3.1.8(a) below will apply.

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 Interchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of an 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 the 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 the call.

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3. SERVICE DESCRIPTIONS (Cont'd)

3.8 Operator Assistance: (contd.)

3.8.1 Operator Assisted Surcharges: The following surcharges will be applied on a per call basis to business and residential customers.

Third Number Billing	\$2.50
Collect Calling	\$2.50
Person to Person	\$4.50
Station to Station	\$2.50
General Assistance	N/C

3.8.2 Busy Line Verification and Interrupt Service: Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

- (A) 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.
- (B) 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.
- (C) Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

- The operator verifies that the line is busy with a call in progress.
- The operator verifies that the line is available for incoming calls.
- 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.

	<u>Per Request</u>
Busy Line Verification	\$2.00
Busy Line Interrupt	\$3.40

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3. SERVICE DESCRIPTIONS (Cont'd)

3.9 9-1-1 Telecommunications Service:

3.9.1 Glossary of Terms:

Host Telephone Company: The service provider, which is also the telecommunications public utility that provides 9-1-1 service to the county/municipality, and that houses the Automatic Location Identification (ALI)/MSAG data used for providing 9-1-1 service.

Telephone Company: A telecommunications public utility regulated by the Pennsylvania Public Utility Commission and which has or requests access to the county/municipality 9-1-1 system or connection to the service selective router, including, but not limited to, local exchange carriers and competitive local exchange carriers. This term is synonymous with "service provider."

Content: The data elements of the MSAG including (but not necessarily limited to) the data elements that are entered into the following fields A-I of a standard MSAG record:

- A. Tax area record
- B. Locality
- C. Street
- D. Thoroughfare
- E. Directional [where required]
- F. Even (E), odd (O), or all (A) [applied to house numbers]
- G. Low-high range of house numbers
- H. PSAP (Public Safety Answering Point)
- I. LAT/LONG (Latitude/Longitude) [where required]

Formatting Format: Shall include changes to the identity of fields, order of fields, and number and arrangement of data elements in each field, and a telephone company's rearrangement or regrouping of such data, without changing the MSAG content, for purposes of validating against MSAG records.

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3. SERVICE DESCRIPTIONS (Contd.)

3.9 9-1-1 Telecommunications Service: (contd.)

3.9.2 Regulations

- A. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company's liability and insurance provisions are fully stated in Pa P.U.C. No. 1 Section 1, General Regulations.
- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider's control prevent service restoration.
- E. The service provider will not use the county's/municipality's MSAG for any purpose that is not directly related to and required for the provision of 9-1-1 service.
- F. The Host Telephone Company will install the county's/municipality's MSAG in "read/write" format and will not modify the content of the MSAG unless requested or permitted to do so by the county/municipality. A request to modify content by the Host Telephone Company shall be responded to by the county/municipality within ten (10) business days or the request is deemed to be approved. The request shall be in writing and shall set forth in reasonable detail the proposed modification and all reasons in support. The request shall be granted provided the modification is necessary for the Host Telephone Company's provision, maintenance, or upgrading of the 9-1-1 service.

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3. SERVICE DESCRIPTIONS (Contd.)

3.9 9-1-1 Telecommunications Service: (contd.)

3.9.2 Regulations (contd.)

- G. The Telephone Company shall not otherwise modify the content of the MSAG, but may make formatting changes approved by the county/municipality necessary to enable the MSAG to conform to the telephone company's information system(s). The request shall be in writing and shall set forth in reasonable detail the formatting changes and all reasons in support. The county/municipality shall respond to the request in ten (10) business days or the request is deemed to be approved. The request shall be granted provided the formatting change does not impair the integrity and accuracy of the MSAG database. For the purposes of this regulation, a content or formatting change does not include the use of the MSAG content in telephone companies' operational support systems to validate customer information for input to the ALI database.
- H. The service provider will not sell, lease, rent, loan or provide, or transfer the county's/municipality's MSAG to any other person(s) or entity(ies) without the express written authorization of the county's/municipality's 9-1-1 coordinator, or his or her designee.
- I. The Telephone Company will not, without the written consent of the county/municipality, modify or create any derivative of the county's municipality's MSAG, except as follows: one (1) mirror image copy of the MSAG may be made in electronic format for archival purposes (the copy may be made in read/write format by the host telephone company, but shall be made solely in read-only format by all other telephone companies), and the telephone company may make a mirror image copy, solely in read-only format and only for database reconciliation, address verification for new connections of service, and other functions that are necessary to ensure that the name and address information provided by the service provider to the county/municipality is accurate and conforms to the county's/municipality's MSAG format.

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3.3. SERVICE DESCRIPTIONS (Contd.)

3.10 Link Up America:

Link Up America is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers. NOTE: Customers who qualify for Link Up America Service may also qualify for Lifeline Service.

3.10.1 Regulations:

Link Up America is available to residence customers who meet the following eligibility criteria:

- A. The applicant must not be a dependent for federal income tax purposes, unless he or she is 60 years of age or older. The applicant must self-certify the requirement set out in (a).
- B. An applicant for Link Up Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Link Up Service participants may be conducted biennially by the Company.

Pennsylvania Department of Public Welfare Link Up America Service Programs:

- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

Additional Eligible Programs (Federal)

- Federal Public Housing
- National School Frec Lunch Program

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3. SERVICE DESCRIPTIONS (Contd.)**3.10 Link Up America: (contd.)****3.10.1 Regulations: (contd.)**

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Link Up America Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Telephone Company.

- C. The Link Up America discount is applicable to one access line (dial tone line) when applied to the installation or relocation of main service at the Customer's principal residence.
- D. Link Up America applicants are not exempt from Telephone Company deposit requirements.
- E. Service will not be established at discounted rates prior to receipt of certification. Service will be established at full Service Connection charges. If certification is received within 60 days of original application, credit will be applied to provide the Link Up America discount.
- F. The Link Up America discount does not apply to applicants who are full time students living in university or college controlled housing.

3.10.2 Rates:

The Link Up America Program provides for a 50% discount on the Service Connection Charge associated with the connection of a new residence exchange access line (dial tone line) as specified in the Telephone Company's tariffs. The total amount of the discount may not exceed \$30.00 and the remaining charges will be billed to the Link Up America customer in monthly installments as specified in the Telephone Company's tariffs.

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3. SERVICE DESCRIPTIONS (Contd.)**3.11 Lifeline Service:**

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations. NOTE: Customers who qualify for Lifeline Service may also qualify for Link Up America Service.

3.11.1 Regulations:

- A. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
- B. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
- (1) One-Party Residence Line Rate or Local Measured Service Option, if available.
 - (2) Directory Listing (standard only).
 - (3) Non-Published or Non-Listed Telephone Number Service.
 - (4) Access to Directory Assistance Service.
 - (5) Touch-Tone Calling Service.
 - (6) Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
 - (7) Access to Operator Services.
 - (8) Voluntary Toll Restriction Option.
 - (9) Link Up America (if eligible).
 - (10) Access to 800/888 Services.
 - (11) Access to Call Trace.
 - (12) Access to Alerting and Reporting Systems (9-1-1 dialing).

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3. SERVICE DESCRIPTIONS (Contd.)**3.11 Lifeline Service: (contd.)****3.11.1 Regulations: (contd.)**

- (13) Access to the Pennsylvania Telecommunications Relay Service.
- (14) Caller ID Per-call and Per-line Blocking
- (15) Other Telecommunications Services at Tariff Rates.

- C. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Public Welfare (DPW) programs, federal public housing, and be able to provide proof of income which is at or below 135% of the annual United States Census Bureau Poverty Level Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline participants may be conducted biennially by the Company.

Pennsylvania Department of Public Welfare Lifeline Service Programs:

- Temporary Assistance for Needy Families (TANF)
- General Assistance (GA)
- Supplemental Security Income (SSI)
- Medicaid
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)

Additional Eligible Programs (Federal)

- Federal Public Housing
- National School Free Lunch Program

The DPW Programs listed above must be certified by DPW. Such certification by DPW will be provided only when a DPW client requests Lifeline Service based on the client's status as a participant in any of the above eligibility programs. Certification by DPW will be limited to confirmation of client's program status (i.e. participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and the Company.

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3. SERVICE DESCRIPTIONS (Contd.)

3.12 Lifeline Service: (contd.)

3.11.1 Regulations: (contd.)

- D. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 2(c) above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by the Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DPW programs in 2 (c) above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (10 working days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained). Upon contacting the Company, the customer will have ten (10) working days to complete the low-income certification or recertification process in order to retain Lifeline Service.
- E. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.
- F. Only services listed in 3.22.1 (b) above will be provided to Lifeline customers. All other premium services offered by the Company will not be available.
- G. Lifeline Service customers are required to apply for the Link Up America benefit when applicable.

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3. SERVICE DESCRIPTIONS (Cont'd)

3.11 Lifeline Service (Cont'd)

3.11.1 Regulations: (contd.)

- H. Customer requested temporary suspension of Lifeline Service is not permitted.
- I. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.
- J. The applicant must not be a dependent for the Federal Income Tax purposes, unless he or she is 60 years of age or older.
- K. Lifeline customers are subject to all Residence service regulations in this and other tariffs of the Company.
- L. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).
- M. Resale of Lifeline Services are subject to wholesale rate obligations under Section 251 (c)(4) of the Telecommunications Act of 1996.
- N. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.
- O. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.
- P. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

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3. SERVICE DESCRIPTIONS (Cont'd)

3.11.2 Lifeline Service Dial Tone Line Monthly Rate

- A. Applicable Residence Dial Tone monthly rate minus \$1.75 ⁽¹⁾
- B. Lifeline Service customers will be billed the applicable Subscriber Line Charge monthly rate and will be given credit for the same amount of the Subscriber Line Charge as prescribed by the Federal Communications Commission at Docket Nos. 00-256, 96-45, 98-77, 98-166, and 00-193 .
- C. Lifeline Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

NOTE:

- (1) The Dial Tone Line and Subscriber Line Charge monthly rate discounts will be reduced to the extent that application of the full discount would not result in rates that are less than zero.

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3. SERVICE DESCRIPTIONS (Cont'd)**3.12 Toll Presubscription****3.12.1 Toll Presubscription Description**

- A. Toll Presubscription is a procedure whereby a customer designates to the Telephone Company the IntraLATA and InterLATA Toll Providers, i.e., Interexchange Carriers (IXCs) which the customer wishes to be the carriers of choice for toll calls. Such calls are automatically directed to the designated carrier(s) without the need to use carrier access codes or additional dialing to direct the calls to the designated carrier. Toll presubscription does not prevent a customer, who has presubscribed to a toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative toll carrier on a per call basis.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IXC, only one access code of that carrier may be incorporated into the switching system of the Telephone Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier's other services.

An IXC must use Feature GroupD (FGD) Switched Access Service to qualify as a presubscription toll provider unless prior arrangements have been made with or by the Telephone Company. IXCs must submit an Access Service Request (ASR) to the Telephone Company.

Selection of toll presubscription provider by an end user is subject to the terms and conditions following:

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3. SERVICE DESCRIPTIONS (Contd.)3.12 Toll Presubscription (Cont'd)3.12.2 IntraLATA Toll Provider Nonrecurring Charge

At the option of the IXC's, the nonrecurring charge for a change in intraLATA toll presubscription, as provided herein, may be billed to the IXC's, instead of the end user. This may involve charges resulting from end-user initial free choice Preferred Interexchange Carrier (PIC) changes, as specified herein.

3.12.3 Presubscription Charge Application

A.. End user choices for toll presubscription:

Designating an intraLATA and interLATA IXC(s) as primary carrier(s) thereby requiring no access code to access those IXC's service. End users are not required to choose the same IXC for intraLATA and interLATA toll presubscription. Other nonpresubscribed IXC's are accessed by dialing 10XXX, 101XXXX, or other required codes.

Choosing no carrier as primary carrier thus requiring 10XXX or 101XXXX code dialing to access all IXC's.

- B. If a new customer cannot decide upon presubscription IXC's, the Telephone Company may extend a 30-day period following completion of the initial service request to make a choice without charge. In the interim, the customer will be assigned as a "No-PIC" and must dial an access code to make toll calls.
- C. If an IXC elects to discontinue Feature Group, the IXC is obligated to contact, in writing, all end users who have selected the canceling IXC as their preferred toll provider. The IXC must inform the end users that it is canceling its Feature Group D Service, request that the end user select a new IXC, and state that the canceling IXC will pay the PIC change charge as provided herein. The IXC must provide written notification to the Telephone Company that this activity has taken place.

Following the IXC's discontinuance of service, the Telephone Company will bill the canceling IXC the change charge for each end user that is currently designated to the IXC at the time of discontinuance.

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3. SERVICE DESCRIPTIONS (Contd.)**3.12 Toll Presubscription (Cont'd)****3.12.3 Presubscription Charge Application (contd.)**

- D. An unauthorized PIC change is a change in the presubscribed IXC that the end user denies authorizing. PIC disputes for end users are resolved through an investigative process.

If an unauthorized change in toll presubscription occurs, the IXC making the unauthorized change will be assessed a charge for unauthorized change in presubscription as provided at the end of this section. In addition, the IXC will be assessed the applicable charge for returning the end user to the preferred IXC.

3.12.4 End User Charge Discrepancy

- A. When a discrepancy is determined regarding an end user's designation of a presubscription IXC, the following applies depending upon the situation described:

- A signed letter of authorization takes precedence over any order other than subsequent, direct customer contact with the Telephone Company.

- When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized records used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date/time determines customer choice.

- If an end user denies requesting a change in toll presubscription as submitted by an IXC, and the IXC is unable to produce a letter of authorization, signed by the end user, the IXC will be assessed all applicable change charges. The non-recurring change charges are provided herein. The IXC will also be assessed the presubscription change charge as specified herein, which was previously billed to the end user:

- B. Verification of Orders for Telemarketing

Neither the IXC or the Telephone Company shall submit a PIC change order generated by outbound telemarketing unless and until the order has first been confirmed in accordance with the FCC's current anti-slamming practices and procedures.

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3. SERVICE DESCRIPTIONS (Contd.)**3.12 Toll Presubscription (Cont'd)****3.12.5 PIC Switchback Option-Business/Residence**

PIC Switchback is an option under which no investigation activities are performed by the Telephone Company when an end user denies requesting a change in primary toll carrier submitted by the IXCs. The IXC participating in PIC Switchback will be billed the PIC Switchback Charge, and the presubscription change charge, as specified herein, to switch the end user to the end user's previous carrier.

When the Telephone Company is contacted by an end user who denies requesting a change in primary toll carrier, the end user will be credited the charge assessed for the disputed change in carrier, and will be switched back to the previous IXC at no charge. If this service is made available by the Telephone Company, IXCs may subscribe to or cancel PIC Switchback Service on 30 days notice to the Telephone Company by submitting a written request. A letter of authorization from the IXC will not be requested or accepted at a later date in the event of dispute of the charges assessed under the PIC Switchback option.

This in no way relieves an IXC of the FCC requirements for verifying all PIC orders obtained by outbound telemarketing prior to submitting those orders, or instituting steps to obtain verification of orders submitted to the Telephone Company.

In addition, the end user has the option of initiating a complaint to the FCC or the Pennsylvania Public Utility Commission's Bureau of Consumer Services concerning unauthorized changes in toll presubscription.

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3. SERVICE DESCRIPTIONS (Contd.)**3.13 Additional Caller ID Service Information****3.13.1 General**

This service utilizes specific network capabilities to transmit and display the number associated with an incoming call to the called party's access line. The number of the incoming call is transmitted during the silent interval between the first and second ring of the called party's line. Caller ID subscribers must provide, and connect, their own compatible premises equipment in order to process and display the number transmission. The company will forward all telephone numbers where technically feasible.

If a calling party has activated blocking, the number will not be transmitted to the display equipment of a Caller ID subscriber. Instead, the Caller ID privacy indicator notifies the Caller ID subscriber that the calling party chose to block number delivery.

3.13.2 Caller ID Blocking

Caller ID Blocking allows the caller to prevent the delivery of his/her calling data to a Caller ID subscriber on a per call basis (Caller ID Blocking - Per Call) or per line basis (Caller ID Blocking - Per Line).

A. Caller ID Blocking - Per Call

This service will block the delivery of the caller's data to a Caller ID subscriber for one call only and may be activated from all single party access lines by dialing *67 (1167 from a rotary phone) prior to placing the call. Per the FCC Caller ID order, Caller ID Blocking-Per Call is provided to all customer at no charge.

Per FCC Docket 91-281, per call blocking will be provided on calls originating from public, semi-public or other pay stations used by the general public and party lines.

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3. SERVICE DESCRIPTIONS (Contd.)**3.13 Additional Caller ID Service Information (contd.)****3.13.2 Caller ID Blocking (contd.)****B. Caller ID Blocking - Per Line**

This service will automatically block the delivery of the caller's data to a Caller ID subscriber on all calls and will be made available or offered, at no charge for victims of domestic violence, domestic violence programs, social welfare agencies, health and counseling centers, public service hotlines, law enforcement agencies and staff thereof. In addition, all customers call request per line blocking at no charge. Per line blocking call be deactivated by dialing *67 (1167 from a rotary phone) prior to placing the call.

3.13.3 Special Conditions for Caller ID**A. An originating caller's data may not be displayed to the called party under the following conditions:**

The caller's data will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscriber to both Call Waiting and Caller ID, and is on an existing call, the second incoming call information will not be displayed. Instead, the called party will receive the usual Call Waiting tone.

The caller's data will not be displayed if the called party answers the incoming call during the first ring interval.

Identification of names, specific stations or extensions served by a PBX or Key System is not possible. The main directory number or name and number (if available) of the PBX or Key System will be displayed.

Caller ID Service cannot be provided if the calling party is from a multi-party line. The called party will receive an "Unavailable" display.

The caller's data will be unavailable if it is from another office that is not linked by appropriate facilities with the called party's office.

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3. SERVICE DESCRIPTIONS (Contd.)

3.13.3 Additional Caller ID Service Information (contd.)

3.13.3 Special Conditions for Caller ID (cont'd)

The calling party has activated blocking.

Caller ID services do not display a directory number or name and number (if available) for operator assisted calls, calls marked private by the originator or calls originating from pay and party line stations.

The following special conditions apply to Caller ID services based on the FCC Caller ID Order effective 12/1/95:

If a customer dials a "1-800" or other Automatic Number Identification (ANI) Service number, the telephone number that they are calling from will be revealed to the called party through ANI technology. Even if the customer has per line blocking or has activated per call blocking, the 800 number party has the right to obtain this information through ANI

ANI information may not be reused or resold for other purposes without a caller's consent, even where the called party has paid for the call.

Caller ID services are available on all long distance calls where technically feasible.

All calling data will be displayed to E911 through ANI technology, even if the customer has per line blocking or has activated per call blocking.

All calling data will be passed, even for customer who do not subscribe to Caller ID.

Per Call Blocking will be available to all customers. (The FCC Order overrules all state PUC/PSC decisions on Per Call Blocking.)

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3. SERVICE DESCRIPTIONS (Contd.)**3.14 Additional Call Trace Service Information****3.14.1 General**

This service enables the customer to initiate a trace of the last incoming call completed by dialing an activation code (*57) immediately after terminating the call, thus enabling the Company's equipment to record the incoming call detail (not the conversation). Call trace information will only be given to law enforcement agencies and not to the subscriber. Incoming call detail includes: The calling number, the time the trace was activated, and in some locations, the time the traced call was received. The customer is required to contact the telephone company business office during normal business hours, which will refer the customer to appropriate law enforcement agencies, or contact the law enforcement agency directly. Call trace detail will be retained by the company and made available to the local law enforcement for ten business days after the trace has been initiated. Only calls from locations with compatible signaling services are traceable using Call Trace. Call Trace is available on a usage sensitive basis only.

3.15 Call Blocking

The Company provides blocking of access to information access telephone service. The Company will not remove blocking of access to information access telephone service without authorization from the Customer. Customers may request that blocking be removed from their lines.

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to Customers.

3.15.1 900 and 976 Blocking - allows the subscriber to block all calls beginning with the prefixes 900 and 976 from being placed.

- A. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.
- B. The Company may charge an NRC for each subsequent request for blocking or unblocking pay-per-call services.
- C. A Customer who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
- D. Requests by Customers to remove pay-per-call blocking must be in writing to the Company.

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COMPETITIVE LOCAL EXCHANGE CARRIER

3. SERVICE DESCRIPTIONS (Contd.)

3.15 Call Blocking (contd.)

3.15.1 900 and 976 Blocking (Contd.)

- E. Voluntary Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer dialed call that has a long distance charge associated with it.

Toll Restriction will not block 911 (Emergency) or 1+8XX (Toll Free) calls.

- F. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

Blocking Service is available where equipment and facilities permit.

Changes to blocking options made subsequent to the initial configuration of service will be subject to nonrecurring change charges. No charge applies to initial requests.

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