

COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service

6.1 LINK UP AMERICA *

(C)

6.1.1 Description

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.**

6.1.2 Regulations

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

6.1.2.1 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 6.1.2.1.

* Link Up America will not be available to new or existing customers after September 15, 2005. (C)

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont~~d~~.)

6.1 LINK UP AMERICA * (cont~~d~~.)

6.1.2 Regulations (cont~~d~~.)

6.1.2.2 An applicant for Link Up America Service must be a current participant in one of the following programs: (C)
(C)

Pennsylvania Department of Public Welfare Programs: (C)

- 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 Public Housing Assistance Program (Section 8)
- National School Free Lunch Program

OR

must 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 Service participants may be conducted biennially by Penn Telecom, Inc.

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 Penn Telecom, Inc.

* Link Up America will not be available to new or existing customers after September 15, 2005.

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6. Miscellaneous Service (cont~~d~~.)

6.1 LINK UP AMERICA * (cont~~d~~.)

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6.1.2 Regulations (cont~~d~~.)

6.1.2.3 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 a customer's principal residence.

6.1.2.4 Link Up America applicants are not exempt from Telephone Company deposit requirements.

6.1.2.5 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 for service, credit will be applied to provide the Link Up America discount.

6.1.2.6 The Link Up America discount does not apply to applicants who are full-time students living in university or college controlled housing.

* Link Up America will not be available to new or existing customers after September 15, 2005. (C)

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont~~d~~.)

6.1 LINK UP AMERICA * (cont~~d~~.)

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6.1.3 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.

* Link Up America will not be available to new or existing customers after September 15, 2005. (C)

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service *

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6.2.1 Description

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.**

6.2.2 Regulations

6.2.2.1 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.

- * Lifeline Service will not be available to new customers after September 15, 2005. Customers receiving Lifeline credits prior to September 15, 2005, will continue to receive Lifeline Service until such time that they discontinue service or no longer qualify for Lifeline Service.

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service * (cont'd)

6.2.2 Regulations (cont'd)

6.2.2.2 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:

- (a) One-Party Residence Line Rate or Local Measured Service Option - as available
- (b) Directory Listing (standard only)
- (c) Non-Published or Non-Listed Telephone Number Service (only when a customer need has been determined by the telephone company)
- (d) Access to Directory Assistance Service
- (e) Touch-Tone Calling Service
- (f) 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.
- (g) Access to Operator Services
- (h) Voluntary Toll Restriction Option
- (i) Link Up America (if eligible)
- (j) Access to 800/888 Services
- (k) Access to Call Trace
- (l) Access to Alerting and Reporting Systems (9-1-1 dialing)
- (m) Access to the Pennsylvania Telecommunications Relay Service
- (n) Caller ID Per-Call and Per-Line Blocking at tariffed rate
- (o) Other eligible telecommunications services at tariffed rates. (C)

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service * (cont'd)

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6.2.2 Regulations (cont'd)

6.2.2.3 An applicant for Lifeline Service must be a current participant in one of the following programs:

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(C)

Pennsylvania Department of Public Welfare Programs:

(C)

- 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:

(C)

- Federal Public Housing Assistance Program (Section 8)
- National School Free Lunch Program

OR

must 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 Service participants may be conducted biennially by Penn Telecom, Inc.

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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 the client's program status (i.e., participation or non-participation). Participation by DPW is subject to execution of an agreement with DPW and Penn Telecom, Inc.

* Lifeline Service will not be available to new customers after September 15, 2005. Customers receiving Lifeline credits prior to September 15, 2005, will continue to receive Lifeline Service until such time that they discontinue service or no longer qualify for Lifeline Service.

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service * (cont'd)

6.2.2 Regulations (cont'd)

6.2.2.4 Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in 6.2.2.3 above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified as determined by Penn Telecom, Inc. When Penn Telecom, Inc. is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the programs in 6.2.2.3 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 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.

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6.2.2.5 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.

- * Lifeline Service will not be available to new customers after September 15, 2005. Customers receiving Lifeline credits prior to September 15, 2005, will continue to receive Lifeline Service until such time that they discontinue service or no longer qualify for Lifeline Service.

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service * (cont'd)

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6.2.2 Regulations (cont'd)

6.2.2.6 Only services listed in 6.2.2.2 above will be provided to Lifeline customers.

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6.2.2.7 Lifeline Service customers are required to apply for the Link Up America benefit when applicable.

6.2.2.8 Customer requested temporary suspension of Lifeline Service is not permitted.

6.2.2.9 Lifeline Service does not apply to applicants who are full-time students living in university or college controlled housing.

6.2.2.10 The applicant must not be a dependent for Federal Income Tax purposes, unless he or she is 60 years of age or older.

6.2.2.11 Lifeline customers are subject to all Residence service regulations in this and other tariffs of Penn Telecom, Inc.

6.2.2.12 Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent(s).

6.2.2.13 Resale of Lifeline Services is subject to Wholesale rate obligations under section 251(C)(4) of the Telecommunications Act of 1996.

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service * (cont'd)

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6.2.2 Regulations (cont'd)

6.2.2.14 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.

6.2.2.15 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.

6.2.2.16 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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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.2 Lifeline Service * (cont'd)

6.2.3 Dial Tone Line Monthly Rate

6.2.3.1 Applicable Residence Dial Tone monthly rate minus \$1.75 (1).

6.2.3.2 Lifeline Service customers will receive a monthly credit equal to the current applicable End User Common Line (EUCL) charge. (C)
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6.2.3.3 Lifeline Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable tariff rates, charges, surcharges and regulations.

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.3 Blocking - "900 Information Service"

6.3.1 General

Where central office facilities permit, "900" Information Service Blocking provides customers the capability to block origination of direct dialed calls to a "900" Information Service number (900-NXX-XXXX).

6.3.2 Regulations

6.3.2.1 Blocking is available on individual lines for residence and business customers.

6.3.2.2 When the blocking is activated, direct dialed calls to all "900" Service numbers are blocked.

6.3.2.3 Initial blocking is provided at no charge upon customer request. Subsequent requests for "900" Information Services Blocking will be provided at the rates referenced below.

6.3.2.4 Blocking service may not be available with certain multi-line business arrangements.

6.3.2.5 There is no charge to remove "900" Information Service blocking.

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COMPETITIVE LOCAL EXCHANGE SERVICES

6. Miscellaneous Service (cont'd.)

6.3 Blocking - "900 Information Service"

6.3.3 Rates

"900" Information Service Blocking

Residence

Initial Request

Subsequent Request

For each additional line equipped

Service Charges

No Charge

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Business

Initial Request

Subsequent Request

For each additional line equipped

No Charge

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* Non-recurring charges as specified in 3.1 will apply.