

**RICH, MAY, BILODEAU & FLAHERTY, P.C.**

**Eric J. Krathwohl, Esq.**  
**Direct Line- (617) 556-3857**  
**Email- [ekrathwohl@richmaylaw.com](mailto:ekrathwohl@richmaylaw.com)**

176 FEDERAL STREET  
BOSTON, MASSACHUSETTS 02110-2223  
TELEPHONE (617) 482-1360  
FAX (617) 556-3889

November 24, 1999

**BY FEDERAL EXPRESS**

Florida Public Service Commission  
2420 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
Attn: Telecommunications Division, Tariffs & Certifications

991767-TX  
MAIL ROOM  
99 NOV 29 11:35  
FLORIDA PUBLIC SERVICE COMMISSION

Re: Application for a Certificate of Public Convenience and Necessity to Operate as a Reseller/Alternative Local Exchange Company Providing Telecommunications Service in the State of Florida for essential.com, inc.

Dear Sir/Madam:

We respectfully file herewith on behalf of essential.com, inc. ("Essential"), an original and two (2) copies of the above-referenced Application and accompanying Price List, with a check for \$250.00. Essential intends to operate as a reseller of local service and related services to customers in the state of Florida. Essential will purchase such services at bulk rates from existing service providers and resell to its customers.

Please acknowledge receipt of this filing by returning the duplicate copy of this letter in the enclosed self-addressed envelope.

If any questions arise or further information is needed, please do not hesitate to contact me at (617) 556-3857. Thank you.

Sincerely,



Eric J. Krathwohl

Enclosures

cc: Basil Pallone, Director of Finance and Controller (w/o encl.)  
Peter Mills, Manager of Regulatory Affairs (w/ encl.)

K:\corp\geom\essential.com\22029\elecFL11-23-99

DOCUMENT NUMBER-DATE  
14536 NOV 29 99

Check received with filing and  
submitted to Fiscal for deposit.  
A copy of check  
initials of person who forwarded check:  
JK

**RICH, MAY, BILODEAU & FLAHERTY, P.C.**

*Eric J. Krathwohl, Esq.*  
Direct Line- (617) 556-3857  
Email- [ekrathwohl@richmaylaw.com](mailto:ekrathwohl@richmaylaw.com)

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DEPOSIT DATE  
D 2 1 4 " NOV 2 9 1999

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99 NOV 29 11 40 35  
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Sincerely,

Eric J. Krathwohl

Enclosures

cc: Basil Pallone, Director of Finance and Controller (w/o encl.)  
Peter Mills, Manager of Regulatory Affairs (w/ encl.)

DOCUMENT NO.

Check received with filing and  
forwarded to Fiscal for deposit.  
A copy of check  
is being retained as proof of deposit.  
Initials of person who forwarded check:  
AK

APPLICATION

1. This is an application for ✓ (check one):

**Original certificate** (new company).

**Approval of transfer of existing certificate:** Example, a non-certificated company purchases an existing company and desires to retain the original certificate of authority.

**Approval of assignment of existing certificate:** Example, a certificated company purchases an existing company and desires to retain the certificate of authority of that company.

**Approval of transfer of control:** Example, a company purchases 51 % of a certificated company. The Commission must approve the new controlling entity.

2. Name of company:

essential.com,inc.

3. Name under which the applicant will do business (fictitious name, etc.):

\_\_\_\_\_

4. Official mailing address (including street name & number, post office box, city, state, zip code):

Three Burlington Woods Drive, 4<sup>th</sup> Floor

Burlington, MA 01803

\_\_\_\_\_

5. Florida address (including street name & number, post office box, city, state, zip code):

None

6. Structure of organization:

Individual

Corporation

Foreign Corporation

Foreign Partnership

General Partnership

Limited Partnership

7. **If individual**, provide:

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Telephone No.:** \_\_\_\_\_ **Fax No.:** \_\_\_\_\_

**Internet E-Mail Address:** \_\_\_\_\_

**Internet Website Address:** \_\_\_\_\_

8. **If incorporated in Florida**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State corporate registration number:**

**F99000004483**

9. **If foreign corporation**, provide proof of authority to operate in Florida:

(a) **The Florida Secretary of State corporate registration number:**

**See Exhibit A**

10. **If using fictitious name-d/b/a** provide proof of compliance with fictitious name statute (Chapter 865.09, FS) to operate in Florida:

(a) **The Florida Secretary of State fictitious name registration number:**

\_\_\_\_\_

11. **If a limited liability partnership**, provide proof of registration to operate in Florida:

(a) **The Florida Secretary of State registration number:**

\_\_\_\_\_

12. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Telephone No.:** \_\_\_\_\_ **Fax No.:** \_\_\_\_\_

**Internet E-Mail Address:** \_\_\_\_\_

**Internet Website Address:** \_\_\_\_\_

13. **If a foreign limited partnership**, provide proof of compliance with the foreign limited partnership statute (Chapter 620.169, FS), if applicable.

(a) **The Florida registration number:** \_\_\_\_\_

14. Provide **F.E.I. Number** (if applicable): **04-3438666**

15. Indicate if any of the officers, directors, or any of the ten largest stockholders have previously been:

(a) adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime, or whether such actions may result from pending proceedings. Provide explanation.

**None**

(b) an officer, director, partner or stockholder in any other Florida certificated telephone company. If yes, give name of company and relationship. If no longer associated with company, give reason why not.

**None**

16. Who will serve as liaison to the Commission with regard to the following?

(a) The application:

Name: Eric J. Krathwohl

Title: Esquire

Address: Rich, May, Bilodeau & Flaherty, P.C., 176 Federal Street

City/State/Zip: Boston, MA 02110

Telephone No.: 617-482-1360 Fax No.: 617-556-3890

Internet E-Mail Address: ekrathwohl@richmaylaw.com

Internet Website Address: \_\_\_\_\_

(b) Official point of contact for the ongoing operations of the company-

Name: Basil Pallone

Title: Director of Finance/ Controller

Address: essential.com, inc., Three Burlington Woods Drive, 4<sup>th</sup> Floor

City/State/Zip: Burlington, MA 01803

Telephone No.: 781-229-9599 Fax No.: 781-229-9499

Internet E-Mail Address: bpallone@essential.com

Internet Website Address: www.essential.com

(c) Complaints/Inquiries from customers:

Name: Anthony Mello

Title: Manager of Customer Service

Address: Three Burlington Woods Drive, 4th Floor

City/State/Zip: Burlington, MA 01803

Telephone No.: 781-229-9599 Fax No.: 781-229-9499

Internet E-Mail Address: amello@essential.com

Internet Website Address: www.essential.com

17. List the states in which the applicant:

- (a) has operated as an alternative local exchange company.

Massachusetts

- (b) has applications pending to be certificated as an alternative local exchange company.

Delaware, West Virginia, Maryland, Virginia, District of Columbia, Maine

Pennsylvania and New York

- (c) is certificated to operate as an alternative local exchange company.

Rhode Island

- (d) has been denied authority to operate as an alternative local exchange company and the circumstances involved.

None

- (e) has had regulatory penalties imposed for violations of telecommunications statutes and the circumstances involved.

None

- (f) has been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity, and the circumstances involved.

None

18. Submit the following:

A. Financial capability. **See Exhibit B**

The application **should contain** the applicant's audited financial statements for the most recent 3 years. If the applicant does not have audited financial statements, it shall so be stated.

The unaudited financial statements should be signed by the applicant's chief executive officer and chief financial officer **affirming that the financial statements are true and correct** and should include:

1. the balance sheet;
2. income statement; and
3. statement of retained earnings.

**NOTE:** This documentation may include, but is not limited to, financial statements, a projected profit and loss statement, credit references, credit bureau reports, and descriptions of business relationships with financial institutions.

Further, the following (which includes supporting documentation) should be provided:


1. **written explanation** that the applicant has sufficient financial capability to provide the requested service in the geographic area proposed to be served.
  2. **written explanation** that the applicant has sufficient financial capability to maintain the requested service.
  3. **written explanation** that the applicant has sufficient financial capability to meet its lease or ownership obligations.
- B. Managerial capability-. give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each. **See Exhibit C**
- C. Technical capability: give resumes of employees/officers of the company that would indicate sufficient technical experiences or indicate what company has been contracted to conduct technical maintenance. **See Exhibit C**



**\*\* APPLICANT ACKNOWLEDGMENT STATEMENT \*\***

1. **REGULATORY ASSESSMENT FEE:** I understand that all telephone companies must pay a regulatory assessment fee in the amount of .15 of one percent of gross operating revenue derived from intrastate business. Regardless of the gross operating revenue of a company, a minimum annual assessment fee of \$50 is required.
2. **GROSS RECEIPTS TAX:** I understand that all telephone companies must pay a gross receipts tax of two and one-half percent on all intra and interstate business.
3. **SALES TAX:** I understand that a seven percent sales tax must be paid on intra and interstate revenues.
4. **APPLICATION FEE:** I understand that a non-refundable application fee of \$250.00 must be submitted with the application.

UTILITY OFFICIAL:

<u></u>	<u>11/17/09</u>
Signature	Date
<u>Director of Finance/Controller</u>	<u>(781) 229-9599</u>
Title	Telephone No.
Address: <u>Three Burlington Woods Drive, 4<sup>th</sup> Floor</u>	<u>(781) 229-9499</u>
<u>Burlington, MA 01803</u>	Fax No.

---

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ATTACHMENTS:

- A - CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT
- B - INTRASTATE NETWORK
- C - AFFIDAVIT

**NOT APPLICABLE**

**CERTIFICATE SALE, TRANSFER, OR ASSIGNMENT STATEMENT**

I, (Name) \_\_\_\_\_

(Title) \_\_\_\_\_ of (Name of Company)

\_\_\_\_\_

and current holder of Florida Public Service Commission Certificate Number # \_\_\_\_\_

\_\_\_\_\_, have reviewed this application and join in the petitioner's request for a:

- ( ) sale
- ( ) transfer
- ( ) assignment

of the above-mentioned certificate.

**UTILITY OFFICIAL:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone No.

\_\_\_\_\_  
Address:

\_\_\_\_\_  
Fax No.

\_\_\_\_\_  
\_\_\_\_\_

**NOT APPLICABLE**

**INTRASTATE NETWORK (if available)**

Chapter 25-24.825 (5), Florida Administrative Code, requires the company to make available to staff the alternative local exchange service areas only upon request.

1 POP: Addresses where located, and indicate if owned or leased.

1) _____	2) _____
_____	_____
3) _____	4) _____
_____	_____

2. **SWITCHES:** Address where located, by type of switch, and indicate if owned or leased.

1) _____	2) _____
_____	_____
3) _____	4) _____
_____	_____

3. **TRANSMISSION FACILITIES:** POP-to-POP facilities by type of facilities (microwave, fiber, copper, satellite, etc.) and indicate if owned or leased.


<u>POP-to-POP</u>	<u>OWNERSHIP</u>
1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____

**AFFIDAVIT**

By my signature below, I, the undersigned officer, attest to the accuracy of the information contained in this application and attached documents and that the applicant has the technical expertise, managerial ability, and financial capability to provide alternative local exchange company service in the State of Florida. I have read the foregoing and declare that, to the best of my knowledge and belief, the information is true and correct. I attest that I have the authority to sign on behalf of my company and agree to comply, now and in the future, with all applicable Commission rules and orders.

**Further, I am aware that, pursuant to Chapter 837.06, Florida Statutes, "Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082 and s. 775.083."**

UTILITY OFFICIAL:

<u></u>	<u>11/17/99</u>
Signature	Date
<u>Director of Finance/Controller</u>	<u>(781) 229-9599</u>
Title	Telephone No.
Address: <u>Three Burlington Woods Drive, 4<sup>th</sup> Floor</u>	<u>(781) 229-9499</u>
<u>Burlington, MA 01803</u>	Fax No.
_____	
_____	
_____	

**EXHIBIT A**

Delaware Certificate of Incorporation for essential.com, inc., dated October 30, 1998

Delaware Certificate of Good Standing, dated August 18, 1999

Florida Certificate of Authority

Office of the Secretary of State

---

I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "ESSENTIAL.COM, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE EIGHTEENTH DAY OF AUGUST, A.D. 1999.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE BEEN PAID TO DATE.



*Edward J. Freel*

Edward J. Freel, Secretary of State

2954480 8300

991344172

AUTHENTICATION: 9927250

DATE: 08-18-99

State of Delaware  
Office of the Secretary of State

PAGE 1

I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE RESTATED CERTIFICATE OF "ETILITY.COM, INC.", CHANGING ITS NAME FROM "ETILITY.COM, INC." TO "ESSENTIAL.COM, INC.", FILED IN THIS OFFICE ON THE TWENTY-NINTH DAY OF MARCH, A.D. 1999, AT 3:45 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



*Edward J. Freel*  
Edward J. Freel, Secretary of State

2954480 8100

991122395

AUTHENTICATION:

9657578

DATE:

03-29-99

State of Delaware  
Office of the Secretary of State

PAGE 1

I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF INCORPORATION OF "ETILITY.COM, INC.", FILED IN THIS OFFICE ON THE THIRTIETH DAY OF OCTOBER, A.D. 1998, AT 12:30 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.



*Edward J. Freel*

Edward J. Freel, Secretary of State

2954480 8100

981419716

AUTHENTICATION:

9381753

DATE:

10-30-98



CERTIFICATE OF INCORPORATION

OF

etility.com, inc.

\*\*\*\*\*

FIRST. The name of the corporation is etility.com, inc. (the "Corporation").

SECOND. The address of the registered office of the Corporation in the State of Delaware is 1209 Orange Street, in the City of Wilmington, New Castle County, Delaware 19801. The name of its registered agent at such address is The Corporation Trust Company.

THIRD. The nature of the business or purposes to be conducted or promoted by the Corporation is to engage in any lawful act or activity for which corporations may be organized under the General Corporation Law of the State of Delaware.

FOURTH. The total number of shares of all classes of capital stock which the Corporation shall have authority to issue is 7,000,000 shares, consisting of 5,000,000 shares of Common Stock with a par value of One Cent (\$.01) per share (the "Common Stock") and 2,000,000 shares of Preferred Stock with a par value of One Cent (\$.01) per share (the "Preferred Stock").

A description of the respective classes of stock and a statement of the designations, preferences, voting powers (or no voting powers), relative, participating, optional or other special rights and privileges and the qualifications, limitations and restrictions of the Preferred Stock and Common Stock are as follows:

A. PREFERRED STOCK

The Preferred Stock may be issued in one or more series at such time or times and for such consideration of considerations as the Corporation's Board of Directors may determine. Each series of Preferred Stock shall be so designated as to distinguish the shares thereof from the

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- 2 -

shares of all other series and classes. Except as otherwise provided in this Certificate of Incorporation, different series of Preferred Stock shall not be construed to constitute different classes of shares for the purposes of voting by classes.

The Board of Directors is expressly authorized to provide for the issuance of all or any shares of the Preferred Stock in one or more series, each with such designations, preferences, voting powers (or no voting powers), relative, participating, optional or other special rights and privileges and such qualifications, limitations or restrictions thereof as shall be stated in the resolution or resolutions adopted by the Board of Directors to create such series, and a certificate of said resolution or resolutions shall be filed in accordance with the General Corporation Law of the State of Delaware. The authority of the Board of Directors with respect to each such series shall include, without limitation of the foregoing, the right to provide that the shares of each such series may: (i) have such distinctive designation and consist of such number of shares; (ii) be subject to redemption at such time or times and at such price or prices; (iii) be entitled to the benefit of a retirement or sinking fund for the redemption of such series on such terms and in such amounts; (iv) be entitled to receive dividends (which may be cumulative or non-cumulative) at such rates, on such conditions, and at such times, and payable in preference to, or in such relation to, the dividends payable on any other class or classes or any other series of stock; (v) be entitled to such rights upon the voluntary or involuntary liquidation, dissolution or winding up of the affairs, or upon any distribution of the assets of the Corporation in preference to, or in such relation to, any other class or classes or any other series of stock; (vi) be convertible into, or exchangeable for, shares of any other class or classes or any other series of stock at such price or prices or at such rates of exchange and with such adjustments, if any; (vii) be entitled to the benefit of such conditions, limitations or restrictions, if any, on the creation of indebtedness, the issuance of additional shares of such series or shares of any other series of Preferred Stock, the amendment of this Certification of Incorporation or the Corporation's By-Laws, the payment of dividends or the making of other distributions on, or the purchase, redemption or other acquisition by the Corporation of, any other class or classes or series of stock, or any other

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- 3 -

corporate action; or (viii) be entitled to such other preferences, powers, qualifications, rights and privileges, all as the Board of Directors may deem advisable and as are not inconsistent with law and the provisions of this Certificate of Incorporation.

**B. COMMON STOCK**

1. Relative Rights of Preferred Stock and Common Stock. All preferences, voting powers, relative, participating, optional or other special rights and privileges, and qualifications, limitations, or restrictions of the Common Stock are expressly made subject and subordinate to those that may be fixed with respect to any shares of the Preferred Stock.
2. Voting Rights. Except as otherwise required by law or this Certificate of Incorporation, each holder of Common Stock shall have one vote in respect of each share of stock held by him of record on the books of the Corporation for the election of directors and on all matters submitted to a vote of stockholders of the Corporation.
3. Dividends. Subject to the preferential rights of the Preferred Stock, if any, the holders of shares of Common Stock shall be entitled to receive, when and if declared by the Board of Directors, out of the assets of the Corporation which are by law available therefor, dividends payable either in cash, in property or in shares of capital stock.
4. Dissolution, Liquidation or Winding Up. In the event of any dissolution, liquidation or winding up of the affairs of the Corporation, after distribution in full of the preferential amounts, if any, to be distributed to the holders of shares of the Preferred Stock, holders of Common Stock shall be entitled, unless otherwise provided by law or this Certificate of Incorporation, to receive all of the remaining assets of the Corporation of whatever kind available for distribution to stockholders ratably in proportion to the number of shares of Common Stock held by them respectively.

**FIFTH.** The Corporation is to have perpetual existence.

SIXTH. In furtherance and not in limitation of the powers conferred by the laws of the State of Delaware:

A. The Board of Directors of the Corporation is expressly authorized to adopt, amend or repeal the By-Laws of the Corporation.

B. Elections of directors need not be by written ballot unless the By-Laws of the Corporation shall so provide.

C. The books of the Corporation may be kept at such place within or without the State of Delaware as the By-Laws of the Corporation may provide or as may be designated from time to time by the Board of Directors of the Corporation.

SEVENTH. The Corporation eliminates the personal liability of each member of its Board of Directors to the Corporation or its stockholders for monetary damages for breach of fiduciary duty as a director, provided, however, that, to the extent provided by applicable law, the foregoing shall not eliminate the liability of a director (i) for any breach of such director's duty of loyalty to the Corporation or its stockholders, (ii) for acts or omissions not in good faith or which involve intentional misconduct or a knowing violation of law, (iii) under Section 174 of Title 8 of the Delaware Code, or (iv) for any transaction from which such director derived an improper personal benefit.

If the Delaware General Corporation Law is amended in the future to authorize corporate action further eliminating or limiting the personal liability of directors, then the liability of a director of the Corporation shall be eliminated or limited to the fullest extent permitted by the Delaware General Corporation Law, as so amended from time to time.

Any repeal or modification of this Article SEVENTH shall not increase the personal liability of any director of this Corporation for any act or occurrence taking place prior to such repeal or modification, or otherwise adversely affect any right or protection of a director of the Corporation existing at the time of such repeal or modification.

**EIGHTH.** The Corporation reserves the right to amend or repeal any provision contained in this Certificate of Incorporation, in the manner now or hereafter prescribed by statute, and all rights conferred upon a stockholder herein are granted subject to this reservation.

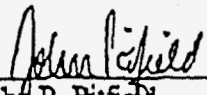
**NINTH.** The name and mailing address of the sole incorporator is as follows:

<u>Name</u>	<u>Mailing Address</u>
John R. Pittfield, Esq.	Testa, Hurwitz & Thibault, LLP High Street Tower 125 High Street Boston, MA 02110

**TENTH.** Whenever a compromise or arrangement is proposed between this Corporation and its creditors or any class of them and/or between this Corporation and its stockholders or any class of them, any court of equitable jurisdiction within the State of Delaware may, on the application in a summary way of this Corporation or of any creditor or stockholder thereof or on the application of any receiver or receivers appointed for this Corporation under the provisions of Section 291 of Title 8 of the Delaware Code or on the application of trustees in dissolution or of any receiver or receivers appointed for this Corporation under the provisions of Section 279 of Title 8 of the Delaware Code, order a meeting of the creditors or class of creditors, and/or of the stockholders or class of stockholders of this Corporation, as the case may be, to be summoned in such manner as the said court directs. If a majority in number representing three-fourths in value of the creditors or class of creditors, and/or of the stockholders or class of stockholders of this Corporation, as the case may be, agree to any compromise or arrangement and to any reorganization of this Corporation as consequence of such compromise or arrangement, the said compromise or arrangement and the said reorganization shall, if sanctioned by the court to which the said application has been made, be binding on all the creditors or class of creditors, and/or on all the stockholders or class of stockholders, of this Corporation, as the case may be, and also on this Corporation.

**[REMAINDER OF PAGE INTENTIONALLY LEFT BLANK]**

I, THE UNDERSIGNED, being the sole incorporator hereinabove named, for the purpose of forming a corporation pursuant to the General Corporation Law of the State of Delaware, do make this certificate, hereby declaring and certifying that this is my act and deed and the facts herein stated are true, and accordingly have hereunto set my hand this 30th day of October, 1998.

  
 \_\_\_\_\_  
 John R. Pitfield  
 Sole Incorporator



FLORIDA DEPARTMENT OF STATE  
Katherine Harris  
Secretary of State

August 30, 1999

AMREG  
6635 WEST COMMERCIAL BLVD  
STE 220  
FT LAUDERDALE, FL 33319-2100

Qualification documents for ESSENTIAL.COM, INC. were filed on August 26, 1999 and assigned document number F99000004483. Please refer to this number whenever corresponding with this office.

Your corporation is now qualified and authorized to transact business in Florida as of the file date.

The certification you requested is enclosed.

A corporation annual report will be due this office between January 1 and May 1 of the year following the calendar year of the file date. A Federal Employer Identification (FEI) number will be required before this report can be filed. If you do not already have an FEI number, please apply NOW with the Internal Revenue by calling 1-800-829-3676 and requesting form SS-4.

Please be aware if the corporate address changes, it is the responsibility of the corporation to notify this office.

Should you have any questions regarding this matter, please telephone (850) 487-6091, the Foreign Qualification/Tax Lien Section.

Michael Mays  
Document Specialist  
Division of Corporations

Letter Number: 999A00043237

# State of Florida



## Department of State

I certify from the records of this office that ESSENTIAL.COM, INC., is a corporation organized under the laws of Delaware, authorized to transact business in the State of Florida, qualified on August 26, 1999.

The document number of this corporation is F99000004483.

I further certify that said corporation has paid all fees due this office through December 31, 1999, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the  
Great Seal of the State of Florida  
at Tallahassee, the Capitol, this the  
Thirtieth day of August, 1999



CR2EO22 (1-99)

*Katherine Harris*

Katherine Harris  
Secretary of State



## **EXHIBIT B**

Applicant is a privately owned company that is currently in its start-up phase. As a result it has no federal income tax returns. Attached hereto are Applicant's audited financial statements as of December 31, 1998 and interim financials as of September 30, 1999.

In addition to the financial capability shown by the financials, Applicant has recently closed on financings providing it capital in amounts exceeding \$17 million and it currently has liquid funds available in the Silicon Valley East Bank exceeding \$9 million. Applicant's financial backers are established and significant financial institutions.

As publicly announced on September 30, 1999 and August 10, 1999, Essential.com has respectively obtained: (a) a \$5,000,000 line of credit (subordinated debt funding and equipment based financing) from Comdisco Ventures, a division of Comdisco, Inc. that has committed over \$1.5 billion in capital to more than 600 venture backed start-up companies; and (b) over \$12 million of equity funding from Brand Equity Ventures, Bessemer Venture Partners, and EnerTech Capital Partners. Brand Equity Ventures is a venture capital fund that focuses exclusively on financing high-growth consumer businesses, having backed successful companies that include Cyberian Outpost, Gymboree, and OfficeMax. Bessemer Venture Partners is one of North America's oldest venture capital firms and an early investor in the Internet with such investments as eToys, VeriSign, BabyCenter, and MindSpring, among others. EnerTech Capital Partners is a private equity partnership providing financing and strategic value to service and technology companies in the deregulating utility and telecommunications marketplace. These significant financial establishments are also major shareholders in Essential.com.

Further, Essential.com's financial package includes technology development and support from Gas Research Institute to advance and demonstrate the capabilities of Essential.com's customer choice software for applications in the natural gas industry. While Essential.com has not been operating long, these facts along with the bank deposits exceeding \$9, 000, 000, show that it has the requisite financial strength and resources to operate as a telecommunications provider in the entire state of Florida.



# Financial Statements

September 1999

Essential.com  
Financial Statements  
December 31, 1998  
(Audited)  
and  
September 1999  
(Unaudited – For Management Purposes Only)

Report of Independent Public Accountant	F-1
Balance Sheet, December 31, 1998 and Year-to-date	F-2
Statement of Operations, December 31, 1998 and Year-to-date	F-3
Statement of Changes in Redeemable Convertible Preferred Stock and Stockholders' Defecit	F-4
Cash Flow Statement, December 31, 1998 and Year-to-date	F-5
Notes to Financial Statements	F-6

## REPORT OF INDEPENDENT PUBLIC ACCOUNTANTS

To the Board of Directors and Stockholders of  
essential.com, inc.:

We have audited the accompanying balance sheet of essential.com, inc. (a Delaware corporation) as of December 31, 1998, and the related statements of operations, changes in redeemable convertible preferred stock and stockholders' deficit, and cash flows for the year then ended. These financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of essential.com, inc. as of December 31, 1998, and the results of its operations and its cash flows for the year then ended, in conformity with generally accepted accounting principles.

Arthur Andersen LLP

Boston, Massachusetts  
August 3, 1999

**ESSENTIAL.COM, INC.**

**BALANCE SHEETS**

	<b>December 31, 1998</b>	<b>September 30, 1999</b>
<b>ASSETS</b>		
Current assets:		
Cash and cash equivalents.....	\$ 14,119	\$ 9,821,656
Accounts receivable, net of reserves of approximately \$26,000 and \$31,000 in 1998 and 1999, respectively .....	21,117	64,498
Prepaid expenses and other current assets .....	<u>1,543</u>	<u>7,263</u>
<b>Total current assets</b> .....	<b>36,779</b>	<b>9,893,417</b>
Property and equipment, at cost:		
Computer and office equipment.....	115,060	679,964
Furniture, fixtures and automobiles .....	<u>19,237</u>	<u>15,541</u>
<b>Total property and equipment</b> .....	<b>134,297</b>	<b>695,505</b>
Less—accumulated depreciation.....	<u>37,828</u>	<u>169,564</u>
<b>Total net property and equipment</b> .....	<b>96,469</b>	<b>525,941</b>
Intangible assets, net of accumulated amortization of \$3,900 in 1999.....	—	336,651
Other Assets.....	9,580	51,325
Deferred financing costs.....	—	<u>375,065</u>
<b>Total assets</b> .....	<b><u>\$ 142,828</u></b>	<b><u>\$ 11,182,399</u></b>
<b>LIABILITIES, REDEEMABLE CONVERTIBLE PREFERRED STOCK AND STOCKHOLDERS' DEFICIT</b>		
Current liabilities:		
Notes payable to related party.....	\$ 248,560	\$ —
Advance on convertible notes payable.....	20,000	—
Current portion of deferred payments .....	33,702	360,153
Accounts payable .....	207,679	695,481
Accrued payroll and related costs .....	129,356	223,359
Accrued other expenses.....	<u>32,211</u>	<u>451,991</u>
<b>Total current liabilities</b> .....	<b><u>671,508</u></b>	<b><u>1,730,984</u></b>
Deferred payments, net of current portion .....	<u>40,154</u>	<u>—</u>
Commitments (Note L)		
Redeemable Convertible Preferred Stock:		
Series A redeemable convertible preferred stock, \$.01 par value		
Authorized—2,830,726 shares in 1999, issued and outstanding—2,830,726 shares in 1999 stated at redemption value, net of unaccreted expenses .....	—	2,839,142
Series B redeemable convertible preferred stock, \$.01 par value		
Authorized—6,606,867 shares in 1999, issued and outstanding—6,332,125 shares in	—	12,193,622
Stockholders' deficit:		
Common stock, \$.01 par value—authorized—19,166,451 shares, issued and outstanding—5,233,897 and 4,482,802 shares in 1998 and 1999, respectively .....	52,339	44,828
Additional paid-in capital .....	16,408	489,975
Warrants .....	—	327,065
Deferred compensation.....	—	(451,907)
Accumulated deficit.....	<u>(637,581)</u>	<u>(5,991,310)</u>
<b>Total stockholders' deficit</b> .....	<b><u>(568,834)</u></b>	<b><u>(5,581,349)</u></b>
<b>Total liabilities, redeemable convertible, preferred stock and stockholders'     deficit</b> .....	<b><u>\$ 142,828</u></b>	<b><u>\$ 11,182,399</u></b>

*The accompanying notes are an integral part of these financial statements.*

**ESSENTIAL.COM, INC.**  
**STATEMENTS OF OPERATIONS**

	Year Ended December 31, 1998	Nine Months Ended September 30, 1999 (Unaudited)	Three Months Ended September 30, 1999 (Unaudited)
Revenue.....	\$ 141,549	\$ 165,210	\$ 79,212
Cost of revenue .....	<u>165,691</u>	<u>184,208</u>	<u>86,692</u>
Gross loss .....	(24,142)	(18,998)	(7,480)
Operating expenses:			
Research and development .....	71,459	1,023,908	492,454
General and administrative .....	338,299	1,805,525	1,129,842
Selling and marketing .....	133,045	1,696,024	1,302,603
Customer service .....	<u>—</u>	<u>526,045</u>	<u>313,197</u>
Total operating expenses .....	<u>542,803</u>	<u>5,051,502</u>	<u>3,238,096</u>
Loss from operations .....	(566,945)	(5,070,500)	(3,245,576)
Interest and other income .....	—	122,087	79,080
Interest expense .....	<u>17,336</u>	<u>147,549</u>	<u>9,926</u>
Net loss.....	(584,281)	(5,095,962)	(3,176,422)
Preferred stock dividends and accretion.....	<u>—</u>	<u>257,767</u>	<u>240,565</u>
Net loss attributable to common stockholders .....	<u>\$ (584,281)</u>	<u>\$ (5,353,729)</u>	<u>\$ (3,380,987)</u>

*The accompanying notes are an integral part of these financial statements.*

ESSENTIAL.COM, INC.

STATEMENTS OF CHANGES IN REDEEMABLE CONVERTIBLE PREFERRED STOCK AND STOCKHOLDERS' DEFICIT

FOR THE YEAR ENDED DECEMBER 31, 1998 AND  
THE NINE-MONTH PERIOD ENDED SEPTEMBER 30, 1999

	<i>Series A Redeemable Convertible Preferred Stock</i>		<i>Series B Redeemable Convertible Preferred Stock</i>		<i>Common Stock</i>		<i>Additional Paid-in Capital</i>	<i>Warrants</i>	<i>Deferred Compensation</i>	<i>Accumulate d Deficit</i>	<i>Total Stockholders' Deficit</i>
	<i>Number of Shares</i>	<i>Amount</i>	<i>Number of Shares</i>	<i>Amount</i>	<i>Number of Shares</i>	<i>\$.01 Par Value</i>					
BALANCE, DECEMBER 31, 1997	-	\$-	-	\$-	4,194,287	\$41,943	\$(4,977)	\$-	\$-	\$(53,300)	\$(16,334)
Issuance of common stock					1,039,610	10,396	21,385				31,781
Net loss	=	=	=	=	=	=	=	=	=	(584,281)	(584,281)
BALANCE, DECEMBER 31, 1998	-	-	-	-	5,233,897	52,339	16,408	-	-	(637,581)	(568,834)
Exercise of common stock options	-	-	-	-	28,612	286	592	-	-	-	878
Repurchase of common stock	-	-	-	-	(779,707)	(7,797)	(16,039)	-	-	-	(23,836)
Deferred compensation on options granted to consultants	-	-	-	-	-	-	489,014	-	(489,014)	-	-
Amortization of deferred compensation	-	-	-	-	-	-	-	-	37,107	-	37,107
Issuance of Series A redeemable convertible preferred stock, net of issuance costs of \$98,697	2,096,410	1,997,713	-	-	-	-	-	-	-	-	-
Conversion of notes to Series A preferred stock	734,316	734,316	-	-	-	-	-	-	-	-	-
Issuance of Series B redeemable convertible preferred stock, net of issuance costs of \$57,032	-	-	6,332,125	12,042,968	-	-	-	-	-	-	-
Accretion of redeemable convertible preferred stock to liquidation value	-	107,113	-	150,654	-	-	-	-	-	(257,767)	(257,767)
Warrants granted in connection with subordinated loan	-	-	-	-	-	-	-	327,065	-	-	327,065
Net loss	=	=	=	=	=	=	=	=	=	(5,095,962)	(5,095,962)
BALANCE, SEPTEMBER 30, 1999 (UNAUDITED)	<u>2,830,726</u>	<u>\$2,839,142</u>	<u>6,332,125</u>	<u>\$12,193,622</u>	<u>4,482,802</u>	<u>\$44,828</u>	<u>\$489,975</u>	<u>\$327,065</u>	<u>\$(451,907)</u>	<u>\$(5,991,310)</u>	<u>\$(5,581,349)</u>

The accompanying notes are an integral part of these financial statements.

**ESSENTIAL.COM, INC.**  
**STATEMENTS OF CASH FLOWS**

	Year Ended December 31, 1998	Nine Months Ended September 30, 1999 (Unaudited)
Cash flows from operating activities:		
Net loss .....	\$ (584,281)	\$ (5,095,962)
Adjustments to reconcile net loss to net cash used in operating activities:		
Interest expense convertible notes.....	—	119,316
Depreciation and amortization .....	31,807	164,202
Amortization of deferred compensation .....	—	37,107
(Gain) loss from disposal of assets.....	(651)	9,787
Changes in assets and liabilities:		
Accounts receivable .....	(21,117)	(43,381)
Prepaid expenses and other current assets.....	(493)	(5,720)
Accounts payable .....	169,607	487,802
Accrued expenses.....	<u>153,004</u>	<u>513,783</u>
Net cash used in operating activities .....	<u>(252,124)</u>	<u>(3,813,066)</u>
Cash flows from investing activities:		
Purchases of property and equipment .....	(84,609)	(599,561)
Proceeds from sale of equipment .....	8,184	—
Increase in other assets.....	<u>(4,155)</u>	<u>(41,745)</u>
Net cash used in investing activities .....	<u>(80,580)</u>	<u>(641,306)</u>
Cash flows from financing activities:		
Proceeds from (payments on) notes payable to related party .....	224,760	(248,560)
Repurchase of common stock .....	—	(23,836)
Proceeds from advances on and issuance of convertible notes payable .....	20,000	690,000
Deferred financing costs .....	—	(48,000)
Proceeds from (payments on) deferred payments .....	64,715	(54,254)
Net proceeds from issuance of redeemable convertible preferred stock.....	—	14,040,681
Repayment of convertible notes payable.....	—	(95,000)
Proceeds from issuance of common stock.....	<u>31,781</u>	<u>878</u>
Net cash provided by financing activities .....	<u>341,256</u>	<u>14,261,909</u>
Net increase in cash and cash equivalents.....	8,552	9,807,537
Cash and cash equivalents beginning of period .....	<u>5,567</u>	<u>14,119</u>
Cash and cash equivalents end of period .....	<u>\$ 14,119</u>	<u>\$ 9,821,656</u>
Supplemental disclosure of cash flow information:		
Cash paid for interest .....	<u>\$ 289</u>	<u>\$ —</u>
Supplemental disclosure of noncash information:		
Accretion of preferred stock dividends .....	<u>\$ —</u>	<u>\$ 257,767</u>
Conversion of notes payable and accrued interest to preferred stock.....	<u>\$ —</u>	<u>\$ 734,516</u>
Acquisition of customers .....	<u>\$ —</u>	<u>\$ 340,560</u>

*The accompanying notes are an integral part of these financial statements.*



**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**A. Organization**

essential.com, inc. (essential or the Company) is a web-based reseller of various services including electricity, Internet access and phone services to small businesses and residential customers in the northeastern U.S.

The Company is devoting substantially all of its efforts towards the acquisition of new customers, development of its web site and identification of new services to be offered. The Company is subject to a number of risks similar to those of other early stage enterprises. Principal risks to the Company include the need to obtain adequate financing to fund future operations, dependence on key individuals, requirement to obtain regulatory approval, and reliance on successful marketing of services to provide profitable operations.

**B. Summary of Significant Accounting Policies**

The accompanying financial statements reflect the application of certain significant accounting policies, as described below and elsewhere in the accompanying notes to financial statements.

*Use of Estimates in the Preparation of Financial Statements*

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

*Interim Financial Statements*

The accompanying balance sheet as of September 30, 1999, the statements of operations for the three- and nine-month periods ended September 30, 1999 and the statements of cash flows and changes in redeemable convertible preferred stock and stockholders' deficit for the nine months ended September 30, 1999 are unaudited, but, in the opinion of management, include all adjustments, consisting of normal recurring adjustments, necessary for a fair presentation of results for these interim periods. Certain information and footnote disclosures normally included in financial statements prepared in accordance with generally accepted accounting principles have been omitted, although the Company believes that the disclosures included are adequate to make the information presented not misleading. The results of operations for the nine months ended September 30, 1999 are not necessarily indicative of the results to be expected for the entire fiscal year.

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**B. Summary of Significant Accounting Policies (continued)**

*Cash Equivalents*

The Company considers all time deposits and short-term investments with original maturities of 90 days or less to be cash equivalents. At September 30, 1999, the Company's cash equivalents are comprised of money market mutual funds and are stated at cost, which approximates market.

*Revenue Recognition*

The Company generates revenue principally from the resale of services including Internet access and phone services to residential and small business customers. Revenue is recognized as the services are performed.

*Fair Value of Financial Instruments*

The Company's financial instruments consist mainly of cash, accounts receivable, accounts payable and notes payable. The carrying amounts of the Company's financial instruments approximate their fair values.

*Concentration of Credit Risk*

Statement of Financial Accounting Standards (SFAS) No. 105, Disclosure of Information About Financial Instruments with Off-Balance-Sheet Risk and Financial Instruments with Concentrations of Credit Risk, requires disclosure of any significant off-balance-sheet and credit risk concentrations. Financial instruments that subject the Company to credit risk consist primarily of accounts receivable; however, risk is limited to customers to whom the Company makes significant sales. The Company maintains an allowance for potential credit losses, but historically has not experienced any significant losses related to individual customers or groups of customers in any particular industry or geographic area. There are no customers representing greater than 10% of total revenues during 1998 or the nine months ended September 30, 1999. One customer represents greater than 10% of accounts receivable at December 31, 1998 and September 30, 1999.

*Other Assets*

Other assets consist primarily of security deposits at December 31, 1998 and September 30, 1999.

*Advertising Costs*

The Company expenses advertising costs as incurred.

*Property and Equipment*

Property and equipment is recorded at cost. The Company provides for depreciation using the straight-line method over the estimated useful lives, as follows:

<b>Asset Classification</b>	<b>Estimated Useful Life</b>
Computer and office equipment	3-5 years
Furniture, fixtures and automobiles	5 years

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**B. Summary of Significant Accounting Policies (continued)**

*Comprehensive Loss*

Comprehensive loss includes net loss as well as other changes in the equity of a business enterprise during a period from transactions and other events and circumstances from nonowner sources. The Company's comprehensive loss is equal to net loss for the periods presented.

*Long Lived Assets*

The Company's long lived assets consist of property and equipment and intangibles assets. The Company has assessed the realizability of these assets and believes that there is no material impairment of these assets to date.

*Deferred Financing Costs*

Deferred financing costs represents the expenses incurred obtaining the subordinated loan discussed in Note H. These costs are being amortized over the life of the related loan commitment.

**C. Income Taxes**

The Company accounts for income taxes in accordance with SFAS No. 109, Accounting for Income Taxes. Under the liability method specified by SFAS No. 109, a deferred tax asset or liability is determined based on the difference between the financial statement and tax bases of assets and liabilities, as measured by currently enacted tax rates.

There are no significant differences between financial statement and tax bases of assets and liabilities as of December 31, 1998. As of December 31, 1998, the Company had net operating loss carryforwards available to offset future taxable income, if any, of approximately \$600,000. The Company has established a valuation allowance of approximately \$250,000 to offset its deferred tax asset as its future realizability is uncertain. The Internal Revenue Code contains provisions that limit the use of loss and tax credit carryforwards in the event of certain changes in the ownership, as defined. These carryforwards expire through 2018 and are subject to review and possible adjustment by the Internal Revenue Service.

**D. Intangible Assets**

In August and September 1999, the Company acquired the performance obligations related to two customer lists for \$223,554 and \$117,006, respectively. Under the terms of the agreements, the Company is required to pay for the customer lists in three installments through January 2000. At September 30, 1999, there was \$258,541 still payable under these agreements, which is included in deferred payments. The Company has recorded the value of these customer lists as an intangible asset and is amortizing them over 24 months, the estimated useful life of the asset.

**E. Deferred Payments**

During 1998 and 1999, the Company acquired certain equipment under an arrangement for deferred payments arrangement. These are payable in monthly installments of \$13,390 through May 2000. At December 31, 1998, and September 30, 1999, the outstanding principal balances

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**E. Deferred Payments (continued)**

were \$73,856 and \$101,612, respectively. As of September 30, 1999, this balance, in addition to the amount discussed in Note D, was included in deferred payments in the accompanying balance sheet.

**F. Notes Payable to a Related Party**

At December 31, 1998, the Company had a demand note payable to a related party totaling \$248,560, of which \$224,760 and \$23,800 were borrowed in 1998 and 1997, respectively. Interest accrues at 10% and totaled \$17,297 and \$16,992 during the year ended December 31, 1998 and the nine months ended September 30, 1999, respectively, and is included in interest expense in the accompanying statement of operations and as an accrued expense in the balance sheet at December 31, 1998. Borrowings were secured by substantially all assets of the Company. This demand note payable was repaid in August 1999.

**G. Convertible Promissory Notes**

In January 1999, the Company issued an aggregate of \$710,000 of Convertible Promissory Notes (the Notes) that accrued interest at a rate of 5% per annum. The Notes were convertible at the option of the noteholder, upon the Company receiving additional financing of at least \$3,000,000 on or before June 30, 1999. The conversion price of the Notes was equal to 85% of the per share price of the subsequent financing. In May and June 1999, the Company converted \$615,000 of these Notes plus accrued interest into 734,316 shares of Series A convertible preferred stock. The remaining \$95,000 plus accrued interest was repaid. In December 1998, the Company had received an advance of \$20,000 towards the purchase of the Notes. In connection with the conversion of the Notes, the Company recorded \$110,150 of interest expense in 1999 as a result of the discounted conversion rate.

**H. Subordinated Loan**

On September 24, 1999, the Company entered into an agreement with a financing Company that provides for a \$4 million subordinated loan and a \$1 million equipment lease line. The subordinated loan bears interest at 10% and is secured by substantially all of the assets of the Company. The subordinated loan provides for borrowings in \$250,000 increments over a 12-month period. The loan requires interest for the first six months followed by 30 equal installments of principal and interest. As of September 30, 1999, there were no borrowings outstanding under this arrangement.

In connection with this financing, the Company issued warrants for the purchase of 274,741 shares of Series B redeemable convertible preferred stock at an exercise price of \$1.91 per share, subject to certain defined adjustments. The warrants expire in seven years or three years from the effective date of the Company's initial public offering, whichever is earlier. The Company has valued these warrants, using the Black-Scholes option pricing model, at \$327,065 and has recorded the value of the warrants as a deferred financing cost, which will be amortized as interest expense over the life of the commitment.

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**I. Stockholders' Deficit**

*Common Stock*

The Company is authorized to issue 19,166,451 shares of common stock. During 1997, the Company issued 4,194,287 shares of common stock to the Company's founders. During 1998, the Company issued 1,039,610 shares of restricted stock to an officer of the Company at \$.03 per share through the issuance of a promissory note for \$31,781. This promissory note was repaid in November 1998. On March 17, 1999, the Company repurchased and returned to authorized status 779,707 shares of this restricted common stock for \$23,836.

*Stock Splits and Dividends*

In October 1998, the Company was reorganized as a Delaware corporation. In connection with this reorganization, the Company exchanged 10,000 shares of common stock for every share outstanding. In March 1999, the Company issued a stock dividend of .79 share for every one share of common stock that was issued and outstanding at that date. Additionally, in July 1999, the Company effected a stock split of 2 shares for every one share of the Company's outstanding common stock. The above transactions have been reflected retroactively for all periods presented in the accompanying financial statements.

**J. Redeemable convertible Preferred Stock**

During 1999, the Company issued 2,830,726 shares of Series A redeemable convertible preferred stock (Series A Preferred Stock), \$0.01 par value resulting in gross proceeds of approximately \$2,096,000 and the conversion of \$615,000 notes payable (see Note 7).

During the third quarter of 1999, the Company sold 6,332,125 shares of Series B redeemable convertible preferred stock (Series B Preferred Stock), \$0.01 par value per share, resulting in gross proceeds to the Company of approximately \$12,100,000.

The rights and preferences of the Series A and B Preferred Stock are as follows:

**Voting**

Each share of Series A and B Preferred Stock is entitled to voting rights equivalent to the number of shares of common stock into which each share can be converted into.

**Conversion**

Series A and B Preferred stock is convertible at the option of the stockholder into two and one shares, respectively, of common stock, subject to certain antidilutive adjustments. Conversion is automatic upon the closing of a public offering of the Company's common stock at a price per share of not less than \$1.25 per share, for Series A Preferred Stock, (adjusted for any stock dividend or stock splits) and aggregate gross proceeds of not less than \$15,000,000. Series B Preferred Stock is automatically converted upon (i) the closing of a public offering of the common stock with gross proceeds of at least \$20,000,000 and a pre-money valuation of not less than \$100 million or (ii) the election of the holders of 60% of the then-outstanding shares of Series B preferred stock.

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**J. Redeemable convertible Preferred Stock (continued)**

**Liquidation**

In the event of a liquidation, dissolution or winding up of the Company, the holders of the Series A and B Preferred Stock are entitled to \$1.00 and \$1.91 per share, respectively, plus all accrued but unpaid dividends. In addition, after payment of the liquidation preference described in the preceding sentence, the Series A Preferred Stock is entitled to participate on an as-converted basis with the Common Stock in the remaining assets of the Company, provided that in no event shall a holder of Series A Preferred Stock be entitled to receive more than three times the liquidation preference for each share of Series A Preferred Stock.

**Dividend**

The Series A and B Preferred Stock each earn cumulative dividends of 8% annually. Dividends are payable in the event of a liquidation of the Company, as defined, or at the discretion of the Board of Directors. Additionally, the preferred stockholders are entitled to receive dividends at the same rate as paid to the common stockholders.

**Redemption**

The holders of at least a majority of the series A Preferred Stock and the Series B Preferred Stock can demand that the Company redeem its shares for the original purchase price plus any accrued and unpaid dividends thereon. Redemption may be demanded after December 31, 2003 by the holders of the Series A Preferred Stock for the Series A Preferred Stock and after July 31, 2004 by the holders by the holders of the Series B Preferred Stock for the Series B Preferred Stock. The Series A preferred stock is redeemable in three equal annual installments. The Series B preferred stock is redeemable in one lump-sum payment.

**K. Stock Option Plan**

In December 1998, the Company established the 1998 Stock Option and Incentive Plan (the 1998 Plan), which provides for the grant of incentive stock options and nonqualified stock options to purchase up to 2,443,942 shares of the Company's common stock. The Board of Directors has the authority to select the employees and nonemployees to whom options are granted and determine the terms of each option, including (i) the number of shares of common stock subject to the option; (ii) the date on which the option becomes exercisable; and (iii) the option exercise price. Options granted under the 1998 Plan generally vest over four years.

The following is a summary of the stock option activity for the year ended December 31, 1998 and for the nine months ended September 30, 1999:

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**K. Stock Option Plan (continued)**

	Number of Shares	Exercise Price per Share	Weighted Average Exercise Price
Granted	523,390	\$ .03	\$ .03
Outstanding, December 31, 1998	523,390	.03	.03
Granted	848,675	.03-.20	.09
Exercised	(28,612)	(.03)	(.03)
Terminated	(694,418)	(.03-.05)	(.04)
Outstanding, September 30, 1999	<u>649,035</u>	<u>\$ .03-.20</u>	<u>\$ .11</u>
Exercisable, September 30, 1999	<u>12,260</u>	<u>\$ .03</u>	<u>\$ .03</u>

As of September 30, 1999, options to purchase 1,766,295 shares of common stock are available for future grant under the 1998 Plan. At September 30, 1999, there were 392,124 shares outstanding at an exercise price of \$0.03 to \$0.05 per share and 256,911 shares outstanding at an exercise price of \$0.19 to \$0.20 per share.

SFAS No. 123, *Accounting for Stock-Based Compensation*, requires the measurement of the fair value of stock options or warrants to be included in the statement of operations or disclosed in the notes to financial statements. The Company has determined that it will account for stock-based compensation for employees under Accounting Principles Board Opinion No. 25 and elect the disclosure-only alternative under SFAS No. 123.

The Company has computed the pro forma disclosures required under SFAS No. 123 for stock options granted during 1998 and 1999 using the Black-Scholes option pricing model prescribed by SFAS No. 123. The assumptions used for 1998 were as follows: (i) risk-free interest rates of 4.65%; (ii) expected life of seven years; (iii) no dividend yield and (iv) no volatility. The assumptions used for 1999 were as follows: (i) risk free interest rates of 4.99% to 6.11%; (ii) expected life of seven years; (iii) no dividend yield and (iv) no volatility. The weighted average remaining contractual life for outstanding options granted during 1998 and 1999 is 9.2 and 9.7 years, respectively. The weighted average fair value at the date of grant for options granted during 1998 and 1999 is \$0.01 and \$0.02 per option, respectively. The total charge to operations under SFAS No. 123 for options vesting during the year ended December 31, 1998 and the nine months ended September 30, 1999 would have been approximately \$215 and \$2,117, respectively.

The effect of applying SFAS No. 123 would have been as follows:

	December 31, 1998	September 30, 1999 (Unaudited)
Net loss—		
As reported	\$ (584,281)	\$ (5,095,962)
Pro forma	(584,496)	(5,098,079)

During 1999, the Company granted 257,511 options to consultants at a weighted average exercise price of \$.15 per share. These options have been valued using the Black-Scholes option

**ESSENTIAL.COM, INC.**  
**NOTES TO FINANCIAL STATEMENTS - (Continued)**

**K. Stock Option Plan (continued)**

pricing model and the Company has recorded deferred compensation of \$489,014. The deferred compensation is being amortized over the vesting periods of the options. During the nine months ended September 30, 1999, the Company recorded \$37,107 of compensation expense.

**L. COMMITMENTS**

The Company has lease agreements for its facilities and certain equipment, which expire at various dates through 2003. The future minimum lease payments under these leases at December 31, 1998 are as follows:

1999	\$ 171,590
2000	159,395
2001	28,632
2002	28,632
2003	<u>4,772</u>

Total future minimum payments    \$ 393,021

Rent expense for the year ended December 31, 1998 and for the nine months ended September 30, 1999 was approximately \$27,500 and \$101,000, respectively.



Corporate Officers and major stockholders or partners holding a 10% or greater equity interest as of August 31, 1999:

<u>Name &amp; Address</u>	<u>Percent</u>	<u>Class of Shares</u>
<b>EnerTech Capital Partners, L.P.</b> 435 Devon Park Drive 700 Building Wayne, PA 19087	24%	Series A&B preferred
<b>Bessemer Venture Partners</b> 83 Walnut Street Wellesley Hills, MA 02481	14.75%	Series A&B preferred
<b>Bessec Venture IV L.P.</b> 1400 Old Country Road Suite 407 Westbury, NY 11590	9.5%	Series A&B preferred
<b>Brand Equity Ventures I, L.P.</b> Three Pickwick Plaza Greenwich, CT 08630	13.7%	Series B preferred
<b>Garland Family Trust</b> f/b/o/ Jason M. Garland	11.28%	Common
f/b/o/ Amy E. Garland Akhil Garland, Trustee 103 Revolutionary Road Concord, MA 01742	11.28%	Common

## **EXHIBIT C**

### **List Of Principal Officers With Relevant Operational Experience**

#### **Mr. Akhil Garland, Chairman and CEO**

Mr. Garland has managed MIS departments for the State of Massachusetts and an international health care company. He is an entrepreneur, having founded and sold a multimedia company. Mr. Garland brings to Essential.com a long-range vision as well as a capacity to manage growth through innovative and leading edge information systems. He earned a B.A. in Computer Science and Mathematics from Connecticut College.

#### **Mr. John Duffy, Vice President, Business Development – Telecommunications Markets**

Mr. Duffy comes to Essential.com from Metromedia International Telecommunications where he served as Vice President of Paging Operations. In that capacity, he managed 13 paging joint ventures located in Eastern Europe, Russia, and Central Asia. Mr. Duffy was directly involved in strategic relationships between Metromedia and vendors, including Motorola, NEC, and Philips. Previously, he was with Metrocall, Inc. for five years in several senior management positions, including Director of Carrier Relations, where he oversaw the ongoing relationship between large carriers and resellers throughout the country. Mr. Duffy holds a B.A. in Economics from LaSalle University.

#### **Ms. Libby Curtis, Director of Web Development**

Prior to joining Essential.com Libby Curtis was Director, Web Development for Cendant Corporation, where she managed a sixteen-person web development group. Ms. Curtis managed the development of several complex sites including Ramada, Days Inn, and Century 21. Prior to Cendant, Ms. Curtis was Human Factors Designer for The NetMarket Company where she designed and integrated user interfaces for several web projects including NetMarket, an on-line shopping service. Ms. Curtis received her BS in Marketing from Plymouth State College.

#### **Mr. Ivar Wold, Senior Vice President and Chief Technology Officer**

Mr. Wold brings over 30 years of experience in engineering, and is one of the Web's leading innovators in eCommerce technology. Prior to joining Essential.com, Mr. Wold was a Senior Vice President at Fidelity Investments Retail Electronic Commerce where he was responsible for the Architecture and Development of Fidelity's Retail Online products. Fidelity's retail Website is one of the busiest in the financial services industry, with more than 2.5 million on-line accounts. Earlier in his career, Mr. Wold worked at leading corporations, such as Inprise (previously Borland International), Lotus Development and Microsoft. He also held senior positions at Analog Devices. Mr. Wold received a B.Sc (Eng) in Aeronautics and Astronautics from Southampton University in England where he graduated with First Class Honors. He is the holder of multiple patents, and his inventions have been manufactured and sold commercially around the world.

**Mr. David Wheeler – Vice President of Operations**

Mr. Wheeler is a consultant to the company and presently serves as our Vice President of Operations. Mr. Wheeler has over 20 years of experience in managing large customer fulfillment and customer service functions. Prior to joining Essential.com, Mr. Wheeler served as the general manager for Sky Subscriber Services, Ltd., a division of Sky Television, the leading satellite television broadcaster in the U.K. from 1989 to 1998. In this role, he was responsible for the management of over 3.5 million subscribers, collection of revenues exceeding \$1.5 billion, and over 2,500 employees. From 1975 to 1989, Mr. Wheeler was with Book Club Associates in U.K. where he was responsible for the design and implementation of their customer management computer systems and eventually had general management responsibility for all matters relating to customer service.

**Mr. Basil Pallone, Director of Finance and Controller**

Mr. Pallone has 19 years of financial experience in a diverse group of energy related companies, including start up ventures and publicly held electric utilities. Before joining Essential.com, Mr. Pallone was CFO of Energy Vision, a start up retail marketer of energy and energy services which was acquired by Williams Energy. Prior to Energy Vision, he served as Executive Vice President for EUA Cogenex Corporation, a \$75 million revenue energy management company. Mr. Pallone also spent three years as Assistant Treasurer at Eastern Utilities Associates where he was in charge of preparing annual and quarterly reports to shareholders and SEC filings. Mr. Pallone spent the first ten years of his career in various financial positions at Boston Edison Company.

**Mr. Patrick Moran, Vice President, Treasurer and Assistant Secretary**

Mr. Moran earned a B.S. in Mass Communications from Emerson College, where he focussed on media communications and computer technologies. He has been involved in entrepreneurial activities since graduating from Emerson and is currently responsible for back office administration at essential.com.

All of the above-listed officers have an address of Three Burlington Woods Drive, 4<sup>th</sup> Floor, Burlington, MA 01803.

K:\corpg\eem\22Application.ess

**FLORIDA TELECOMMUNICATIONS PRICE LIST**

**OF**

**essential.com, inc.**

3 Burlington Woods Drive, 4<sup>th</sup> floor, Burlington MA 01803

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE**

This Price List contains the descriptions, regulations and rates applicable to the furnishing of telecommunications services provided by essential.com, inc. ("essential.com") within the State of Florida. This Price List is on file with the Florida Public Service Commission ("Commission"). Copies may be inspected during normal business hours at the Company's principal place of business: 3 Burlington Woods Drive, 4<sup>th</sup> floor, Burlington MA 01803.

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Issued:  
Issued By:

Basil Pallone  
Director of Finance/Controller  
3 Burlington Woods Drive, 4<sup>th</sup> floor  
Burlington MA 01803  
781.229.9599

Effective Date:

**CHECK SHEET**

Sheets 1 through 115 inclusive of this Price List are effective as of the date shown at the bottom of the respective sheet(s). Revised sheets as named below contain all changes from the original filing that are in effect on the date listed.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
1	Original	26	Original
2	Original	27	Original
3	Original	28	Original
4	Original	29	Original
5	Original	30	Original
6	Original	31	Original
7	Original	32	Original
8	Original	33	Original
9	Original	34	Original
10	Original	35	Original
11	Original	36	Original
12	Original	37	Original
13	Original	38	Original
14	Original	39	Original
15	Original	40	Original
16	Original	41	Original
17	Original	42	Original
18	Original	43	Original
19	Original	44	Original
20	Original	45	Original
21	Original	46	Original
22	Original	47	Original
23	Original	48	Original
24	Original	49	Original
25	Original	50	Original

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**CHECK SHEET, Continued**

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
51	Original	76	Original
52	Original	77	Original
53	Original	78	Original
54	Original	79	Original
55	Original	80	Original
56	Original	81	Original
57	Original	82	Original
58	Original	83	Original
59	Original	84	Original
60	Original	85	Original
61	Original	86	Original
62	Original	87	Original
63	Original	88	Original
64	Original	89	Original
65	Original	90	Original
66	Original	91	Original
67	Original	92	Original
68	Original	93	Original
69	Original	94	Original
70	Original	95	Original
71	Original	96	Original
72	Original	97	Original
73	Original	98	Original
74	Original	99	Original
75	Original	100	Original

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**CHECK SHEET, Continued**

<u>SHEET</u>	<u>REVISION</u>
101	Original
102	Original
103	Original
104	Original
105	Original
106	Original
107	Original
108	Original
109	Original
110	Original
111	Original
112	Original
113	Original
114	Original

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**TABLE OF CONTENTS**

<u>DESCRIPTION</u> .....	<u>SHEET NUMBER</u>
Title Sheet .....	1
Check Sheet .....	2
Table of Contents .....	5
Explanation of Symbols .....	7
Price List Format.....	8
Application of Price List.....	9
 <b>Section 1 - Technical Terms and Abbreviations</b> .....	 10
 <b>Section 2 - Rules and Regulations</b> .....	 24
2.1. Undertaking of Company.....	24
2.2. Limitations .....	24
2.3. Use .....	25
2.4. Liabilities of the Company.....	26
2.5. Equipment and Facilities.....	31
2.6. Customer Responsibilities .....	31
2.7. Interruption of Service .....	32
2.8. Restoration of Service.....	33
2.9. Minimum Service Period .....	33
2.10. Access to Customer’s Premises .....	34
2.11. Payments and Billing .....	34
2.12. Cancellation by Customer.....	36
2.13. Cancellation by Company .....	37
2.14. Advanced Payments and Deposits .....	38
2.15. Interconnection .....	39
2.16. Full Force and Effect .....	40
2.17. Credit Limit.....	40

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**TABLE OF CONTENTS, Continued**

<u>DESCRIPTION</u> .....	<u>SHEET NUMBER</u>
<b>Section 3 - Service Descriptions and Rates</b> .....	41
3.1. Schedule of Charges for Connecting or Changing Service .....	41
3.2. Regulations Applicable to Directory Listings.....	45
3.3. Local Exchange Service.....	53
3.4. IntraLATA/Message Telecommunications Service (MTS).....	107
3.5. Directory Assistance Service .....	107
3.6. Operator Assistance Charges .....	109
3.7. Special Rates for the Handicapped .....	112
3.8. Taxes.....	112
3.9. FCC End User Line Charges.....	113
3.10. Uncertificated Resale Prohibited .....	113
3.11. Promotions .....	113
3.12. Individual Case Basis (ICB) Arrangements.....	113
3.13. Discounts.....	113
 <b>Section 4 – Miscellaneous Services</b> .....	 114

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

**EXPLANATION OF SYMBOLS**

- (D) To signify a **deletion**
- (I) To signify a rate **increase**
- (M) To signify that item has been moved from another location in the price list
- (N) To signify a **new** rate or regulation
- (R) To signify a rate **reduction**
- (T) To signify a change in **text** but no change in rate or regulation

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**PRICE LIST FORMAT**

- A. **Sheet Numbering** – Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, occasionally, when a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. **Sheet Revision Numbers** – Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their price list approval process, the most current sheet number on file with the Commission is not always the sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of code is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. **Check Sheets** – When a price list filing is made with the Commission, an updated Check Sheet accompanies the price list filing. The Check Sheet lists the sheets contained in the Price List with a cross-reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The price list user should refer to the latest Check Sheet to find if a particular sheet is the most current on file with the Commission.

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**APPLICATION OF PRICE LIST**

This Price List contains the rates applicable to the provision of intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of Florida.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS****Agency**

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

**Alternate Routing (“AR”)**

Allows E911 calls to be routed to a designated alternate location if: (1) all E911 exchange lines to the primary PSAP (*See* definition of PSAP below.) are busy; or (2) the primary PSAP closes down for a period (night service).

**Authorized User**

A person, corporation or other entity who is authorized by the Company's Customer to utilize service provided by the Company to the Customer. The Customer is responsible for all charges incurred by an Authorized User.

**Automatic Location Identification (“ALI”)**

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

**Automatic Number Identification (“ANI”)**

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Business Service:**

A service which conforms to one (1) or more of the following criteria:

- A. Used primarily for a paid commercial, professional or institutional activity; or
- B. The service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. The service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. The service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided. However, such use of service, without compensation or reimbursement, for a charitable or civic purpose will not constitute a business use of service unless other criteria apply.

**Called Station**

The terminating point of a call (i.e., the called number).

**Calling Card**

A card issued by Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

**Central Office**

An operating office of the Company where connections are made between telephone exchange lines.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Central Office Line**

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**Change:**

Includes the rearrangement or reclassification of existing service at the same location.

**Channel**

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

**Channel Conversion**

The termination of 1.544. Mbps Service at a Customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

**Channel Service Unit (“CSU”)**

The equipment located at the Customer’s premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

**Commission**

Florida Public Service Commission

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Communications Systems**

Channels and other facilities which are capable of two-way communications between subscriber-provided terminal equipment or telephone company stations, even when not connected to exchange and message toll communications service.

**Company:**

essential.com, inc.

**Credit Card:**

A valid bank or financial organization card, representing an account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

**Customer**

The person, firm, corporation or other entity which orders or uses service and is responsible for payment of charges and compliance with price list regulation.

**Customer Premises Equipment (“CPE”)**

Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX or other communication system.

**Dedicated Access**

Non-switched access between a Customer's premises and the point of presence of the Company's underlying carrier.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Default Routing (“DR”)**

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

**Demarcation Point**

The physical dividing point between the Company’s network and the Customer.

**Digital**

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

**Direct Inward Dial (“DID”)**

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

**Direct Outward Dial (“DOD”)**

A service attribute that allows individual station users to access and dial outside numbers directly.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Disconnect or Disconnection**

The termination of a circuit connection between the originating station and the called station or the Company's operator.

**Dual Tone Multi-Frequency ("DTMF")**

The pulse type employed by tone dial station sets (touch tone).

**Emergency Service Number ("ESN")**

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the Customer.

**E911 Customer**

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

**E911 Service Area**

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**Error**

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error" can also be an omission in records.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Exchange**

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**Exchange Access Line**

A central office line furnished for direct or indirect access to the exchange system.

**Exchange Service**

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**Final Account**

A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

**Flat Rate Service**

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

**Ground Start**

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Handicapped Person**

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 No. 126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

**Holidays:**

Holidays include New Year's Day (January 1), Memorial Day (last Monday in May) Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

**Hunting:**

Routes a call to an idle station line in a prearranged group when the called station is busy.

**Incoming Service Group**

Two or more central office lines arranged so that a call to the first line is completed to a succeeding line in the group when the first line is in use.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Interface**

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

**Interoffice Mileage**

The segment of a line which extends between the central offices serving the originating and terminating points.

**Interruption**

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

**LATA**

Local Access and Transport Area. The area within which the Company provides local and long distance (“intraLATA”) service. For call to numbers outside this area (“interLATA”) service is provided by long distance companies.

**Leased Channel**

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Link**

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

**Local Call**

A call which, if placed by a Customer over the facilities of the Company, is not rated as a toll call.

**Local Calling Area**

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

**Local Service**

Telephone exchange service within a local calling area.

**Loop Start**

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

**Loops**

Segments of a line which extend from the serving central office to the originating and to the terminating point.

**Kbps:**

Kilobits per second, denotes thousands of bits per second.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Message Rate Service**

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

**Move**

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Multi-Frequency (“MF”)**

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**Multiline Hunt**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

**Network Control Signaling**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

**Network Control Signaling Unit**

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Node**

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

**PBX**

A private branch exchange.

**Port**

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

**Premises**

The space occupied by a Customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

**Private Branch Exchange Service**

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

**Public Safety Answering Point (“PSAP”)**

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Rate Center**

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

**Referral Periods**

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

**Resale of Service**

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without “adding value”) for profit.

**Same Premises**

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

**Selective Routing (“SR”)**

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

**Serving Central Office**

The central office from which local service is furnished.

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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued**

**Sharing**

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

**Station**

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

**Subscriber:**

See "Customer" definition.

**Suspension**

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

**Toll Call**

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

**Two Way**

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

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**SECTION 2 – RULES AND REGULATIONS**

**2.1. UNDERTAKING OF COMPANY**

- 2.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the State of Florida.
- 2.1.2. Company offers resold and facilities-based telecommunications services to Customers for the direct transmission and reception of voice, data, and other types of communications.
- 2.1.3. The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.4. Request for service under this Price List will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

**2.2. LIMITATIONS**

- 2.2.1. Service is offered subject to availability of the necessary facilities and/or service and subject to the provisions of this Price List.
- 2.2.2. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.3. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.2. LIMITATIONS, Continued**

- 2.2.4. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Price List shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.5. The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Price List are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment.
- 2.2.6. The Company reserves the right to refuse an application for service by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Price List until this indebtedness is satisfied.

**2.3. USE**

- 2.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which it is technically suited.
- 2.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.
- 2.3.3. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.
- 2.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

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**SECTION 2 – RULES AND REGULATIONS, Continued****2.3. USE, Continued**

- 2.3.5. Recording of telephone conversations of service provided by the Company under this Price List is prohibited except as authorized by applicable federal, state and local laws.
- 2.3.6. Service will not be used to call another person so frequently or at such times of day or in any other manner so as to annoy, abuse, threaten or harass the called party.
- 2.3.7. Service will not be used in any manner which interferes with other persons in the use of their service, prevents other persons from using their service or otherwise impairs the quality of service to other Customers.
- 2.3.8. The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Price List until the indebtedness is satisfied.

**2.4. LIABILITIES OF THE COMPANY**

- 2.4.1. The liabilities of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For the purpose of computing such amount a month is considered to have thirty (30) days. In no event will the Company be responsible for consequential damages for lost profits suffered by a customer or end user as the result of interrupted or unsatisfactory service.

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**SECTION 2 – RULES AND REGULATIONS, Continued**

**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- 2.4.3. Company shall be indemnified and held harmless by the Customer against:
- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over Company’s facilities; and
  - B. Claims for patent infringement arising from combining or connecting Company’s facilities with apparatus and systems of the Customer; and
  - C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.
- 2.4.4. Company is not liable for any defacement of, or damage to, the equipment or premises of a customer resulting from the furnishing of services when such defacement or damage is not the result of the Company’s negligence.
- 2.4.5. Company shall not be liable for, and the Customer indemnifies and holds harmless from, any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, instituted or asserted by the Customer or by any other party of person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company’s negligence.

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**SECTION 2 – RULES AND REGULATIONS, Continued****2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.6. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed agents or employees of the Company without written authorization.
- 2.4.7. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature: storms, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the company or of any department, agency, Commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this Price List to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 2.4.8. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Florida law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.
- 2.4.9. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.10. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps, including obtaining, installing and maintaining all necessary equipment, materials and supplies for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as the Customer's agent, to the Company's network.
- 2.4.11. 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. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, 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 arises 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.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.12. In the absence of gross negligence or willful misconduct, no liability for damages arising from errors, mistakes in or omissions of directory listings, or errors, mistakes or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, will attach to the Company.
- 2.4.13. The Company's liability arising from errors or omissions in directory listings will be limited to the amount of actual impairment to the Customer's service and in no event will exceed one-half (1/2) 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.
- 2.4.14. As part of providing any private listing or semi-private listing services, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by dialing a number which includes the number of the party called. The Company will try to prevent the disclosure of unpublished listings, but will not be liable in any manner should such a number be divulged.
- 2.4.15. When a Customer with a non-published telephone number 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 Price List, the Customer agrees to the release of such information under the above provision.
- 2.4.16. The Company will 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 Price List. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.5. EQUIPMENT AND FACILITIES**

2.5.1. The Company will not be responsible for the installation, operation or maintenance of any Customer-provided communications equipment. Where Customer-provisioned equipment is connected to the facilities furnished under this Price List, the responsibility of the Company will be limited to the furnishing of facilities offered pursuant to this Price List. Beyond this responsibility, the Company will 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 when performed by Customer-provided network control signaling equipment.

2.5.2. At the request of the Customer, installation or maintenance may be performed outside of the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material or other costs incurred by or charged by the Company will apply. If installation or maintenance is started during regular business hours, but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays and/or night hours, additional charges may apply.

**2.6. CUSTOMER RESPONSIBILITIES**

2.6.1. The Customer is responsible for the payment of all charges for services furnished to the Customer and for all additional charges for calls the Customer elects to continue making.

2.6.2. The Customer is responsible for compliance with applicable regulations set forth in this Price List.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.6. CUSTOMER RESPONSIBILITIES, Continued**

- 2.6.3. The Customer is responsible for establishing its identity as often as necessary during the course of the call or when seeking credits from the Company.
- 2.6.4. In the event Company incurs fees or expenses, including attorney's fees, to collect; or attempt to collect, any charges owed Company by customer, including charges alleged to have resulted from fraud or abuse of customer's service, the Company shall charge customer all such fees and expenses, including Company's reasonable attorney's fees, incurred to collect or to attempt to collect its charges, and Company shall be entitled to recover such fees or expenses irrespective of whether it prevails in any legal action brought to collect its charges, all in accordance with and subject to the following additional legal requirements.
- 2.6.5. In accordance with the "filed tariff doctrine," as established by judicial and regulatory decisions and precedents, customer shall pay all charges due and owing irrespective of any claims of loss, liability, set off, damages, or other claims against Company to which customer may claim to be entitled, the duty to pay such charges shall arise upon the demand for payment by Company and shall not be delayed or deferred by the commencement of any legal or equitable action by either customer or Company in connection with such charges incurred under this tariff.

**2.7. INTERRUPTION OF SERVICE**

- 2.7.1. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Section 2.4., herein. It shall be the obligation of the customer to notify Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.
- 2.7.2. For purposes of credit computation for service, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two hours.
- 2.7.3. The subscriber shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major

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fraction thereof that the interruption continues.

Credit formula:  $\text{Credit} = (A/720) \times B$

A - outage time in hours

B - total monthly charge for affected utility

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.8. RESTORATION OF SERVICE**

- 2.8.1. The use and restoration of service in emergencies shall be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations on file with the Commission, which specifies the priority system for such activities.
- 2.8.2. When a Customer's service has been disconnected in accordance with this Price List and the service has been terminated through the completion of a Company service order, service will be restored only upon the basis of application for new service.

**2.9. MINIMUM SERVICE PERIOD**

- 2.9.1. The minimum service period is one month (30 days). The Customer must pay the regular listed rate for the service they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.
- 2.9.2. If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the Customer, the Customer is not obligated to pay for service for the remainder of the minimum period.
- 2.9.3. If service is switched over to a new Customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new Customer if the new Customer agrees in writing to accept them. For facilities not taken over by the new Customer, the original Customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.10. ACCESS TO CUSTOMER'S PREMISES**

The Customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

**2.11. PAYMENTS AND BILLING**

- 2.11.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until cancelled by the Customer on not less than thirty (30) days' notice.
- 2.11.2. The Customer is responsible for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears. Customer will be billed and is responsible for payment of applicable local, state and federal taxes assessed in connection with the services used. It is contemplated that payment be done electronically, with payment made by means of the Customer's credit card, debit card, or other similar mechanism approved by the Company. In the sole discretion of the Company, payments may be made by check.
- 2.11.3. Billing is payable upon receipt and past due thirty (30) days after issuance and posting of invoice. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.11. PAYMENTS AND BILLING**

- 2.11.4. Customers should first seek to resolve billing disputes through the Company's website, [www.essential.com/](http://www.essential.com/), or by email to the address indicated on the Customer's most recent invoice. Additionally, inquiries may be addressed to Company's customer service organization by mail at Three Burlington Woods Drive Burlington, MA 01803-4543, or by telephone at 888-746-4983. Customer service representatives are available to address such inquiries and any inquiries outside of normal business hours will be answered on the next business day, except in the event of an emergency which threatens Customer service, in which case the Company will respond as promptly as possible.
- 2.11.5. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:
- A. First, the customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
  - B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Florida Public Service Commission's Division of Consumer Affairs for its investigation and decision.

The address and telephone number of the Commission are:

Florida Public Service Commission  
Division of Consumer Affairs  
2540 Shumard Oak Boulevard  
Gerald Gunter Building  
Tallahassee, Florida 32399-0850

Telephone number: 904.413.6100  
Toll free number: 800.342.3552

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.12. CANCELLATION BY CUSTOMER**

- 2.12.1. Customer may cancel service by providing written notice to Company thirty (30) days prior to cancellation.
- 2.12.2. Customer is responsible for all usage charges and other charges incurred in connection with the Company's service(s) and the payment thereof, regardless of the Customer's cancellation of some, or all of the services it takes from the Company from time to time.
- 2.12.3. Any cost of Company expenditures shall be borne by the Customer if:
- A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some the period mutually agreed with the Customer for the non-recoverable portions of expenditures; or
  - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
  - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.13. CANCELLATION BY COMPANY**

2.13.1. Company reserves the right to immediately discontinue furnishing the service to customers without incurring liability:

- A. In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public or to employees of the Company; or
- B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or
- C. If the Company deems such refusal necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or services without notice; or
- D. For unlawful use of the service or use of the service for unlawful purposes; or
- E. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services.

2.13.2. Company may discontinue service according to the following conditions upon ten (10) days' written notice:

- A. For violation of Company's filed Price Lists; or
- B. For the non-payment of any proper charge as provided by Company's Price List; or
- C. For Customer's breach of the contract for service between the Company and Customer; or
- D. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.13. CANCELLATION BY COMPANY, Continued**

2.13.3. Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

- A. The use of facilities or service of the Company without payment of Price List charges;
- B. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
- C. The use of profane or obscene language;
- D. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;

2.13.4. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

2.13.5. The Company may refuse to permit collect calling, calling card, third number billing which it determines to be fraudulent and/or may limit the use of these billing options or services.

2.13.6. The Company shall not terminate 911 access during temporary disconnections for non-payment of a residential subscriber's local service.

**2.14. ADVANCED PAYMENTS AND DEPOSITS**

The Company does not require an advanced payment or deposit from the Customer, but reserves the right to collect advanced payments and deposits, as necessary.

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**SECTION 2 - RULES AND REGULATIONS, Continued****2.15. INTERCONNECTION**

- 2.15.1. The Customer shall secure all licenses, permits, rights-of-way and other arrangements necessary for interconnection with the Company. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service and the signals emitted into the Company's network are of the proper mode, band-width, power, data speed and signal level for the intended use of the Customer. If the Customer or its agent fails to properly maintain and operate its equipment and/or system of that of its agent, the Company may, upon written request, require the use of protective equipment at the Customer's expense.
- 2.15.2. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 2.15.3. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs or price lists. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

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**SECTION 2 - RULES AND REGULATIONS, Continued**

**2.16. FULL FORCE AND EFFECT**

Should any provision or portion of this Price List be held by a court or administrative agency of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions of this Price List will remain in full force and effect.

**2.17. CREDIT LIMIT**

The Company may, at any time and at its sole discretion, set a credit limit for any Customer's consumption of services for any monthly period.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES****3.1. SCHEDULE OF CHARGES FOR CONNECTING OR CHANGING SERVICE****3.1.1. Rates and Charges**

All work will have two associated charges. One will be the Line Connection or Line Change charge, and the other will be the Secondary Service Charge for receiving, recording, and processing customer requests.

**A. Line Connection Charge**

Applies per exchange access line, trunk, or per Network Access Register ("NAR") for ESSX-1.

		Residence	Business
(a)	First Line (per Customer request)	\$38.00	\$53.20
(b)	Additional Line (each)	\$11.40	\$11.40

**B. Line Change Charge**

Applies per exchange access line, trunk, or per NAR for ESSX-1.

		Residence	Business
(a)	First Line (per Customer request)	\$21.85	\$36.10
(b)	Additional Line (each)	\$10.45	\$10.45

**C. Secondary Service Charge**

Applies per Customer request.

		Residence	Business
(a)	Each	\$9.50	\$18.05

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.1. SCHEDULE OF CHARGES FOR CONNECTING OR CHANGING SERVICE, Continued**

**3.1.1. Rates and Charges, Continued**

**D. Premises Work Charge**

1. First 15-minute increment or fraction thereof.

		Residence	Business
(a)	Per increment	\$25.00	\$28.00

2. Each additional 15-minute increment or fraction thereof.

		Residence	Business
(a)	Per increment	\$9.00	\$9.00

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS****3.2.1. General**

- A. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying Customer's telephone number and as an aid to the use of telephone service.
- B. The listings of Customers, either without charge or at the rate specified herein for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by Customers or prospective Customers, the Company will not be a party to controversies between Customers as a result of the publication of such listings in its directories.
- C. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when, in its sole judgment, such listings would violate the integrity of company records and its directories, confuse individuals using the directory, or when the Customer cannot provide satisfactory evidence that he is authorized to do business as requested.
- D. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the Customer is not impaired thereby.
- E. Liability of the Company due to directory errors and omissions is as specified in Section 2 of this Price List.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.2.2. Business Listing**

Generally, a business listing consists of a name or dual name, a designation descriptive of the Customer's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

**3.2.3. Residential Listing**

Generally, a residence listing consists of a surname, given name or dual name, and/or initials, the address, and the telephone number. When a single name listing is requested by the Customer, the Company may require satisfactory evidence as to the validity of the requested name. The main listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party residing at the address where service is provided if so designated by the Customer.

**3.2.4. Non-Published (Private) Listing****A. General**

A non-published listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a non-published listing, the name and/or number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming names and/or telephone numbers.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.2.4. Non-Published (Private) Listing, Continued**

- B. An incoming call to a Customer with a non-published listing will be completed by the Company only when the calling party places the call by number. The Company will not connect a call to a non-published Customer on behalf of another caller when the caller does not furnish the non-published number to the Company. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to furnish a non-published telephone number does not create any relationship or obligation, direct or indirect, to any person other than the Customer.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a non-published listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing, and at the Customer's request, the Company will change the non-published telephone number at no charge to the Customer. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published listing or the disclosing of said listing information to any person.
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID Customer. Resale of this information is prohibited.
- E. The telephone number, name and address of the Customer may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The Customer waives any privacy interests in his telephone number, name and address in connection with E911 service.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.2.4. Non-Published (Private) Listing, Continued**

F. For accounting purposes, the telephone number, name, and address of a Customer with a non-published listing will be provided to the Long Distance Carrier(s) which furnishes the Customer long distance message telecommunications service.

**3.2.5. Rate Application****A. Non-published listing****1. Where charge applies**

	<b>Monthly Rate</b>
each	\$1.57

**2. Where charge does not apply**

(a) Service used primarily by a certified hearing/speech impaired person

(b) Additional service furnished to the same Customer who has other service listed in the directory in the same name at the same address. –

(c) Additional service furnished to the same Customer who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.

(d) Service to a Customer living in a hotel, hospital, retirement complex, apartment, boarding house or club if the Customer is listed under the telephone number of the PBX, or CENTREX Type Services furnished to such establishments.

(e) Temporary service

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.2.6. Non-Listed (Semiprivate) Listing**

- A. A non-listed listing is not listed in the alphabetical section of the Company's directory, but is maintained on directory assistance records and will be furnished upon the request of a calling party.
- B. The acceptance by the Company of the Customer's request to furnish a non-listed listing does not create any relationship or obligation, direct or indirect, to any person other than the Customer.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-listed listing. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed listing.
- D. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID Customer. Resale of this information is prohibited.
- E. The telephone number, name and address of the Customer may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The Customer waives any privacy interests in his telephone number, name and address in connection with E911 service.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.2.6. Non-Listed (Semiprivate) Listing, Continued****A. Non-listed listing****1. Where charge applies**

	<b>Monthly Rate</b>
each	\$0.67

**2. Where charge does not apply**

- (a) Service used primarily by a certified hearing/speech impaired person
- (b) Additional service furnished to the same Customer who has other service listed in the directory in the same name at the same address.
- (c) Additional service furnished to the same Customer who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.
- (d) Service to a Customer living in a hotel, hospital, retirement complex, apartment, boarding house or club if the Customer is listed under the telephone number of the PBX, *or* Centrex Type Services furnished to such establishments.
- (e) Temporary Service

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued**

**3.2.7. Additional Listing**

**A. General**

- 1. The Customer to the service assumes responsibility for all charges for additional listings associated with his service. Listing charges date from the day the directory assistance records are posted.
- 2. Listing charges are automatically discontinued upon termination of the service or upon the removal of the listing.

**B. Business Additional Listing**

- 1. A business additional listing may be furnished in other names, when in the sole judgment of the Company the Customer's service is not being resold. This service is available to Telephone Answering Service.

**2. Rate Application**

**(a) Business**

each	<b>Monthly Rate</b> \$1.14
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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.2. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued**

**3.2.7. Additional Listing, Continued**

**C. Residence Additional Listing**

1. A residence additional listing may be furnished in the names of relatives, including those by marriage, domestic employees of the Customer, or other persons residing in the Customer's home who are recognized as a part of the Customer's domestic establishment.

2. Rate Application

Residence

	<b>Monthly Rate</b>
each	\$1.14

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE****3.3.1. General**

- A. Local Exchange Service provides for telephonic connection to, and a unique telephone number address on, the public switched telecommunications network. Local exchange service enables users to place and receive calls from other stations on the public switched telephone network, access other services offered by Company, access certain interstate and international services offered by Company, access operator and directory assistance services, and access emergency services by dialing 0- or 9-1-1.
- B. Local exchange service requires a business or residence basic access line. Residence access lines may include an allowance for calls for which there are no usage charges. One listing in the alphabetical directory is included.
- C. Basic local exchange service as offered in this Price List, is comprised of exchange access lines defined as follows:
1. Exchange Access Line - The serving central office line equipment and all the Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.
  2. Exchange access lines are subject to the nonrecurring charges specified in this Price List.
  3. Rates for basic local exchange service are applied on the basis of statewide groupings according to the total number of exchange access lines, PBX trunks and network access registers in the local calling area excluding the Extended Calling Service exchanges.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.1. General, Continued**

4. Exchange Service Areas for each exchange are identified on maps contained in the BellSouth Telecommunications, Inc. General Subscriber Service tariff.
5. The rates for service and equipment not specifically shown in this section are presented in other sections of this Price List.

**3.3.2. Statewide Rate Groups**

The statewide rate schedules in this Price List section are applicable to exchange access lines. The groupings are based on exchange access lines, PBX trunks and network access registers in the local calling areas. These groupings exclude exchange access lines in the Extended Calling Service additional exchanges or in the expanded local calling area of any other service in this Price List.

Group	Total Exchange Access Lines and PBX Trunks-Upper Limits
1	2,000
2	7,000
3	22,000
4	55,000
5	120,000
6	195,000
7	280,000
8	375,000
9	450,000
10	550,000
11	700,000
12	Unlimited

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges**

- A. The rates specified for Flat Rate Service, essential.com Choice service and/or Message Rate Service, entitle Customers to access all exchange access lines bearing the central office designations of the Customer's exchange and all exchange access lines bearing the central office designations of additional exchanges in the Extended Area Service ("EAS") and Extended Calling Service ("ECS") categories as shown following. For certain services the local calling area of the exchange in the left-hand column also includes the additional exchanges listed in the EAS and ECS categories. These exchanges may be accessed on a flat rate or usage rate basis.
- B. The rates specified for essential.com Area service (including essential.com Area service with the essential.com Choice option), essential.com Business Plus service and essential.com Business Choice Package service entitle Customers to access all exchange access lines bearing the central office designation(s) of the Customer's exchange and all exchange access lines bearing the central office designation(s) of additional exchanges in the Extended Area Service (EAS) and Extended Calling Service (ECS) categories as shown following and all exchange access lines bearing the central office designation(s) of all other exchanges located in the Customer's Local Access and Transport Area (LATA) as shown following. For certain services specified below, the local calling area of the exchange in the left-hand column includes the additional exchanges listed in the EAS and ECS categories and all other exchanges in the Customer's LATA. These exchanges may be accessed on a flat rate or usage rate basis.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges****C. Exchange Listings**

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Archer [Gainesville]	EAS	Bronson, Gainesville, Micanopy, Newberry
	ECS	Cedar Key, Chiefland, Willison (ICE)
Baldwin [Jacksonville]	EAS	Jacksonville, Maxville
	ECS	<b>Callahan (ICE)</b> , MacClenny (ICE), Sanderson (ICE)
Belle Glade [Southeast]	EAS	Pahokee
	ECS	Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach
Big Pine Key [Southeast]	EAS	Key West, Marathon, Sugarloaf Key
	ECS	Homestead, Islamorada, Key Largo, Miami, North Key Largo, Perrine
Boca Raton [Southeast]	EAS	Coral Springs, Deerfield Beach, Delray Beach, Pompano Beach
	ECS	Belle Glade, Boynton Beach, Fort Lauderdale, Hollywood, Jupiter, Miami, North Dade, Pahokee, West Palm Beach
Boynton Beach [Southeast]	EAS	Delray Beach, West Palm Beach
	ECS	Belle Glade, Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges, Continued****C. Exchange Listings, Continued**

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Bronson [Gainesville]	EAS	Archer, Chiefland, Gainesville, Williston (ICE)
	ECS	Cedar Key, Newberry
Brooksville [Gainesville]	EAS	Weekiwachee Springs
	ECS	Dade City (ICE), San Antonio (ICE), Trillacoochee (ICE)
Bunnell [Daytona Beach]	EAS	Flagler Beach, Palm Coast
	ECS	Daytona Beach, Pierson
Cantonment (Including Clear Springs, Gateswood, Alabama) [Pensacola]	EAS	Century, Gulf Breeze, Molino, Pensacola and Walnut Hill
Cedar Key [Gainesville]	ECS	Archer, Bronson, Chiefland, Gainesville
Century [Mobile, Alabama]	EAS	Brewton (Alabama), Cantonment (including Clear Springs, Alabama), Flomaton (Alabama), Molino (ICE), Pensacola, Walnut Hill (ICE)
Chiefland [Gainesville]	EAS	Bronson, Trenton
	ECS	Archer, Cedar Key, Cross City, Gainesville, Old Town

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 3 Burlington Woods Drive, 4<sup>th</sup> floor  
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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges, Continued****C. Exchange Listings, Continued**

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Chipley [Panama City]	EAS ECS	Graceville, Sunny Hills, Vernon Bonifay (ICE), Cottondale (ICE), Panama City, Youngstown-Fountain
Cocoa [Orlando]	EAS	Cocoa Beach, Eau Gallie, Melbourne, Titusville
Cocoa Beach [Orlando]	EAS	Cocoa, Eau Gallie, Melbourne, Titusville
Coral Springs [Southeast]	EAS ECS	Boca Raton, Deerfield Deach, Fort Lauderdale, Pompano Beach Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Cross City [Gainesville]	EAS ECS	Old Town Chiefland, Gainesville, Trenton

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued**

## 3.3.3. Local Calling Area Exchanges, Continued

## C. Exchange Listings, Continued

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Daytona Beach [Daytona Beach]	ECS	Bunnell, DeLand, DeLeon Springs, Flagler Beach, New Smyrna Beach, Oak Hill, Palm Coast, Pierson
DeBary [Orlando]	EAS ECS	DeLand, Orange City (ICE), Sanford Orlando, Winter Park (ICE)
Deerfield Beach [Southeast]	EAS  ECS	Boca Raton, Coral Springs, Delray Beach, Fort Lauderdale, Pompano Beach Boynton Beach, Hollywood, Homestead, Miami, North Dade, Perrine
DeLand [Daytona Beach]	EAS  ECS	DeBary, DeLeon Springs, Orange City (ICE), Pierson Daytona Beach, New Smyrna Beach, Oak Hill
DeLeon Springs	EAS	DeLand, Orange City(ICE), Pierson

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges, Continued****C. Exchange Listings, Continued**

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Delray Beach [Southeast]	EAS	Boca Raton, Boynton Beach, Deerfield Beach
	ECS	Belle Glade, Coral Springs, Fort Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach, West Palm Beach
Dunnellon [Gainesville]	EAS	Bellevue (ICE), Forest (ICE), Ocala (ICE), Oklawaha (ICE), Salt Springs (ICE), Silver Springs Shores (ICE), Yankeetown (ICE)
	ECS	Beverly Hills (ICE)
East Orange [Orlando]	EAS	Apopka (ICE), Lake Buena Vista (ICE), Celebration (ICE), Monteerde (ICE), Orlando, Oviedo, Reedy Creek (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)
Eau Gallie [Orlando]	EAS	Cocoa, Cocoa Beach, Melbourne
	ECS	Titusville

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges, Continued****C. Exchange Listings, Continued**

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Fernandina Beach [Jacksonville]	EAS ECS	Yulee Jacksonville
Flagler Beach [Daytona Beach]	EAS ECS	Bunnell, Palm Coast Daytona Beach, Pierson,
Ft. Lauderdale [Southeast]	EAS ECS	Coral Springs, Deerfield Beach, Hollywood, Pompano Beach Boca Raton, Boynton Beach, Delray Beach, Homestead, Miami, North Dade, Perrine
Ft. Pierce [Southeast]	EAS ECS	Port St. Lucie Jensen Beach, Vero Beach
Gainesville [Gainesville]	EAS ECS	Alachua (ICE), Archer, Bronson, Brooker (ICE), Hawthorne, High Springs (ICE), Lake Butler (ICE), Melrose (ICE), Micanopy, Newberry, Trenton, Waldo (ICE) Cedar Key, Chiefland, Cross City, Keystone Heights, McIntosh (ICE), OldTown, Williston (ICE)

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.3. Local Calling Area Exchanges, Continued****C. Exchange Listings, Continued**

<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Geneva [Orlando]	EAS ECS	Ovieda, Sanford, Winter Park (ICE) Orlando
Graceville [Panama City]	EAS ECS	Chipley Alford (ICE), Bonifay (ICE), Cottondale (ICE), Grand Ridge (ICE), Greenwood (ICE), Malone (ICE), Marianna (ICE), Reynolds Hill (ICE), Sneads (ICE), Westville (ICE)
Green Cove Springs [Jacksonville]	ECS	Palatka, St. Augustine, St. Johns
Gulf Breeze [Pensacola]	EAS  ECS	Cantonment (including Clear Springs, Alabama), Holley-Navarre, Pace, Pensacola Milton

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Havana [Panama City]	EAS	Chattahoochee (ICE), Greensboro (ICE), Gretna (ICE), Quincy (ICE), Tallahassee (ICE)
Hawthorne [Gainesville]	EAS	Gainesville, Melrose (ICE), Micanopy
Hobe Sound [Southeast]	EAS ECS	Jensen Beach, Jupiter, Port St. Lucie, Stuart West Palm Beach
Holley-Navarre [Pensacola]	EAS ECS	Fort Walton Beach (ICE), Gulf Breeze, Pensacola Milton, Pace
Hollywood [Southeast]	EAS ECS	Fort Lauderdale, North Dade Boca Raton, Boynton Beach, Coral Springs, Deerfield Beach, Delray Beach, Homestead, Miami, Perrine, Pompano Beach

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Homestead [Southeast]	EAS ECS	Miami, Perrine Big Pine Key, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Islamorada, Key Largo, Key West, Marathon, North Dade, North Key Largo, Pampano Beach, Sugarloaf Key
Islamorada [Southeast]	EAS ECS	Key Largo, Marathon Big Pine Key, Homestead, Key West, Miami, North Key Largo, Perrine, Sugarloaf Key
Jacksonville [Jacksonville]	EAS  ECS	Baldwin, Callahan (ICE), Jacksonville Beach, Julington, Maxville, Middleburg, Orange Park, Ponte Vedra Beach, St. Johns, Yulee Fernandina Beach, Hilliard (ICE), MacClenny* (ICE), Palatka, Sanderson (ICE), St. Augustine
Jacksonville Beach [Jacksonville]	EAS  ECS	Jacksonville, Ponte Vedra Beach, St. Johns St. Augustine

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Jay [Pensacola]	EAS	Milton, Munson, Pace, Pensacola
Jensen Beach [Southeast]	EAS ECS	Hobe Sound, Port St. Lucie, Stuart Fort Pierce, Jupiter, West Palm Beach
Julington [Jacksonville]	EAS ECS	Jacksonville, Orange Park, St. Johns Green Cove Springs, Palatka, Ponte Vedra Beach, St. Augustine
Jupiter [Southeast]	EAS ECS	Hobe Sound, West Palm Beach Belle Glade, Boca Raton, Boynton Beach, Delray Beach, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Key Largo [Southeast]	EAS ECS	Islamorada, North Key Largo Big Pine Key, Homestead, Key West, Marathon, Miami, Perrine, Sugarloaf Key

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Keystone Heights [Gainesville]	EAS	Melrose (ICE), Starke (ICE), that portion of Florahome (ICE) located in Clay County
	ECS	Gainesville, Waldo (ICE)
Key West [Southeast]	EAS	Big Pike Key, Sugarloaf Key Homestead, Islamorada, Key Largo, Marathon, Miami, North Key Largo, Perrine
	ECS	
Lake City [Jacksonville]	EAS	Branford (ICE), Fort White (ICE), Wellborn (ICE), White Springs (ICE) <b>Florida Sheriffs Boys Ranch (ICE)</b> , High Springs (ICE), Lake Butler (ICE), Live Oak (ICE), <b>Luraville (ICE)</b> , MacClenny (ICE), Sanderson (ICE)
	ECS	
Lynn Haven [Panama City]	EAS	Panama City, Panama City Beach, Youngstown-Fountain Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Vernon
	ECS	

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Marathon [Southeast]	EAS ECS	Big Pine Key, Islamorada Homestead, Key Largo, Key West, Miami, North Key Largo, Perrine, Sugarloaf Key
Maxville [Jacksonville]	EAS ECS	Baldwin, Jacksonville, Middleburg, Orange Park Macclenny** (ICE), Sanderson (ICE)
Melbourne [Orlando]	EAS ECS	Cocoa, Cocoa Beach, Eau Gallie, Sebastian Titusville
Miami [Southeast]	EAS ECS	Homestead, North Dade, Perrine Big Pine Key, Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Islamorada, Key Largo, Key West, Marathon, North Key Largo, Pompano Beach, Sugarloaf Key
Micanopy [Gainesville]	EAS ECS	Archer, Gainesville, Hawthorne McIntosh (ICE)
Middleburg [Jacksonville]	EAS	Jacksonville, Maxville, Orange Park

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Milton [Pensacola]	EAS ECS	Jay, Munson, Pace, Pensacola Gulf Breeze, Holley-Navarre
Munson [Pensacola]	EAS	Jay, Milton, Pace, Pensacola
Newberry [Gainesville]	EAS ECS	Alachua (ICE), Archer, Gainesville, High Springs (ICE), Trenton Bronson
New Smyrna Beach [Daytona Beach]ECS	EAS	Oak Hill Daytona Beach, DeLand, DeLeon Springs, Pierson
North Dade [Southeast]	EAS ECS	Hollywood, Miami, Perrine Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale, Homestead, Pompano Beach

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
North Key Largo [Southeast]	EAS ECS	Key Largo Big Pine Key, Homestead, Islamorada, Key West, Marathon, Miami, Perrine, Sugarloaf Key
Oak Hill [Daytona Beach]ECS	EAS	New Smyrna Beach Daytona Beach, DeLand, DeLeon Springs, Pierson
Old Town [Gainesville]	EAS ECS	Cross City Chiefland, Gainesville, Trenton
Orange Park [Jacksonville]	EAS ECS	Jacksonville, Julington, Maxville, Middleburg, St. Johns Palatka

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Orlando [Orlando]	EAS	Apopka (ICE), Celebration (ICE), Clermont (ICE), East Orange, Lake Buena Vista (ICE), Monteverde (ICE), Oviedo, Reedy Creek (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)
	ECS	DeBary, Geneva, Kissimmee( ICE), Sanford, St. Cloud (ICE), West Kissimmee (ICE)
Oviedo [Orlando]	EAS	East Orange, Geneva, Orlando, Sanford, Winter Park (ICE)
Pace [Pensacola]	EAS	Gulf Breeze, Jay, Milton, Munson, Pensacola
	ECS	Holley-Navarre
Pahokee [Southeast]	EAS	Belle Glade
	ECS	Boca Raton, Boynton Beach, Delray Beach, Jupiter, West Palm Beach

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Palatka [Jacksonville]	EAS	Florahome (ICE), Hastings (ICE), Interlachen (ICE), Pomona Park, Welaka
	ECS	Crescent City** (ICE), Green Cove Springs, Jacksonville, Julington, Orange, Park, St. Augustine, St. Johns
Palm Coast [Daytona Beach]	EAS	Bunnell, Flagler Beach
	ECS	Daytona Beach
Panama City [Panama City]	EAS	Lynn Haven, Panama City Beach, Tyndall AFB (ICE), Wewahitchka (ICE), Youngstown-Fountain
	ECS	Chipley, Port St. Joe (ICE), Sunny Hills, The Beaches (ICE), Vernon
Panama City Beach [Panama City]	EAS	Lynn Haven, Panama City
	ECS	Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Youngstown- Fountain

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Pensacola [Pensacola]	EAS	Cantonment (including Clear Springs, Alabama), Century (ICE), Gulf Breeze, Holley-Navarre, Jay, Milton, Molino (ICE), Munson, Pace, Walnut Hill (ICE)
Perrine [Southeast]	EAS ECS	Homestead, Miami, North Dade Big Pine Key, Coral Springs, Deerfield Beach, Fort Lauderdale, Hollywood, Islamorada, Key Largo, Key West, Marathon, North Key Largo, Pompano Beach, Sugarloaf Key
Pierson [Daytona Beach]	EAS ECS	Crescent City (ICE), DeLand, DeLeon Springs Bunnell, Daytona Beach, Flagler Beach, New Smyrna Beach, Oak Hill
Pomona Park [Jacksonville]	EAS	Crescent City (ICE), Palatka, Welaka

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Pompano Beach [Southeast]	EAS	Boca Raton, Coral Springs, Deerfield Beach, Fort Lauderdale
	ECS	Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Ponte Vedra Beach [Jacksonville]	EAS	Jacksonville, Jacksonville Beach, St. Johns
	ECS	Julington, St. Augustine
Port St. Lucie [Southeast]	EAS	Fort Pierce, Hobe Sound, Jensen Beach, Stuart
	ECS	Jupiter, West Palm Beach
St. Augustine [Jacksonville]	EAS	Hastings (ICE), St. Johns
	ECS	Green Cove Springs, Jacksonville, Jacksonville Beach, Julington, Palatka, Ponte Vedra Beach

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
St. Johns [Jacksonville]	EAS	Hastings (ICE), Jacksonville, Jacksonville Beach, Julington, Orange Park, Ponte Vedra Beach, St. Augustine
	ECS	Green Cove Springs, Palatka
Sanford [Orlando]	EAS	DeBary, Geneva, Oviedo, Winter Park (ICE)
	ECS	Orange City (ICE), Orlando
Sebastian [Southeast]	EAS	Melbourne, Vero Beach
Stuart [Southeast]	EAS	Hobe Sound, Indiantown (ICE), Jensen Beach, Port St. Lucie
	ECS	Jupiter, West Palm Beach
Sugarloaf Key [Southeast]	EAS	Big Pine Key, Key West
	ECS	Homestead, Islamorada, Key Largo, Marathon, Miami, North Key Largo, Perrine
Sunny Hills [Panama City]	EAS	Chipley, Vernon
	ECS	Lynn Haven, Panama City, Panama City Beach, Youngstown- Fountain

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
Titusville [Orlando]	EAS ECS	Cocoa, Cocoa Beach Eau Gallie, Melbourne
Trenton [Gainesville]	EAS ECS	Chiefland, Gainesville, Newberry Cross City , Old Town
Vernon [Panama City]	EAS ECS	ChIPLEY, Sunny Hills Bonifay (ICE), Lynn Haven, Panama City, Westville (ICE)
Vero Beach [Southeast]	EAS ECS	Sebastian Fort Pierce
Weekiwachee Springs [Gainesville]	EAS	Brooksville
Welaka [Jacksonville]	EAS	Crescent City (ICE), Palatka, Pomona Park

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<b>Exchange [LATA]</b>	<b>Category</b>	<b>Additional Exchanges</b>
West Palm Beach [Southeast]	EAS ECS	Boynton Beach, Jupiter Belle Glade, Boca Raton, Delray Beach, Hobe Sound, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Yankeetown [Gainesville]	EAS	Crystal River (ICE), Dunnellon
Youngstown- Fountain [Panama City]	EAS ECS	Lynn Haven, Panama City Chipley, Panama City Beach, Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE)
Yulee [Jacksonville]	EAS	Fernandina Beach, Jacksonville

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**3.3. LOCAL EXCHANGE SERVICE, Continued**

**3.3.3. Local Calling Area Exchanges, Continued**

**D. Exchange Listings by LATA, Continued**

**Daytona Beach LATA**

Bunnell	De Land	Oak Hill
Daytona Beach	Flagler Beach	Palm Coast
De Leon Springs	New Smyrna Beach	Pierson

**Gainesville LATA**

Archer	CrossCity	Keystone Heights	Salt Springs
Astor	Crystal River	Lady Lake	San Antonio
Belleview	Dade City	Leesburg	Silver Springs Shores
Beverly Hills	Dunnellon	McIntosh	Tavares
Bronson	Eustis	Melrose	Trenton
Brooker	Forest	Micanopy	Trillacoochee
Brooksville	Gainesville	Mount Dora	Umatilla
Bushnell	Groveland	Newberry	Waldo
Cedar Key	Hawthorne	Ocala	Weekiwachee Springs
Chiefland	Homosassa Springs	Oklawaha	Wildwood
Citra	Howey-in-the-Hills	Old Town	Williston
Clermont	Inverness	Orange Springs	Yankeetown

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Alachua	Hastings	Lake City	Ponte Vedra Beach
Baldwin	High Springs	Lawtey	Raiford
Branford	Hilliard	Live Oak	Sanderson
Callahan	Interlachen	Luraville	St. Augustine
Crescent City	Jacksonville	Macclenny	St. Johns
Dowling Park	Jacksonville Beach	Maxville	Starke
Fernandina Beach	Jasper	Mayo	Welaka
Florahome	Jennings	Middleburg	Wellborn
Fla. Sheriff's			
Boys Ranch	Julington	Orange Park	White Springs
Fort White	Kingsley Lake	Palatka	Yulee
Green Cove Springs	Lake Butler	Pomona Park	

**Mobile, Alabama LATA**

Atmore, AL	Deer Park, AL	Gosport, AL	Monroeville, AL
Bay Minette, AL	Elberta, AL	Grand Bay, AL	Mount Vernon, AL
Bayou La Batre, AL	Evergreen, AL	Grove Hill, AL	Orange Beach, AL
Beatrice, AL	Excel, AL	Gulf Shores, AL	Peterman, AL
Belle Fontaine, AL	Fairhope, AL	Huxford, AL	Pine Apple, AL
Bon Secour, AL	Finchburg, AL	Irvington-St. Elmo, AL	Repton, AL
Brewton, AL	Flomaton, AL	Jackson, AL	Robertsdale, AL
Castleberry, AL	Foley, AL	Lillian, AL	Seminole, AL
Century, FL	Fort Morgan, AL	Loxley, AL	Silas, AL
Chatom, AL	Fowl River, AL	Magnolia Springs, AL	Summerdale, AL
Citronelle, AL	Frankville, AL	McCullough, AL	Tanner-Williams, MS
Coffeeville, AL	Frisco City, AL	McIntosh, AL	Uriah, AL
Dauphin Island, AL	Fruitdale, AL	Millry, AL	Walnut Hill, FL
Davisville, FL	Gilbertown, AL	Mobile, AL	

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Apopka	Eau Gallie	Montverde	St. Cloud
Celebration	Geneva	Orange City	Titusville
Cocoa	Kenansville	Orlando	West Kissimmee
Cocoa Beach	Kissimmee	Oviedo	Windermere
De Bary	Lake Buena Vista	Reedy Creek	Winter Garden
East Orange	Melbourne	Sanford	Winter Park

**Panama City LATA**

Alford	Chipley	Hosford	Sneads
Alligator Point	Cottondale	Lynn Haven	Sunny Hills
Altha	East Point	Malone	The Beaches
Apalachicola	Graceville	Marianna	Tyndall Air Force Base
Blountstown	Grand Ridge	Panama City	Vernon
Bonifay	Greensboro	Panama City Beach	Westville
Bristol	Greenwood	Port St. Joe	Wewahitchka
Carrabelle	Gretna	Quincy	Youngstown-Fountain
Chattahoochee	Havanna	Reynolds Hill	

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Baker, FL	Fort Walton, Beach, FL	Milton, FL	Ponce De Leon, FL
Cantonment, FL	Freeport, FL	Molino, FL	Santa Rosa Beach, FL
Clear Springs, AL	Glendale, FL	Munson, FL	Seagrove Beach, FL
Crestview, FL	Gulf Breeze, FL	Pace, FL	Shalimar, FL
De Funiak Springs, FL	Holley Navarre, FL	Paxton, FL	Valparaiso, FL
Destin, FL	Jay, FL	Pensacola, FL	Wing, AL
Floral, AL	Laurelhill, FL		

**Southeast LATA**

Belle Glade	Fort Pierce	Key Largo	Pompano Beach
Big Pine Key	Hobe Sound Key	West Port	St. Lucie
Boca Raton	Hollywood	Marathon	Sebastian
Boynton Beach	Homestead	Miami	Stuart
Coral Springs	Indiantown	North Dade	Sugarloaf Key
Deerfield Beach	Islamorada	North Key Largo	Vero Beach
Delray Beach	Jensen Beach	Pahokee	West Palm Beach
Fort Lauderdale	Jupiter	Perrine	

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.4. Flat Rate Service****A. Monthly Rates**

1. The rates specified herein entitle subscribers to an unlimited number of messages to all exchange access lines bearing the designation of central offices within the serving exchange and extended area service additional exchanges or portions of exchanges as shown in Section 3.4.3. of this Price List.
2. See Section 4 for a listing of rate groups.
3. Residence and Business Exchange Access Line Rates

**(a) Residence Service****(i) Rate Groups 1 – 6, Individual Service**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$7.30	\$7.70	\$8.10	\$8.40	\$8.80	\$9.15

**(ii) Rate Groups 7 – 12, Individual Service**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$9.50	\$9.80	\$10.05	\$10.30	\$10.45	\$10.65

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.3. LOCAL EXCHANGE SERVICE, Continued**

**3.3.4. Flat Rate Service, Continued**

**A. Monthly Rates, Continued**

**2. Residence and Business Exchange Access Line Rates, Continued**

**(b) Business Service**

**(i) Rate Groups 1 – 6, Individual Service**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$19.80	\$20.80	\$21.90	\$22.90	\$23.85	\$24.90

**(ii) Rate Groups 7 – 12, Individual Service**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$25.75	\$26.60	\$27.40	\$28.00	\$28.60	\$29.10

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.5. Message Rate Service****A. General**

1. Business and residence individual line message rate service is offered in all exchanges except where local exceptions apply. Residence individual line message rate service is offered in all exchanges where facilities permit. The rates specified entitle subscribers to the number of messages specified to all exchange access lines bearing the designation of central offices of the serving exchange and extended area service additional exchanges as shown in 3.4.3 of this Price List.
2. Subscribers to message rate service are regularly billed monthly in advance. Messages in excess of the monthly message allowance are billed monthly in arrears. Local messages not used in one month's allowance are not credited to the Customer's account for any other month service is rendered.
3. Where a subscriber contracts for two or more individual message rate lines on the same premises and agrees to grouped billing, the number of monthly message allowances per line, as specified preceding, will be multiplied by the number of such message rate lines and messages in excess of this product will be billed at the additional local message charge as indicated following. All lines included for such allowance must have the same central office designation.
4. Message charges will not apply to calls to the Company Business Office, Repair Service, Directory Assistance, Emergency 911 Service or 976 Dial-It Service.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.3. LOCAL EXCHANGE SERVICE, Continued**

**3.3.5. Message Rate Service, Continued**

**A. General, Continued**

- 5. Message rate service will not be provided in connection with the provision of Foreign Exchange or Foreign Central Office services.
- 6. Generally, any combination of message rate and flat rate service will not be allowed on the same premises.
- 7. Extended Calling Service (“ECS”) supersedes Message Rate Service for calls to ECS additional exchanges listed in 3.4.3, Local Calling Areas.
- 8. See Section 4 for a rate group examples.

**B. Monthly Rates and Message Charges**

**1. Residence Individual Line Message Rates**

**(a) Monthly Rates - Rate Groups 1-6, Per Line**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$6.77	\$6.77	\$6.77	\$6.77	\$6.77	\$6.77

**(b) Monthly Rates - Rate Groups 7-12, Per Line**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$6.87	\$7.09	\$7.27	\$7.45	\$7.57	\$7.71

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.5. Message Rate Service, Continued****B. Monthly Rates and Message Charges, Continued****1. Residence Individual Line Message Rates, Continued****(c) Message Allowance and Message Charges**

I. The monthly message allowance, per line, is seventy-five (75) outgoing local messages (to the Local Calling Area specified in 3.4.3 excluding the Extended Calling Service ("ECS") additional exchanges).

II. Additional outgoing local messages to the Local Calling Area excluding the ECS additional exchanges in excess of the allowance.

(i) Each \$ .10

**2. Business Individual Line Message Rates****(a) Monthly Rates - Rate Groups 1-6, Per Line**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$14.71	\$15.46	\$16.29	\$17.04	\$17.75	\$18.54

**(b) Monthly Rates - Rate Groups 7-12**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$19.18	\$19.81	\$20.41	\$20.86	\$21.31	\$21.69

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.5. Message Rate Service, Continued****B. Monthly Rates and Message Charges, Continued****2. Business Individual Line Message Rates, Continued****(c) Message Allowance and Message Charges**

- I. The monthly message allowance, per line, is seventy-five (75) local messages (to the Local Calling Area specified in 3.4.3 excluding the Extended Calling Service ("ECS") additional exchanges)

Additional local messages to the Local Calling Area excluding the ECS additional exchanges in excess of allowance

	<b>Price</b>
Each	\$.12

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.6. PBX Trunks****A. Flat Rate Service****1. Monthly Rates - Rate Groups 1-6**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$33.66	\$35.36	\$37.23	\$38.93	\$40.55	\$42.33

**2. Monthly Rates - Rate Groups 7-12**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$43.78	\$45.22	\$46.58	\$47.60	\$48.62	\$49.47

**B. Message Rate Service****1. Monthly Rates - Rate Groups 1-6**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$15.26	\$16.01	\$16.84	\$17.59	\$18.30	\$19.09

**2. Monthly Rates - Rate Groups 7-12**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$19.73	\$20.36	\$20.96	\$21.41	\$21.86	\$22.24

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.6. PBX Trunks****B. Message Rate Service, Continued**

3. The monthly message allowance, per line, is seventy-five (75) calls.  
Calls in excess of the allowance incur the following charge.

Each	\$0.12
------	--------

**3.3.7. Direct Inward Dialing (DID)****A. Non-recurring charges**

First group of 20 numbers	\$915.00
Each additional group of 20 numbers	\$15.00
Automatic Intercept Service, per number	\$15.20

**B. Monthly charges**

First group of 20 numbers	\$4.00
Each additional group of 20 numbers	\$4.00
Multifrequency Pulsing Option	\$7.50
Dual Tone Multifrequency Pulsing Option	\$7.50

**3.3.8. DID Trunk Termination****A. Non-recurring charges**

Each inward only trunk	\$90.00
Each combination trunk with call transfer	\$237.50

**B. Monthly charges**

Each inward only trunk	\$21.80
Each combination trunk with call transfer	\$42.75

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.9. Identified Outward Dialing From PBX Trunks****A. Nonrecurring charges**

First 10 trunks	\$475.00
11-50 trunks	\$47.50
51 trunks or more	\$19.00
Basic termination charge, 1-50 trunks	\$617.50
Basic termination charge, 51 trunks or more	\$156.75

**B. Monthly charges**

First 10 trunks	\$247.00
11-50 trunks	\$24.70
51 trunks or more	\$6.18

**3.3.10. Rotary Hunting Service****A. Flat rate per line or PBX trunk****1. Business service****a. Rate groups 1-6, monthly rates**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$6.40	\$6.73	\$7.08	\$7.41	\$7.71	\$8.05

**b. Rate groups 7-12, monthly rates**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$8.33	\$8.60	\$8.86	\$9.06	\$9.25	\$9.41

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.10. Rotary Hunting Service, Continued****B. Message rate per line or PBX trunk, Continued****1. Business service****a. Rate groups 1-6, monthly rates**

<b>Group</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
\$6.40	\$6.73	\$7.08	\$7.41	\$7.71	\$8.05

**b. Rate groups 7-12, monthly rates**

<b>Group</b>					
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>
\$8.33	\$8.60	\$8.86	\$9.06	\$9.25	\$9.41

**c. Message rate services has an allowance of 75 calls. Calls in excess of the allowance are billed at \$0.114 per call.**

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued**

## 3.3.11 Features

## A. Residential service

## 1. Monthly charges

Call forwarding variable	\$3.00
Three-way calling	\$4.00
Call waiting	\$4.10
Speed calling - 8	\$2.00
Speed calling - 30	\$3.00
Call forwarding busy line	\$1.00
Call forwarding don't answer	\$1.00
Customer control - CF busy line	\$3.00
Customer control - CF don't answer	\$3.00
Call forwarding busy line multipath	\$2.00
Call forwarding don't answer multipath	\$2.00
Call forwarding variable multipath	\$3.00
Call return	\$4.00
Call Trace	\$4.00
Repeat dialing	\$4.00
Call Selector (Priority Call)	\$4.00
Remote access - call forwarding	\$4.94
Call waiting deluxe	\$6.00
Call forwarding - don't answer ring control	\$1.00
Three way calling with transfer	\$4.95
Remote call forwarding	\$11.40
Distinctive ring (RingMaster I® Service)*	\$4.00
Distinctive ring (RingMaster II® Service)**	\$6.00

\* provides one additional phone number with distinctive ringing

\*\* provides two additional phone numbers with distinctive ringing

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.11 Features, Continued****B. Business service****1. Monthly charges**

Call forwarding variable	\$3.80
Three-way calling	\$5.00
Call waiting	\$6.25
Speed calling - 8	\$3.00
Speed calling - 30	\$5.00
Call forwarding busy line	\$3.25
Call forwarding don't answer	\$3.25
Customer control - CF busy line	\$6.25
Customer control - CF don't answer	\$6.25
Call forwarding busy line multipath	\$3.00
Call forwarding don't answer multipath	\$3.00
Call forwarding variable multipath	\$3.00
Remote access - call forwarding	\$7.25
Message waiting indicator	\$0.50
Three way calling with transfer	\$6.00
Remote call forwarding	\$11.40
Distinctive ring (RingMaster I® Service)	\$7.00
Distinctive ring (RingMaster II® Service)	\$10.00

**3.3.12 Class (Touchstar®) Service****A. Residential service****1. Monthly charges**

Call return	\$3.80
Repeat dialing	\$3.80
Call selector	\$3.80
Preferred call forwarding	\$3.80

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.12 Class (Touchstar®) Service, Continued****A. Residential service, Continued****1. Monthly charges, continued**

Call block	\$3.80
Call trace	\$3.80
Caller ID - basic	\$6.00
Caller ID - deluxe	\$7.50
Anonymous call rejection (ACR)	\$3.00

**B. Business service****1 Monthly charges**

Call return	\$4.75
Repeat dialing	\$4.28
Call selector	\$4.28
Preferred call forwarding	\$5.00
Call block	\$4.50
Call trace	\$5.00
Caller ID - basic	\$7.50
Caller ID - deluxe	\$11.00
Anonymous call rejection (ACR)	\$3.75
Enhanced caller ID with ACR	\$15.19
Enhanced caller ID with call management	\$16.10

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.13. Multifeature discount plan**

	<u>Business</u>	<u>Residential</u>
Two features	\$0.15	\$0.50
Three features	\$0.45	\$1.50
Four features	\$0.90	\$3.00
Five features	\$1.35	\$4.50
Six features	\$1.80	\$6.00
Seven features	\$2.25	\$7.50
Eight features	\$2.70	\$9.00
Nine features	\$3.15	\$10.50
Ten features	\$3.60	\$12.00
Eleven features	\$4.05	\$13.50
Twelve features	\$4.50	\$15.00
Thirteen features	\$4.95	\$16.50
Fourteen features	\$5.40	\$18.00
Fifteen features	\$5.85	\$19.50
Sixteen features	\$6.30	\$21.00
Seventeen features	\$6.75	\$22.50
Eighteen features	\$7.20	\$24.00
Nineteen features	\$7.65	\$25.50
Twenty features	\$8.10	\$27.00

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.14. Extended Area Service****A. Enhanced Optional Extended Area Service****1. General**

Enhanced Optional Extended Area Service ("EOEAS") provides alternative billing for customer dialed station-to-station calls to locations outside a Customer's extended area service local calling area, but within the same LATA. EOEAS is available in the following configuration:

**Premium** - This option permits residence Customers to increase their unlimited local calling area by allowing the Customer to make unlimited outgoing direct dialed calls to a specified Extended Calling Service exchange or exchanges within the Customer's LATA. Premium customers will not be billed Extended Calling Service or Local Calling Plus rates. Customers pay a fixed monthly EOEAS additive in addition to the Individual Residence Line rate.

These services are offered in the exchanges specified below subject to the availability of facilities and billing capabilities. These services are available to business and residence Customers except as specified herein. Customers who subscribe to Public Telephone Access Service for Customer Provided Equipment, Sharing and Resale of Basic Local Exchange Service, or lines which terminate in hotels, motels, nursing homes or hospitals to serve guests or patients may not subscribe to this service. EOEAS is not available to users of Dormitory Communications Service. Business customers and Residence Message Rate customers may not subscribe to the Premium option.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.14. Extended Area Service****A. Enhanced Optional Extended Area Service, Continued****1. General, Continued**

EOEAS is intended for the personal use or business use of the Customer and may not be resold to others or used on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges by others.

Suspension of EOEAS is allowed subject to the terms and conditions specified in this Price List. During the suspension period, the monthly recurring rates for the service are rated at one-half their normal amounts.

During the six-month period following the effective date of each authorized EOEAS plan, the normal service order charge will be waived for the initial selection of one of the options and for one subsequent change (to a different option or back to original service). Following this six-month period the appropriate service order charge as specified in this Price List will apply to EOEAS activity.

The rates for the Premium options are in addition to the rates for basic local exchange service.

The Premium option monthly rates are per residence subscriber line.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.3. LOCAL EXCHANGE SERVICE, Continued**

**3.3.14. Extended Area Service**

**A. Enhanced Optional Extended Area Service, Continued**

**1. General, Continued**

For each exchange that has an EOEAS offering, the access lines in the specified added exchange or exchanges will be recalculated yearly to determine if the residence Premium option monthly rate needs to be adjusted based on the rate matrix provided following. If a rate adjustment is required, it will be made effective within two months of the issuance of a new directory and will be preceded by an appropriate customer notification.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.14. Extended Area Service, Continued****A. Enhanced Optional Extended Area Service, Continued****2. Rates and Charges**

- (a) The rates for the Premium EOEAS option are shown in the following matrix. Rates for specific routes are based on the airline mileage between rate centers of the involved exchanges and also on the number of access lines in the added exchange or exchanges.

Option	Mileage to Rate Center of the Added Exchange or Exchanges		
	0-10	11-22	23-55
<b>Residence</b>			
<b>Premium Monthly</b>			
<b>Additives Access</b>			
<b>Lines in the</b>			
<b>Added Exchange or</b>			
<b>Exchanges</b>			
0 - 2,000	\$3.65	\$4.30	\$ 6.85
2,001 - 7,000	4.00	4.70	7.50
7,001 - 22,000	4.30	5.10	8.15
22,001 - 55,000	4.55	5.40	8.60
55,001 - 120,000	4.90	5.80	9.25
120,001 - 195,000	5.20	6.15	9.80
195,001 - 280,000	5.50	6.50	10.35
280,001 - 375,000	5.75	6.80	10.85
375,001 - 450,000	5.95	7.05	11.25
450,001 - 550,000	6.15	7.30	11.65
550,001 - 700,000	6.30	7.45	11.90
Over 700,000	6.45	7.65	12.20

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	<b>Monthly Rate</b>
Premium (additive per line)	\$5.80

**II. Flagler Beach to Daytona Beach, Residence Options**

Premium (additive per line)	\$5.80
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**III. Palm Coast to Daytona Beach, Residence Options**

Premium (additive per line)	\$9.25
-----------------------------	--------

**IV. Geneva to Orlando, Residence Options**

Premium (additive per line)	\$6.50
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**V. Sanford to Orlando, Residence Options**

Premium (additive per line)	\$6.50
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	<b>Monthly Rate</b>
Premium (additive per line)	\$5.40

**VII. Vero Beach to Ft. Pierce, Residence Options**

Premium (additive per line)	\$5.40
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**VIII. Holley-Navarre to Milton, Residence Options**

Premium (additive per line)	\$5.10
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**IX. Fernandina Beach to Jacksonville, Residence Options**

Premium (additive per line)	\$10.85
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**X. Belle Glade to West Palm Beach, Residence Options**

Premium (additive per line)	\$10.85
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	<b>Monthly Rate</b>
Premium (additive per line)	\$10.85

**XII. Pahokee to West Palm Beach, Residence Options**

Premium (additive per line)	\$10.85
-----------------------------	---------

**XIII. Hobe Sound to West Palm Beach, Residence Options**

Premium (additive per line)	\$10.85
-----------------------------	---------

**XIV. St. Augustine to Jacksonville, Jacksonville Beach, Julington and Ponte Vedra Beach, Residence Options**

Premium (additive per line)	\$10.85
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**XV. St. Augustine to Jacksonville and Jacksonville Beach, Residence Options**

Premium (See above.)	
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	<b>Monthly Rate</b>
Premium (additive per line)	\$6.80

**XVII. Boca Raton to Ft. Lauderdale, Residence Options**

Premium (additive per line)	\$6.80
-----------------------------	--------

**XVIII. Hollywood to Miami, Residence Options**

Premium (additive per line)	\$7.65
-----------------------------	--------

**XIX. Delray Beach to West Palm Beach, Residence Options**

Premium (additive per line)	\$6.80
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**XX. North Key Largo to Miami, Residence Options**

Premium (additive per line)	\$12.20
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	<b>Monthly Rate</b>
Premium (additive per line)	\$5.40

**XXIII. Key Largo to Miami, Perrine and Homestead, Residence Options**

Premium (additive per line)	\$12.20
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**XXIV. Sunny Hills to Panama City Beach and Lynn Haven, Residence Options**

Premium (additive per line)	\$8.60
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**XXV. Keystone Heights to Gainesville, Residence Options**

Premium (additive per line)	\$5.80
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**XXVI. Oak Hill to Daytona Beach**

Residence Options Premium (additive per line)	\$9.25
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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.3. LOCAL EXCHANGE SERVICE, Continued**

**3.3.14. Extended Area Service, Continued**

**B. Extended Calling Service ("ECS")**

**1. General**

Extended Calling Service ("ECS") provides usage based pricing for customer dialed or operator assisted calls to selected exchanges within the Customer's LATA.

Provision of ECS is subject to the availability of facilities and billing capabilities.

ECS applies to all business and residence individual lines; PBX Trunk lines; ESSX service/other NARS; Foreign Exchange Service and Remote Call Forwarding lines within the exchanges where it is available.

Enhanced Optional Extended Area Service ("EOEAS") customers with the Residence Premium option will not be billed Extended Calling Service usage charges. Optional Extended Local Calling customers in the Daytona Beach and New Smyrna Beach exchanges will not be billed Extended Calling Service usage charges.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.3. LOCAL EXCHANGE SERVICE, Continued****3.3.14. Extended Area Service, Continued****B. Extended Calling Service ("ECS"), Continued****2. Usage Charges**

(a) Station-to-Station rates for calls to the Extended Calling Service exchanges.

**I. Residential - per message charge****Price****\$.25****II. Business - per minute charge****Initial Minute  
or Fraction  
Thereof****Additional  
Minute, Each or  
Fraction Thereof****\$.10****\$.06**

(b) For Operator assisted local calls, in addition to the Station-to-Station usage rates, the appropriate Operator Surcharges in 3.6 are also applicable.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.4. INTRALATA/MESSAGE TELECOMMUNICATIONS SERVICE (MTS)**

3.4.1. Generally

The Company offers intraLATA MTS service has billing increments of six second, after an initial increment if 30 seconds. The Peak rates apply Monday – Friday, 7:00 AM – 5:59 PM. Off-Peak rates apply at all other times, including recognized holidays.

A. Rates – All Calls

	<u>Peak First 30 Seconds</u>	<u>Peak Add'l 6 Seconds</u>	<u>Off-Peak First 30 Seconds</u>	<u>Off-Peak Add'l 6 Seconds</u>
Residential customers	\$0.1050	\$0.0210	\$0.0630	\$0.0126
Business customers	\$0.1245	\$0.0249	\$0.0934	\$0.0187

B. Surcharges

	<b>Residence</b>	<b>Business</b>
Station Charge	\$0.25	\$0.25

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.5. DIRECTORY ASSISTANCE SERVICE****3.5.1. General**

The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

**3.5.2. Rates and Charges**

A. Local Directory Assistance - request of a telephone number - (maximum of two (2) requests per call.)

1. Within the Company's local calling area for the originating line

	<b>Rate</b>
Per Call	\$.25

2. Outside the Company's local and LATA/NPA serving areas for the originating line

Per Call	.85
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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.5. DIRECTORY ASSISTANCE SERVICE, Continued****3.5.2. Rates and Charges, Continued****B. Toll Directory Assistance**

1. Outside local calling area but within the Company's LATA/NPA serving area for originating line

Per Call \$0.48

2. Outside local calling area and LATA/NPA for originating line

Per call \$0.85

- C. No charge applies for the first two (2) calls per month requesting telephone numbers for lines located within the Company's local calling area for the originating line per individual line. The allowance is cumulative for all group billed services furnished to the same subscriber.

- D. Customers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls when requesting telephone numbers of lines located within the Company's local calling area for the originating line. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.6. OPERATOR ASSISTANCE CHARGES****3.6.1. Local Operator Assistance Charges**

- A. All types of local exchange service have local calling areas as specified in Section 3.4.3 of this Price List which are the areas that can be called on a flat rate basis (no charge for individual calls), on a local coin call rate basis, on a Message rate basis (calls charged for as Message units), or on a measured service basis.
- B. Local dial call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
- C. The following service charges for operator assisted local calls apply in addition to the local dial rate applicable. The same rates apply to both business and residential customers.

**1. Billing Surcharges**

	<b>Nonrecurring Charge</b>
(a) Station-to-Station customer dialed calling card (credit card) calls, each	\$0.75
(b) Station-to-station operator assisted sent paid, collect, third number and non-customer-dialed credit card calls, each	\$1.26
(c) Person-to-person operator assisted calls, each	\$2.98
(d) Busy line verification	\$0.35
(e) Busy line interrupt	\$0.40

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.6. OPERATOR ASSISTANCE CHARGES, Continued****3.6.1. Operator Assistance Charges, Continued**

2.	Operator Dialed Surcharge*	<b>Nonrecurring Charge</b>
(a)	Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number, each	\$0.60

\* An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge.

D. In addition to applicable service charge(s), each local non-sent paid call originating from a payphone provider line and utilizing the Company's operator handling services will be rated at \$.25.

E. The following Operator Assisted Local Calls are exempted from the service charge:

1. Calls to designated Company numbers for official telephone business.
2. Emergency calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
  - (a) Reestablish a call which has been interrupted after the called number has been reached.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**

**3.6. OPERATOR ASSISTANCE CHARGES, Continued**

**3.6.1. Operator Assistance Charges, Continued**

- (b) Reach the called telephone number where facility problems prevent customer dial completion.
- (c) Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

**3.6.2. IntraLATA Local Operator Assistance Charges**

Charges are the same as those listed in Section 3.6.1, with the exception of the following:

Busy Line Verification	\$0.95
Busy Line Interrupt	\$0.50

**3.6.3. Operator Assisted Premium Plan**

A. A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls. These calls must:

1. originate from a telephone line associated with the Customer's account,
2. originate and terminate in the same Basic Local Calling Area,
3. be carried and completed by the Company via Company facilities and
4. be billed by the Company.

In the event the Company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.7. SPECIAL RATES FOR THE HANDICAPPED****3.7.1. Directory Assistance**

There shall be no charge for up to fifty (50) calls per billing cycle from lines or trunks serving individuals with disabilities. The Company shall charge the prevailing tariff rates for every call in excess of fifty (50) within a billing cycle.

**3.7.2. Hearing and Speech Impaired Persons**

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

**3.7.3. Telecommunications Relay Service**

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay service calls by fifty (50) percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted to sixty (60) percent off of the otherwise applicable rate for a voice non-relay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

**3.8. TAXES**

The Customer is responsible for payment of all federal, state and local taxes, franchise, excise and other fees applicable to the Services, including, but not limited to: sales, use, excise, franchise, access, universal service, 911 services and handicapped services.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.9. FCC END USER LINE CHARGES****3.9.1. Residence**

Primary residence line	\$3.50
Each additional residence line	\$6.07

**3.9.2 Business**

Single line business	\$3.50
Multiline business	\$8.15

**3.10. PROMOTIONS**

The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations.

**3.11. INDIVIDUAL CASE BASIS ("ICB") ARRANGEMENTS**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Price List. Rates quoted in response to such competitive requests may be different than those specified for such services in this Price List. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

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**SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued****3.12. DISCOUNTS**

For purposes of packaging services, the Company offers discounts from the rates set forth in this Price List on an individual case basis. The amount, type and duration of any discounts may vary by Customer. In no event are rates charged to any Customer higher than the rates set forth in this Price List.

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**SECTION 4 – RATE GROUP EXAMPLES**

<b>Exchange by Town</b>	<b>Rate Group</b>
Cedar Keys	1
Cross City, Old Town	2
Bunnell, Chiefland, Chipley, Fernandina Beach, Flagler Beach, Graceville, Green Cove Springs, Keystone Heights, Marathon, North Springs, Keystone Heights, Marathon, North Key Largo, Pahokee, Palm Coast, Sunny Hills, Vernon	3
DeLeon Springs, Isamaorada, Key Largo, Key West, Lake City, New Smyrna Beach, Oak Hill, Palatka, Pierson, Pomona Park, St. Augustine, Sugarloaf Key, Welaka, Yankeetown	4
Brooksville, DeBary, Deland, Ft. Pierce, Hawthorne, Jensen Beach, Lynn Haven, Micanopy, Newberry, Palm City, Panama City Beach, Titusville, Vero Beach, Weekiwachee Springs, Youngstown-Fountain	5
Cantonment, Century, Daytona Beach, Dunnellon, Gainesville, Gulf Breeze, Havana, Hobe Sound, Holley Navarre, Milton, Munson, Pace, Pesacola, Port St. Luicie, Sebastian, Stuart	6
Cocoa, Cocoa Merritt Island, Cocoa Beach, Eau Gallie Beach, Geneva, Melbourne	7
Delray Beach, Sanford, Yulee	8
Ft. George, Jacksonville Beach, Julington, Jupiter, Maxville, Middleburg, Orange Park, Ponte Verda Beach, West Palm Beach	9
Jacksonville	10
East Orange, Orlando, Oviedo, St. Johns	11
Coral Springs, Deerfield Beach, Ft. Lauderdale, Hollywood, Homestead, Miami, North Dade, Perrine, Pompano Beach	12

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Burlington MA 01803  
781.229.9599

RICH, MAY, BILODEAU & FLAHERTY, P.C.

ORIGINAL

Eric J. Krathwohl, Esq.  
Direct Line- (617) 556-3857  
Email- ekrathwohl@richmaylaw.com

176 FEDERAL STREET  
BOSTON, MASSACHUSETTS 02110-2223  
TELEPHONE (617) 482-1360  
FAX (617) 556-3889

November 24, 1999

**BY FEDERAL EXPRESS**

Florida Public Service Commission  
2420 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
Attn: Telecommunications Division, Tariffs & Certifications

DEPOSIT

DATE

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NOV 20 1999

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SERVICE COMMISSION  
99 NOV 29 4:35  
MAIL ROOM

Re: Application for a Certificate of Public Convenience and Necessity to Operate as a Reseller/Alternative Local Exchange Company Providing Telecommunications Service in the State of Florida for essential.com, inc.

Dear Sir/Madam:

We respectfully file herewith on behalf of essential.com, inc. ("Essential"), an original and two (2) copies of the above-referenced Application and accompanying Price List, with a check for \$250.00. Essential intends to operate as a reseller of local service and related services to customers in the state of Florida. Essential will purchase such services at bulk rates from existing service providers and resell to its customers.

Please acknowledge receipt of this filing by returning the duplicate copy of this letter in the enclosed self-addressed envelope.

- AFA \_\_\_\_\_
- APP \_\_\_\_\_
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_
- CTR \_\_\_\_\_
- EAG \_\_\_\_\_
- LEG \_\_\_\_\_
- MAS \_\_\_\_\_
- OPC \_\_\_\_\_

If any questions arise or further information is needed, please do not hesitate to contact me at (617) 556-3857. Thank you.

Sincerely,

SEC _____	<b>ESSENTIAL.COM, INC.</b> 3 BURLINGTON WOODS, 4TH FL. BURLINGTON, MA 01803	0017	<b>BANKBOSTON, N.A.</b> CANTON, MA 02021	5960
WAW _____				5-39/110
OTH _____				

Nov 19, 1999 \*\*\*\*\*\$250.00\*

Memo: Two Hundred Fifty and 0/100 Dollars

PAY TO THE ORDER OF Florida Public Service Commission

**REDACTED**

DOCUMENT NUMBER-DATE

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