

MILLER
ISAR, INC.
REGULATORY CONSULTANTS

STACEY A. KLINZMAN

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Via Overnight Delivery

2 August 2002

Ms. Blanca Bayo
Director, The Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

020866-TX

Re: Granite Telecommunications, LLC - Application for Authority

Dear Ms. Bayo:

Enclosed for filing please find an original and four (4) copies of Granite Telecommunications, LLC's ("Granite") Application for Authority to provide facilities-based and resold local exchange telecommunications service. Also enclosed is a check in the amount of \$250.00 in payment of the filing fee.

Granite contemporaneously files a Motion for Protective Order at Appendix F, requesting confidential treatment of its financial statements, which are attached to the Application as Appendix A, and are sealed in a manila envelope and labeled "Confidential." Granite respectfully requests that its financial statements be viewed by Commission staff only in the discharging of its duties, and not be released to the public, consistent with Granite's Motion, if granted.

Please acknowledge receipt of this filing by date stamping and returning the additional copy of this transmittal letter in the self-addressed, postage-paid envelope enclosed for this purpose.

Questions regarding this application may be directed to the undersigned.

Sincerely,

MILLER ISAR, INC.


Stacey A. Klinzman
Director - Regulatory Compliance

cc: Geoff Cookman, Granite Telecommunications, LLC

DOCUMENT TO MODERATE
08165 AUG-5 2002
FPSC-COMMISSION CLERK

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:

Granite Telecommunications, LLC

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

Granite Telecommunications, LLC

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

234 Copeland Street

Quincy, Massachusetts 02169

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

Granite Telecommunications, LLC does not maintain an office in the state of
Florida.

6. Structure of organization:

Individual Corporation
 Foreign Corporation Foreign Partnership
 General Partnership Limited Partnership
 Other – Limited Liability Company

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:**

N/A

9. **If foreign corporation**, provide proof of authority to operate in Florida:
- (a) **The Florida Secretary of State corporate registration number:**
M02000001098
-
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:**
N/A
-
11. **If a limited liability partnership**, provide proof of registration to operate in Florida:
- (a) **The Florida Secretary of State registration number:**
N/A
-
12. **If a partnership**, provide name, title and address of all partners and a copy of the partnership agreement.
- Name:** N/A
-
- 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): 04-3643290
-

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.

No officers, directors, or any of the ten largest stockholders have been adjudged bankrupt, mentally incompetent, or found guilty of any felony or of any crime.

- (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.

Applicant's shareholders and members are currently directors of Network Plus, Inc.

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

- (a) The application:

Name: Andrew Isar

Title: President, Miller Isar, Inc.

Address: 7901 Skansie Avenue, Suite 240

City/State/Zip: Gig Harbor, Washington 98335

Telephone No.: 253.851.6700 **Fax No.:** 253.851.6700

Internet E-Mail Address: aisar@millerisar.com

Internet Website Address: www.millerisar.com

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

Name: Rand Currier

Title: Vice President - Operations

Address: 234 Copeland Street

City/State/Zip: Quincy, MA 02169

Telephone No.: 617.847.1500

Fax No.: 617.847.0931

Internet E-Mail Address: rcurrier@granitenet.com

Internet Website Address: granitenet.com

(c) Complaints/Inquiries from customers:

Name: Paul Stutzman

Title: Customer Service Manager

Address: 234 Copeland Street

City/State/Zip: Quincy, MA 02169

Telephone No.: 617.847.1500

Fax No.: 617.847.0931

Internet E-Mail Address: pstutzman@granitenet.com

Internet Website Address: granitenet.com

17. List the states in which the applicant:

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

Applicant is operating as an interexchange and local exchange carrier in Georgia, Massachusetts, New York, and Rhode Island.¹

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

Applicant has satisfied the initial notification, registration, and application obligations of the Federal Communications Commission. Applicant is authorized to provide telecommunications service in Georgia, Massachusetts, New Hampshire, New York, North Carolina and Rhode Island. Applicant has applications pending in Kentucky, Maine, Maryland, New Jersey, Pennsylvania and Vermont. In no instance has applicant been denied an application for interexchange operating authority, nor have any penalties been imposed on applicant. Applicant has not been involved in any civil court proceedings with an interexchange carrier, local exchange carrier or other telecommunications entity.

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

Applicant is certified to provide competitive local exchange service in Georgia, Massachusetts, New Hampshire, New York, North Carolina and Rhode Island.

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

Applicant has not been denied authority to operate as an alternative local exchange company.

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

No regulatory penalties have been imposed on Applicant for violations of

telecommunications statutes.

¹ Applicant will apply for authority in AL, DE, LA, MS, TN, WV and VA.
FORM PSC/CMU 8 (11/95)
Required by Commission Rule Nos. 25-24.805,
25-24.810, and 25-24.815 3

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

Applicant has not been involved in civil court proceedings with an interexchange carrier, local exchange company or other telecommunications entity.

18. Submit the following:

A. Financial capability.

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.

Supporting documentation demonstrating Applicant's financial viability is attached hereto at **Appendix A**.

- B. Managerial capability: give resumes of employees/officers of the company that would indicate sufficient managerial experiences of each.

A summary of key management's managerial experience is attached hereto at **Appendix D**.

- 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.

A summary of key management's technical experience is attached here to at **Appendix D**.

19. Applicant's proposed rates, terms, and conditions appear in its proposed tariff, attached hereto at **Appendix E**.

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:

Robert T. Hale Jr. _____



Signature

President
Granite Telecommunications, LLC
234 Copeland Street
Quincy, Massachusetts 02169
Telephone: 617.847.1500
Facsimile: 617.847.0931

July 17, 2002

LIST OF APPENDICES

APPENDIX A	FINANCIAL STATEMENTS AND STATEMENT OF FINANCIAL VIABILITY
APPENDIX B	INTRASTATE NETWORK
APPENDIX C	AFFIDAVIT
APPENDIX D	STATEMENT OF MANAGERIAL AND TECHNICAL ABILITY
APPENDIX E	PROPOSED TARIFF
APPENDIX F	MOTION FOR PROTECTIVE ORDER

APPENDIX A

**FINANCIAL STATEMENTS AND STATEMENT OF FINANCIAL VIABILITY
(CONFIDENTIAL)²**

(Substituted for Certificate Sale, Transfer, or Assignment Statement
which is inapplicable to the instant application.)

² Applicant considers the attached financial statements confidential and requests proprietary treatment of such statements consistent with a grant of Applicant's *Motion for Protective Order*, filed contemporaneously with this application as Appendix F.

APPENDIX B

INTRASTATE NETWORK

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.

As Applicant will be providing facilities-based services via Unbundled Network Elements, the Applicant's POP will be the same as BellSouth's POP.

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

1) <u> N/A </u>	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) <u> N/A </u>	_____
2) _____	_____
3) _____	_____
4) _____	_____

APPENDIX C

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:

Robert T. Hale, Jr. _____


Signature _____

President
Granite Telecommunications, LLC
234 Copeland Street
Quincy, Massachusetts 02169
Telephone: 617.847.1500
Facsimile: 617.847.0931

July 17, 2002

APPENDIX D

STATEMENT OF MANAGERIAL AND TECHNICAL ABILITY

Robert Hale Jr., President/Chief Executive Officer

Robert Hale, Jr. is the co-founder, president, and chief executive officer of Granite Telecommunications, LLC. Mr. Hale gained previous experience in telecommunications sales through his positions at MCI, US Telecenters (a reseller of NYNEX) and Network Plus, Inc. before he co-founded Granite Telecommunications. Rob has been recognized by industry publications for his leadership in new technologies and was named to the Top 30 of the Most Influential People in Telecom by Phone + Magazine in November 1999. Rob is also very actively involved with the Big Brother Foundation and Make-A-Wish Foundation of Greater Boston.

Robert Hale, Sr., Chairman of the Board

Robert Hale has over thirty-five years of experience in telecommunications, domestics, and importing industries. Prior to co-founding Granite Telecommunications, LLC, Mr. Hale co-founded Network Plus, Inc. and served as its Chairman of the Board of Directors from 1990 to 2002. He is a founding member of the Telecommunications Resellers Association, now known as the Association of Communications Enterprises, served as chairman of its Carrier Committee, since 1993, and served as chairman of its board from 1995 to 1997. Mr. Hale was president of Hampshire Imports, the original importer of Laura Ashley Women's Wear to the US and a manufacturer of exclusive women's apparel, from 1968 to 1992.

Rand Currier, Vice President, Operations

Rand Currier has over fifteen years experience in telecommunications. Mr. Currier previously worked at Network Plus, Inc. from 1998 to 2002, ending his tenure as Senior Vice President of Operations and Wholesale. Rand was with Sprint International/Global One from 1988 to 1998 directing project management teams on Asia/Pacific ventures and large USA projects. Mr. Currier holds an M.B.A degree in finance and international business from The American University and a B.S. degree from HLC, both with Honors.

Geoff Cookman, Director, Regulatory Affairs and Carrier Relations

Geoff Cookman has 10 years of experience in the competitive communications industry. Mr. Cookman most recently served as the Director of Cost of Access for Network Plus, Inc. Mr. Cookman's areas of experience include, Access Cost Management, Contract Negotiation and Carrier Relations, Network Planning and Engineering, Network Maintenance and Repair, State and Federal Regulatory Affairs, Pricing and Product Management, Sales and Customer Support, DMS Switch Engineering and Translations, Communications Taxes and Credit/Collections Management. Mr. Cookman holds a B.S. degree from Norwich University.

APPENDIX E

PROPOSED TARIFF

FLORIDA TELECOMMUNICATIONS PRICE LIST
OF
GRANITE TELECOMMUNICATIONS, LLC

234 Copeland Street
Quincy, MA 02169

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICE

This Price List contains the descriptions, regulations and rates applicable to the furnishing of telecommunications services provided by Granite Telecommunications, LLC, ("Granite") 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: 234 Copeland Street, Quincy, MA 02169

Issued Date: August 5, 2002

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
234 Copeland Street
Quincy, MA 02169

Effective Date:

CHECK SHEET

Sheets 1 through 124 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

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
234 Copeland Street
Quincy, MA 02169

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

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
234 Copeland Street
Quincy, MA 02169

CHECK SHEET, Continued

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
101	Original	116	Original
102	Original	117	Original
103	Original	118	Original
104	Original	119	Original
105	Original	120	Original
106	Original	121	Original
107	Original	122	Original
108	Original	123	Original
109	Original	124	Original
110	Original		
111	Original		
112	Original		
113	Original		
114	Original		
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118	Original		
119	Original		
110	Original		
111	Original		
112	Original		
113	Original		
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115	Original		

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234 Copeland Street
Quincy, MA 02169

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234 Copeland Street
Quincy, MA 02169

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** or regulation but no change in rate or charge.

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.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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234 Copeland Street
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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.

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

Issued Date: August 5, 2002

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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued

Commitment Period:

The time period stated in a Customer contract wherein the Customer is obligated to continue service with the Company in accordance with the terms of the Contract.

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:

Granite Telecommunications, LLC

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.

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.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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), 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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
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SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS, Continued

ISDN:

ISDN provides integrated voice and/or data communications capability for transmission of voice and/or data and packet switched data signals on an incoming and outgoing basis over a single line.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
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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.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

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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Effective Date:

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.

Issued Date: August 5, 2002

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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.

Issued Date: August 5, 2002

Effective Date:

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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.

Issued Date: August 5, 2002

Effective Date:

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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 or 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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 2 – RULES AND REGULATIONS, Continued**2.7. ALLOWANCES FOR INTERRUPTIONS IN 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 30 days. No credit shall be allowed for an interruption of a continuous duration of less than four hours.
- 2.7.3. An interruption period begins when the Customer reports a service facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- 2.7.4. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired, but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- 2.7.5. Only Customers receiving services utilizing the Company's facilities and switch equipment will be entitled to credit allowances.

Issued Date: August 5, 2002

Effective Date:

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SECTION 2 – RULES AND REGULATIONS, Continued

2.7. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued

2.7.6. No credit allowances will be made for any interruption in service:

- A. due to the negligence of, or non-compliance with the provisions of this Price List, by any person or entity other than the Company, including but not limited to the Customer or other common carriers connected to the service of the Company.
- B. due to the failure of power, equipment, systems, or services not provided by the Company;
- C. due to circumstances or causes beyond the control of the Company.
- D. during any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. during any period in which the Customer continues to use the service on a impaired basis;
- F. during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. that was not reported to the Company within thirty (30) days of the date that service was affected.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 2 - RULES AND REGULATIONS, Continued**2.7. ALLOWANCES FOR INTERRUPTIONS IN SERVICE, Continued**

2.7.7. Credits for interruptions of service shall in no event exceed an amount equivalent to the Monthly Facility Charge for the month of service during which the event that gave rise to the claim for a credit occurred. A credit allowance as provided in Section 2.7.9. is applied against the rates specified and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

2.7.8. A credit allowance will be given for interruptions of service of four (4) hours or more.

2.7.9. Credit for Service Interruption

Customers experiencing interruptions of service as herein defined will be credited as follows:

Length of Service Interruption	Credit Allowance
Less than four (4) hours	None
Four (4) hours up to but not including eight (8) hours	1/3 of day for monthly recurring charges
Eight (8) hours up to but not including twelve (12) hours	½ of day for monthly recurring charges
Twelve (12) hours up to but not including sixteen (16) hours	2/3 of day for monthly recurring charges
Sixteen (16) hours up to but not including twenty-four hours (24) hours	One-day for monthly recurring charges
Twenty-four (24) hours or longer	One day for monthly recurring charges, each 24 hour period.

Issued Date: August 5, 2002

Effective Date:

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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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 2 – RULES AND REGULATIONS, Continued**2.9. MINIMUM SERVICE PERIOD, Continued**

2.9.4. The case where a Customer engages in a contract for the Company's services, the minimum service period shall be the Commitment Period stated in the contract. At the end of the Commitment Period, the Contract will remain in effect until the Customer or the Company provide written notice of termination in accordance with the terms and conditions of the Contract.

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.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
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SECTION 2 – RULES AND REGULATIONS, Continued

2.11. PAYMENTS AND BILLING, Continued

2.11.4. Billing disputes should be addressed to Company's customer service organization via telephone to 866.847.1500. Customer service representatives are available from 9:00 AM to 6:00 PM Eastern Time. Messages may be left for Customer Services from 6:01 PM to 8:59 AM Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens customer service, in which case Customer Service Staff may be paged.

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

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 usage charges while still connected to the Company's service and the payment of associated local exchange company charges, if any, for service charges.
- 2.12.3. Any non-recoverable 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.

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
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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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 2 – RULES AND REGULATIONS, Continued**2.14. ADVANCE PAYMENTS**

- 2.14.1. To safeguard its interests, Company may require a Customer to make an advance payment before Services are furnished. The advance payment will not exceed an amount equal to one (1) month's recurring charges for the Service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction and recurring charges for a period to be set between Company and the Customer (if any). The advance payment will be credited to the Customer's initial bill. An advance payment will be required in addition to a deposit.
- 2.14.2. Advanced payments will be refunded, along with accrued interest, when one (1) of the following is met:
- A. Service has been terminated or discontinued; or
 - B. The Customer has established acceptable credit as specified elsewhere in this Tariff; or
 - C. A Customer is not currently delinquent and has made timely payment of bills for a period of twelve (12) consecutive billings. Timely payment means that no more than two (2) bills during the previous twelve (12) months were paid beyond the due date. A refund shall not be made if Service has been suspended for non-payment within the previous twelve (12) months.
- 2.14.3. If a Customer has had service discontinued for nonpayment of his bill or has failed to make timely payment of his bills for a period of twelve (12) consecutive billings, then the Company will thereafter review the account every twelve (12) billings. The Company shall promptly and automatically refund the advanced payment plus accrued interest after the Customer has not had service discontinued for nonpayment of his bill or has made timely payment of his bills during the twelve (12) months prior to any review and is not then delinquent in payment of his bills.
- 2.14.4. When Service has been terminated or disconnected, Company will deduct any and all unpaid amounts from the advance payment, and the difference will be refunded, if applicable.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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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.

Issued Date: August 5, 2002

Effective Date:

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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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Effective Date:

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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

Issued Date: August 5, 2002

Effective Date:

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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

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.2. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS CHARGES

3.2.1. Additional Engineering

A. Definition and Application

1. Additional engineering is that engineering or engineering consultation requested by the Customer as described in a. through c. following. The Company will notify the Customer in writing that additional engineering charges as specified in B. following, will apply before any additional engineering is undertaken.

(a) Engineering Consultation

Engineering consultation is the securing of technical advice from the Company by the Customer not in connection with a specific order, and situations in which the Customer requests the Company to provide information or to perform a function which will entail additional engineering by the Company. This does not include inquiries of a short duration where no significant engineering time is required or inquiries associated with Customer service forecasts.

(b) Expedited Engineering

Expedited engineering is that time required to meet a Customer request for a less than normal engineering design interval.

- (c) Engineering of Connections with Other Telephone Companies
Engineering of connections with other telephone companies, if not Concurring Carriers, is the engineering activity of contacting, coordinating and designing with another telephone company, portions of facilities which connect to facilities provided by another telephone company.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.2. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS CHARGES, Continued****3.2.1. Additional Engineering, Continued****B. Charges for Additional Engineering**

1. Engineering Consultation, Expedited Engineering and Engineering of Connections with other telephone companies (if not Concurring Carriers)

	First Half Hour or Fraction Thereof	Each Additional Half Hour or Fraction Thereof
(a) Basic Rate	\$66.00	\$39.79
(b) Overtime rate, outside of normal business hours	\$73.41	\$47.20

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS****3.3.1. 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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.3.2. 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.

3.3.3. 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.

3.3.4. 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.

SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued

3.3.4. 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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued

3.3.4. 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.

3.3.5. Rate Application

A. Non-published listing

1. Where charge applies

	Monthly Rate
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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Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued

3.3.6. 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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.3.6. Non-Listed (Semiprivate) Listing, Continued****F. Non-listed listing****1. Where charge applies**

	Monthly Rate
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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Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued

3.3.7. 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

	Monthly Rate
each	\$1.14

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued

3.3.7. 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

	Monthly Rate
each	\$1.14

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.3. REGULATIONS APPLICABLE TO DIRECTORY LISTINGS, Continued****3.3.8 Granite Telecommunications, LLC Directory Listing Rates**

The Company provides for one free white and one free yellow page listing in the local directory. The Company also provides one free listing in (411) directory assistance.

Additional Directory Services Charges:

	Rate (per number)
Non-published Listing	\$2.50
Non-listed Number	\$1.40
Additional Listing in Directory Assistance	\$1.50
Additional Listing in White/Yellow Pages	\$1.50

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE**

3.4.1. 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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.1. 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.

3.4.2. 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

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.2. Statewide Rate Groups, Continued

Statewide Rate Group Examples

Exchange by Town	Rate Group
Big Pine Key, Cedar Key	1
Bronson, Cross City, Old Town, Trenton	2
Belle Glade, Bunnell, Chiefland, Chipley, Fernandina Beach, Flagler Beach, Graceville, Keystone Heights, Marathon, North Key Largo, Pahokee, Palm Coast, Sunny Hills, Vernon	3
DeLeon Springs, Green Cover Springs, Islamaorada, Key Largo, Key West, Lake City, New Smyrna Beach, Oak Hill, Orange Park, Pierson, Pomona Park, St. Augustine, Sugarloaf Key, Welaka, Yankeetown, Youngstown	4
Archer, Brooksville, DeBary, Deland, Ft. Pierce, Hawthorne, Jensen Beach, Lynn Haven, Micanopy, Newberry, Palm City, Panama City, Panama City Beach, Titusville, Vero Beach, Weekiwachee Springs	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 Beach, Eau Gallie Beach, Geneva, Melbourne	7
Delray Beach, Sanford, Yulee	8
Baldwin, Ft. George, Jacksonville Beach, Julington, Jupiter, Maxville, Middleburg, Orange Park, Ponte Vedra Beach, West Palm Beach	9
Boca Raton, Boynton Beach, Jacksonville	10
East Orange, Orlando, Oviedo, St. Johns	11
Coral Springs, Deerfield Beach, Ft. Lauderdale, Hollywood, Homestead, Miami, North Dade, Perrine, Pompano Beach	12

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.3. Local Calling Area Exchanges**

- A. The rates specified for Flat Rate Service, Granite Telecommunications, LLC 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 Granite Telecommunications, LLC Area service (including Granite Telecommunications, LLC Area service with the Granite Telecommunications, LLC Choice option), Granite Telecommunications, LLC Business Plus service and Granite Telecommunications, LLC 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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
234 Copeland Street
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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.3. Local Calling Area Exchanges, Continued****C. Exchange Listings**

Exchange [LATA]	Category	Additional Exchanges
Archer	EAS	Bronson, Gainesville, Micanopy, [Gainesville] Newberry
	ECS	Cedar Key, Chiefland, Willison (ICE)
Baldwin [Jacksonville]	EAS	Jacksonville, Maxville
	ECS	Callahan (ICE) , 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

Issued Date: August 5, 2002

Effective Date:

Issued By:

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Exchange [LATA]	Category	Additional Exchanges
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	EAS	Century, Gulf Breeze, Molino, (Including Clear Springs, Pensacola and Walnut Hill Gateswood, Alabama) [Pensacola]
Cedar Key	ECS	Archer, Bronson, Chiefland, Gainesville [Gainesville]
Century	EAS	Brewton (Alabama), Cantonment [Mobile, Alabama] (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

Issued Date: August 5, 2002

Effective Date:

Issued By:

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Exchange [LATA]	Category	Additional Exchanges
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 Beach, Fort Lauderdale, Pompano Beach Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Cross City [Gainesville]	EAS ECS	Old Town Chiefland, Gainesville, Trenton

Issued Date: August 5, 2002

Effective Date:

Issued By:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Effective Date:

Issued By:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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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Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Issued By:

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Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Effective Date:

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3.4.3. Local Calling Area Exchanges, Continued

C. Exchange Listings, Continued

Exchange [LATA]	Category	Additional Exchanges
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
	ECS	Homestead, Islamorada, Key Largo, Marathon, Miami, North Key Largo, Perrine
Lake City [Jacksonville]	EAS	Branford (ICE), Fort White (ICE), Wellborn (ICE), White Springs (ICE)
	ECS	Florida Sheriffs Boys Ranch (ICE), High Springs (ICE), Lake Butler (ICE), Live Oak (ICE), Luraville (ICE), MacClenny (ICE), Sanderson (ICE)
Lynn Haven [Panama City]	EAS	Panama City, Panama City Beach, Youngstown-Fountain
	ECS	Sunny Hills, The Beaches (ICE), Tyndall AFB (ICE), Vernon

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

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Exchange [LATA]	Category	Additional Exchanges
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]	EAS ECS	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

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
North Key Largo [Southeast]	EAS ECS	Key Largo Big Pine Key, Homestead, Islamorada, Key West, Marathon, Miami, Perrine, Sugarloaf Key
Oak Hill [Daytona Beach]	EAS ECS	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

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

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Exchange [LATA]	Category	Additional Exchanges
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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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

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Exchange [LATA]	Category	Additional Exchanges
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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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

Effective Date:

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Exchange [LATA]	Category	Additional Exchanges
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

Issued Date: August 5, 2002

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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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3.4.3. Local Calling Area Exchanges, Continued

D. Exchange Listings by LATA, Continued

Jacksonville LATA

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

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.3. Local Calling Area Exchanges, Continued

D. Exchange Listings by LATA, Continued

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	

Issued Date: August 5, 2002

Effective Date:

Issued By:

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 234 Copeland Street
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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.3. Local Calling Area Exchanges, Continued****D. Exchange Listings by LATA, Continued****Orlando LATA**

Apopka	Eau Gallie	Montverde	St. Cloud
Celebration	Geneva	Orange City	Titusville
Cocoa	Kenansville	Orlando	West
Kissimmee	Cocoa Beach	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			

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.4. LOCAL EXCHANGE SERVICE, Continued

3.4.3. Local Calling Area Exchanges, Continued

D. Exchange Listings by LATA, Continued

Pensacola LATA

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

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.4. 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**

Group					
1	2	3	4	5	6
\$6.94	\$7.32	\$7.70	\$7.98	\$8.36	\$8.69

(ii) Rate Groups 7 – 12, Individual Service

Group					
7	8	9	10	11	12
\$9.03	\$9.31	\$9.55	\$9.79	\$9.93	\$10.12

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.4. Flat Rate Service, Continued

A. Monthly Rates, Continued

3. Residence and Business Exchange Access Line Rates, Continued

(b) Business Service

(i) Rate Groups 1 – 6, Individual Service

Group					
1	2	3	4	5	6
\$18.81	\$19.76	\$20.81	\$21.76	\$22.66	\$23.66

(ii) Rate Groups 7 – 12, Individual Service

Group					
7	8	9	10	11	12
\$24.46	\$25.27	\$26.03	\$26.60	\$27.17	\$27.65

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.5. 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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.5. 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 rate group examples.

B. Monthly Rates and Message Charges**1. Residence Individual Line Message Rates****(a) Monthly Rates – Rate Groups 1-6, Per Line**

Group					
1	2	3	4	5	6
\$4.41	\$4.66	\$4.89	\$5.07	\$5.32	\$5.53

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

Group					
7	8	9	10	11	12
\$5.74	\$5.92	\$6.02	\$6.22	\$6.32	\$6.43

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.5. 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 .\$.09

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

Group					
1	2	3	4	5	6
\$13.97	\$14.69	\$15.48	\$16.19	\$16.86	\$17.61

(b) Monthly Rates – Rate Groups 7-12

Group					
7	8	9	10	11	12
\$18.22	\$18.82	\$19.39	\$19.82	\$20.24	\$20.61

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.5. 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

	Price
Each	\$.11

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Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.6. PBX Trunks****A. Flat Rate Service****1. Monthly Rates – Rate Groups 1-6**

Group					
1	2	3	4	5	6
\$31.98	\$33.59	\$33.57	\$36.98	\$38.52	\$40.21

2. Monthly Rates – Rate Groups 7-12

Group					
7	8	9	10	11	12
\$41.59	\$42.96	\$44.25	\$45.22	\$46.19	\$47.00

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

Group					
1	2	3	4	5	6
\$14.50	\$15.21	\$16.00	\$16.71	\$17.39	\$18.14

2. Monthly Rates – Rate Groups 7-12

Group					
7	8	9	10	11	12
\$18.74	\$19.34	\$19.91	\$20.34	\$20.77	\$21.13

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.6. 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	\$0.114
------	---------

3.4.7. Direct Inward Dialing (DID)

A. Non-recurring charges

First group of 20 numbers	\$869.25
Each additional group of 20 numbers	\$14.25
Automatic Intercept Service, per number	\$15.20

B. Monthly charges

First group of 20 numbers	\$3.80
Each additional group of 20 numbers	\$3.80
Multifrequency Pulsing Option	\$7.13
Dual Tone Multifrequency Pulsing Option	\$7.13

3.4.8. DID Trunk Termination

A. Non-recurring charges

Each inward only trunk	\$85.50
Each combination trunk with call transfer	\$237.50

B. Monthly charges

Each inward only trunk	\$20.71
Each combination trunk with call transfer	\$42.75

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.9. 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

3.4.10. Rotary Hunting Service

A. Flat rate per line or PBX trunk

1. Residential service

a. Rate groups 1-6, monthly rates

Group					
1	2	3	4	5	6
\$3.47	\$3.66	\$3.85	\$3.99	\$4.18	\$4.35

b. Rate groups 7-12, monthly rates

Group					
7	8	9	10	11	12
\$4.51	\$4.66	\$4.78	\$4.89	\$4.97	\$5.06

c. Nonrecurring fee, all rate groups \$9.50

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.10. Rotary Hunting Service, Continued****A. Flat rate per line or PBX trunk, Continued****2. Business service****a. Rate groups 1-6, monthly rates**

Group					
1	2	3	4	5	6
\$6.08	\$6.39	\$6.73	\$7.04	\$7.32	\$7.65

b. Rate groups 7-12, monthly rates

Group					
7	8	9	10	11	12
\$7.91	\$8.17	\$8.42	\$8.61	\$8.79	\$8.94

c. Nonrecurring fee, all rate groups \$18.05**B. Message rate per line or PBX trunk****1. Residential service****a. Rate groups 1-6, monthly rates**

Group					
1	2	3	4	5	6
\$1.66	\$1.76	\$1.84	\$1.92	\$2.00	\$2.09

b. Rate groups 7-12, monthly rates

Group					
7	8	9	10	11	12
\$2.17	\$2.23	\$2.29	\$2.35	\$2.38	\$2.43

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.10. Rotary Hunting Service, Continued****B. Message rate per line or PBX trunk, Continued****1. Residential service, Continued**

- c. Nonrecurring fee, all rate groups \$9.50
- d. Message rate services has an allowance of 75 calls. Calls in excess of the allowance are billed at \$0.095 per call.

2. Business service**a. Rate groups 1-6, monthly rates**

Group					
1	2	3	4	5	6
\$6.08	\$6.39	\$6.73	\$7.04	\$7.32	\$7.65

b. Rate groups 7-12, monthly rates

Group					
7	8	9	10	11	12
\$7.91	\$8.17	\$8.42	\$8.61	\$8.79	\$8.94

- c. Nonrecurring fee, all rate groups \$18.05
- d. Message rate services has an allowance of 75 calls. Calls in excess of the allowance are billed at \$0.114 per call.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.11 Features

A. Residential service

1. Monthly charges

Call forwarding variable	\$2.85
Three-way calling	\$3.56
Call waiting	\$3.80
Speed calling – 8	\$1.90
Speed calling – 30	\$2.85
Call forwarding busy line	\$0.95
Call forwarding don't answer	\$0.95
Customer control – CF busy line	\$2.85
Customer control – CF don't answer	\$2.85
Call forwarding busy line multipath	\$1.90
Call forwarding don't answer multipath	\$1.90
Call forwarding variable multipath	\$2.85
Remote access – call forwarding	\$4.94
Call waiting deluxe	\$5.70
Call forwarding – don't answer ring control	\$0.95
Three way calling with transfer	\$4.70
Remote call forwarding	\$11.40
Distinctive ring (RingMaster I® Service)*	\$3.80
Distinctive ring (RingMaster II® Service)**	\$5.70

2. Nonrecurring charge, per feature \$9.50

* provides one additional phone number with distinctive ringing

** provides two additional phone numbers with distinctive ringing

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.11 Features, Continued

B. Business service

1. Monthly charges

Call forwarding variable	\$3.80
Three-way calling	\$3.80
Call waiting	\$5.51
Speed calling – 8	\$2.85
Speed calling – 30	\$4.75
Call forwarding busy line	\$3.09
Call forwarding don't answer	\$3.09
Customer control – CF busy line	\$5.94
Customer control – CF don't answer	\$5.94
Call forwarding busy line multipath	\$2.85
Call forwarding don't answer multipath	\$2.85
Call forwarding variable multipath	\$2.85
Remote access – call forwarding	\$8.55
Call forwarding – don't answer ring control	\$3.09
Three way calling with transfer	\$5.70
Remote call forwarding	\$11.40
Distinctive ring (RingMaster I® Service)	\$7.60
Distinctive ring (RingMaster II® Service)	\$9.50

2. Nonrecurring charge, per feature \$18.05

3.4.12 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

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.12 Class (Touchstar®) Service, Continued

A. Residential service, Continued

1. Monthly charges, continued

Call block	\$3.80
Call trace	\$3.80
Caller ID – basic	\$5.70
Caller ID – deluxe	\$7.13
Anonymous call rejection (ACR)	\$2.85

2. Nonrecurring charges, per feature \$9.50

B. Business service

1 Monthly charges

Call return	\$4.75
Repeat dialing	\$4.28
Call selector	\$4.28
Preferred call forwarding	\$4.75
Call block	\$4.28
Call trace	\$4.75
Caller ID – basic	\$9.50
Caller ID – deluxe	\$10.92
Anonymous call rejection (ACR)	\$3.80
Enhanced caller ID with ACR	\$15.19
Enhanced caller ID with call management	\$16.10

2. Nonrecurring charge, per feature \$18.05

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.13. 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

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.14. Voice Mail Service

A. Voice Mail Service Packages - Description

The Company offers to its business customers three voice mail service plans each including different applications and features:

1. Voice Messaging Box

Includes Call Answering, Message Notification, Call Forward (no answer/busy), Busy Greeting (with voice message), Message Delivery (time/date), Message Waiting Indicator and Automated Attendant. Greeting length 129 seconds. 15 messages allowed, 2 minute message length. Messages retained for 15 days.

2. Enhanced Voice Mail

Includes Call Answering, Message Notification, Mailbox to Mailbox Messaging, Fax Overflow, Virtual Phone Fax, Voice/Fax Information Services, Unlimited Fax Pages, Call Forward (no answer/busy), Busy Greeting (with voice message), Message Delivery (time/date), Message Waiting Indicator, Group Messaging, 10 (maximum) Family/Sub Mailboxes, Special Delivery Options, and Automated Attendant. 240 Second Greeting Length. 30 Messages, 4 Minutes in Length. 30 day Message Retention.

3. Deluxe Voice Mail

Includes Call Answering, Message Notification, Mailbox to Mailbox Messaging, Fax Overflow, Virtual Phone Fax, Voice/Fax Information Services, Unlimited Number of Fax Pages, Call Forward (no answer/busy), Busy Greeting (with voice message), Message Delivery (time/date), Message Waiting Indicator, Group Messaging, 10 (maximum) Family/Sub Mailboxes, Special Delivery Options, Automated Attendant. 360 Second Greeting Length, 60 Messages, 6 Minute Message Length, and 45 Day Message Retention.

B. Features Package - Description

The Company offers its business customers the Features Package which includes the following voice services: call waiting, caller ID, 3-way calling, and call forwarding (busy, don't answer, and variable.)

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.14. Voice Mail Service, Continued

C. Rates

1. Voice Messaging Box

<u>Term</u>	<u>Monthly Recurring Charge (Per Box)</u>	<u>Installation Charge (Per Box)</u>
Month to Month	\$6.00	\$6.00
One Year	\$6.00	\$0.00
Two Year	5% discount	\$0.00
Three Year	7% discount	\$0.00

2. Enhanced Voice Mail

<u>Term</u>	<u>Monthly Recurring Charge (Per Box)</u>	<u>Installation Charge (Per Box)</u>
Month to Month	\$8.00	\$6.00
One Year	\$8.00	\$0.00
Two Year	5% discount	\$0.00
Three Year	7% discount	\$0.00

3. Deluxe Voice Mail

<u>Term</u>	<u>Monthly Recurring Charge (Per Box)</u>	<u>Installation Charge (Per Box)</u>
Month to Month	\$12.00	\$6.00
One Year	\$12.00	\$0.00
Two Year	5% discount	\$0.00
Three Year	7% discount	\$0.00

4. Features Package for Voice Services

<u>Monthly Recurring Charge (Per Line/Trunk Equipped)</u>	<u>Installation (Per Line/Trunk Equipped)</u>
\$9.00	\$5.00

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.15. 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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.4. LOCAL EXCHANGE SERVICE, Continued

3.4.15. Extended Area Service, Continued

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
Granite Telecommunications, LLC
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Quincy, MA 02169

SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.4. LOCAL EXCHANGE SERVICE, Continued

3.4.15. Extended Area Service, Continued

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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

Robert T. Hale, Jr.
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234 Copeland Street
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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.15. 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.

Exchanges	Option	Mileage to Rate Center of the Added Exchange or		
		0-10	11-22	23-55
Residence				
Premium Monthly				
Additives Access				
Lines in the				
Added Exchange or				
Exchanges				
	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

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.15. Extended Area Service, Continued

A. Enhanced Optional Extended Area Service, Continued

2. Rates and Charges, Continued

(b) Authorized Plans

I. Bunnell to Daytona Beach, Residence Options

	Monthly Rate
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
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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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Issued Date: August 5, 2002

Effective Date:

Issued By:

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3.4.15. Extended Area Service, Continued

A. Enhanced Optional Extended Area Service, Continued

2. Rates and Charges, Continued

(5) Authorized Plans, Continued

VI. Ft. Pierce to Vero Beach, Residence Options

	Monthly Rate
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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Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.15. Extended Area Service, Continued

A. Enhanced Optional Extended Area Service, Continued

2. Rates and Charges, Continued

(b) Authorized Plans, Continued

XI. Stuart to West Palm Beach, Residence Options

	Monthly Rate
Premium (additive per line)	\$10.85

XII. Pahokee to West Palm Beach, Residence Options

Premium (additive per line)	\$10.85
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XIII. Hobe Sound to West Palm Beach, Residence Options

Premium (additive per line)	\$10.85
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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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Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.15. Extended Area Service, Continued****A. Enhanced Optional Extended Area Service, Continued****2. Rates and Charges, Continued****(b) Authorized Plans, Continued****XVI. North Dade to Ft. Lauderdale, Residence Options**

	Monthly Rate
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
XX. North Key Largo to Miami, Residence Options	
Premium (additive per line)	\$12.20

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued**

3.4.15. Extended Area Service, Continued

A. Enhanced Optional Extended Area Service, Continued

2. Rates and Charges, Continued

(b) Authorized Plans, Continued

XXII. North Key Largo to Homestead

	Monthly Rate
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
-----------------------------	--------

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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Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.4. LOCAL EXCHANGE SERVICE, Continued

3.4.15. 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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.4. LOCAL EXCHANGE SERVICE, Continued

3.4.15. 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.

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.4. LOCAL EXCHANGE SERVICE, Continued****3.4.16. Local Number Portability Surcharges**

In addition to other taxes and surcharges applicable to local service, Granite Telecommunications, LLC will add the following charges to residential and business Customers' monthly bills as a local number portability surcharge:

<u>Line Type</u>	<u>Monthly Rate</u>	<u>USOC</u>
Residential, per line	\$0.35	LNPCX
Business, per line	\$0.35	LNPCX
PRI T-1 (voice), per T-1	\$1.75	LNPCN
T-1 (voice), per T-1	\$3.15	LNPCP
Trunks, per trunk	\$3.15	LNPCP
Resold Centrex, per line	\$0.35	LNPCC

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued**3.5. INTRALATA/MESSAGE TELECOMMUNICATIONS SERVICE (MTS)**

3.5.1 Calling card rates

	Per minute rate		
	<u>Day</u>	<u>Evening</u>	<u>Night/weekend</u>
Residential customers	\$0.200	\$0.120	\$0.120
Business customers	\$0.237	\$0.177	\$0.177

3.5.2 Payphone Surcharge

Surcharge for calls made from pay telephones, per call \$.30

3.6. DIRECTORY ASSISTANCE SERVICE

3.6.1. Resold Directory Assistance – General

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

3.6.1.1. 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	Rate
	Per Call	\$.25
2.	Outside the Company's local and LATA/NPA serving areas for the originating line	
	Per Call	.85

 Issued Date: August 5, 2002

Effective Date:

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SECTION 3 – SERVICE DESCRIPTIONS AND RATES, Continued

3.6. DIRECTORY ASSISTANCE SERVICE, Continued

3.6.1. Resold Directory Assistance – General, Continued

3.6.1.1. Rates and Charges, Continued

E. Directory Assistance for Public Service Providers

1. All Calls to Directory Assistance

(a) Per Call \$.35

Issued Date: August 5, 2002

Effective Date:

Issued By:

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**3.7. OPERATOR ASSISTANCE CHARGES****3.7.1. Resold 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

	Nonrecurring Charge
(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, per verification	\$0.35
(e) Busy line interrupt	\$0.40

Issued Date: August 5, 2002

Effective Date:

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**3.7. OPERATOR ASSISTANCE CHARGES, Continued****3.7.1. Resold Operator Assistance Charges, Continued**

2.	Operator Dialed Surcharge*	Nonrecurring Charge
(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.

Issued Date: August 5, 2002

Effective Date:

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3.7. OPERATOR ASSISTANCE CHARGES, Continued**3.7.1. Resold 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.

3.7.2. 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

3.7.3. 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.

 Issued Date: August 5, 2002

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3.8. FCC END USER LINE CHARGES**3.8.1. Residence**

Primary residence line	\$6.00
Each additional residence	\$7.00

3.8.2 Business

Single line business	\$7.00
Multiline business	\$9.20

3.9. UNCERTIFICATED RESALE PROHIBITED

Resale of any tariffed service appearing herein by uncertificated resellers is strictly prohibited. Applicable services may be resold or rebilled only by companies authorized by the Florida Public Service Commission to provide intrastate telecommunications services, in accordance with the Commission's rules. The Company requires proof of certification in the form of a Telephone Certificate of Public Convenience and Necessity, or a copy thereof, prior to providing services for resale.

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.

Issued Date: August 5, 2002

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**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

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.

Issued Date: August 5, 2002

Issued By:

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Effective Date:

SECTION 3 - SERVICE DESCRIPTIONS AND RATES, Continued**3.13. SPECIAL RATES FOR THE HANDICAPPED****3.13.1. 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.

3.13.2. 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.

3.13.3. 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.

3.14. 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.

Issued Date: August 5, 2002

Effective Date:

Issued By:

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APPENDIX F

MOTION FOR PROTECTIVE ORDER