

# THE HANCOCK TELEPHONE COMPANY

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## RATES AND RULES

Governing the Furnishing of Telephone Service

IN

Wayne County, Pennsylvania

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Issued: **November 2, 2016**

Effective: **December 2, 2016**

By

Robert Wrighter, Jr. - General Manager  
Hancock, New York

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 **NOTICE**

This tariff makes (Changes) to Lifeline Service  
See Sheet 2

The Hancock Telephone  
Company

Sheet 2

**CHANGES MADE BY THIS SUPPLEMENT**

**CHANGE:**

This supplement reflects changes made to the Lifeline 135 program by the Federal Communications Commission (FCC) in its April 27, 2016 Lifeline Order (WC Docket No. 11-42).

Additionally, this supplement has changed Department of Public Welfare (DPW) to Department of Human Services (DHS).

Section 3: Sheet 11-13

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(C) Indicates Change

Supplement No. 69 Telephone – PA P.U.C. No. 1

The Hancock Telephone  
Company

Fifty-third Revised Sheet 4  
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(C) Indicates Change

Telephone - Pa. P.U.C. No. 1

The Hancock Telephone Company

Original Sheet 5

TERRITORY SERVED BY THIS COMPANY

WAYNE COUNTY

Boroughs

Villages

Townships

Buckingham  
Scott

The Hancock Telephone  
Company

SECTION 1  
Second Revised Sheet 1  
Canceling Original Revised Sheet 1  
and First Revised Sheet 1

## GENERAL REGULATIONS

### TARIFF APPLICATION

This tariff governs the furnishing of telephone service and facilities by The Hancock Telephone Company, hereinafter referred to as the Telephone Company. The general regulations in this section of the tariff are supplemental regulations contained in other sections of this tariff.

The terms and conditions detailed in this tariff do not apply to customer premise equipment purchased by the company after January 1, 1983 with the exception of overvoltage equipment, inside wiring, coin telephones and multiplexing equipment.

The Company after January 1, 1983 may at its option provide customer premise equipment on a detariffed basis, either through direct sale or on a leased arrangement, at rates not governed by this tariff. Leased equipment in service at a particular location on December 31, 1982 will continue to be leased to the customer at that location and will be governed by this tariff until service to that customer is terminated for any reason at that location. (C)

The Telephone Company will continue to provide maintenance for the Telephone Company provided customer premise equipment subject to the availability of replacement parts and/or equipment.

The use and provision of customer premises equipment remains subject to the regulations of filed tariffs.

### TELEPHONE SERVICE DEFINED

The Telephone Company does not transmit messages but offers, subject to the terms and conditions specified in this tariff, the use of its facilities, where available, for communication between subscribers. The term "service" as used throughout this tariff refers to service, equipment and facilities.

### OBLIGATION TO FURNISH SERVICE

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

### SPECIAL TYPES OF SERVICE AND EQUIPMENT

In cases where a subscriber desires some special type of service or equipment for which provision is not otherwise made, and in the judgement of the Telephone Company there is no reason for refusing to render the special service desired, a rate is quoted on the cost of furnishing such service or equipment.

(C) Indicates Change

GENERAL REGULATIONS (cont'd)

EQUIPMENT, APPARATUS AND LINES

Equipment furnished by the Telephone Company shall remain the property of the Telephone Company and, upon termination of service for any cause whatsoever, shall be returned to the Telephone Company in good condition, reasonable wear and tear thereof excepted.

No equipment, apparatus or lines furnished by the subscriber shall be attached or used in connection with equipment, apparatus or lines furnished by the Telephone Company unless specifically authorized and connected and used exclusively with the Telephone Company's system.

The Hancock Telephone  
Company

SECTION 1  
Original Sheet 2

**GENERAL REGULATIONS** (cont'd)

**INSTALLATION, RELOCATION, MAINTENANCE, REPAIRS & REMOVAL**

Except as otherwise provided in this tariff all equipment and wiring furnished by the Telephone Company must be installed, maintained, repaired, relocated and removed by the Telephone Company and the subscriber may not rearrange, disconnect, remove or attempt to repair it or permit others to do so.

The subscriber shall be responsible for damages to the facilities of the Telephone Company resulting from negligence or willful act of the subscriber.

The Telephone Company shall not be liable for any defacement of or damage to the premises of the subscriber resulting from the attachment of the Telephone Company's equipment, apparatus or lines on such premises, or their installation or removal, when such damage is not the result of negligence of the Telephone Company.

**ACCESS TO PREMISES OF SUBSCRIBER**

For the purpose of installing, repairing, inspecting or removing any part of its equipment, apparatus or lines on the premises of the subscriber, or for making collections, the agents and employees of the Telephone Company shall have entrance thereto at any reasonable hour.

**BUSINESS AND RESIDENCE SERVICE CLASSIFICATIONS**

Business rates are applicable in connection with service furnished at a business location or any other place where the service is used primarily or dominantly for business, professional or institutional purposes. If either the main station or any extension connected therewith is located in a place where business rates are applicable, business rates apply to the main station and to all extensions therefrom.

Residence rates apply in private residences where the service is used primarily or dominantly for social or domestic purposes.

**USE OF SERVICE**

Unless otherwise indicated in this tariff, the use of business service is restricted to the subscriber, his agents and representatives, and the use of residence service is restricted to the subscriber and members of his household.

The subscriber shall not use the service or permit others to use it in such manner as to interfere with the service of others.

Unless otherwise provided in this tariff, service shall in no case be resold.



The Hancock Telephone  
Company

SECTION 1  
Second Revised Sheet 3  
Canceling First Revised Sheet 3

**GENERAL REGULATIONS** (cont'd)

**CONTRACTS FOR SERVICE**

The Telephone Company reserves the right to require applications for service to be made in writing on forms supplied by it. Upon acceptance of an application for service, all applicable provisions of the Telephone Company's tariffs lawfully on file become the contract between the Telephone Company and the subscriber. Requests for additional service or changes in service, upon acceptance by the Telephone Company, become a part of the original contract, except that each item of additional service is subject to the appropriate minimum contract term. The acceptance or use of service may be deemed an application for such service and an agreement to pay for it at the rates applicable thereto under the current tariff. Any change in rate or regulations lawfully made acts as a modification of all contracts to that extent without further notice.

Except as otherwise provided in this tariff, service is furnished for a minimum contract term of three months.

**FCC DESIGNATED 811 SERVICES**

As mandated by the Federal Communications Commission (FCC), in compliance with the Pipeline Safety Improvement Act of 2002, the abbreviated 811 Dialing Code is established for use by commercial and residential consumers to provide advanced notice of excavation activities to certified "One Call" notification systems entities as a toll free call. The certified "One Call" notification systems entity must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public. 811 Service is provided for the benefit of the certified "One Call" notification systems entity on a special charge treatment basis as detailed in Section 1, Sheet 1 of this tariff. The provision of 811 Dialing Code by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the certified "One Call" notification systems entity.

(C)

The maximum liability of the Company for direct damages or losses of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, will in no event exceed an amount equivalent to the proportionate charge to the certified "One Call" notification systems entity for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company will have no liability for any consequential, incidental, or indirect damages or losses, whether or not the customer was aware or should have been aware of the possibility of these damages or losses. The Company is not liable for any losses or damages caused by the negligence or willful misconduct of the certified "One Call" notification systems entity.

(C)

**DEPOSITS**

A deposit, in accordance with Commission regulations at 52 Pa. Code, §§ 64.31 -64.41 may be required as security for future bills. Interest rates applied to customer deposits held by the Telephone Company are prescribed by the PUC.

Deposits will be returned in accordance with Commission regulations at 52 Pa. Code, §§ 64.31 - 64.41.

The fact that a deposit may have been made in no way relieves the applicant or subscriber from complying with the Telephone Company's regulations as to the prompt payment of bills or constitutes a waiver or modification of the regular practices providing for discontinuance of service for non-payment of any sums due the Telephone Company for service rendered.

**CHARGES FOR FRACTIONAL MONTHS**

When service is established, the initial charge for local service, equipment and facilities for the fractional part of the current billing month is a pro rata share of the monthly charge.

(C) Indicates Change

**GENERAL REGULATIONS**

(Continued)

**PAYMENT FOR SERVICE**

Installation and construction charges, where applicable, must be paid in advance of the establishment of service.

Service connection charges are payable when service is established.

Message charges at pay telephones are payable in advance. (C)

Recurring charges at pay telephones are payable in advance. (C)

Recurring charges for services are billed monthly in advance and are payable when the service has been rendered. Charges for toll message service are billed after the service has been rendered and are payable on request.

Charges for all local and toll messages sent from the subscriber's telephone station and for all toll messages received at such station on which charges are reversed with the consent of the person answering the call are the responsibility of the subscriber.

A statement of account rendered to the subscriber shall be deemed correct and binding upon the subscriber unless objection in writing is received by the Telephone Company within thirty days after rendition of the statement.

**SUSPENSION OF SERVICE**

The Telephone Company reserves the right to suspend service for non-payment of bills, ten days after date due, or for violation of rules and regulations of this tariff, after due notice by the Telephone Company.

The Telephone Company also reserves the right to suspend, without notice, service to facilities that have apparently been abandoned and to demand payment for such service up to and including date of suspension, provided it has not been notified by the subscriber to discontinue service prior thereto.

**LIABILITY OF TELEPHONE COMPANY**

In event interruptions, omissions, defects, errors, mistakes or delays in transmission occur in the course of furnishing service, lines and other facilities and are not caused by negligence of the subscriber, the liability of the Telephone Company for damages arising therefrom shall not, except as otherwise provided for in Section 1 Sheet 9 of this tariff, exceed an amount equivalent to the proportionate charge to the subscriber for the period during which such interruption, omission, defect, error, mistake or delay in transmission occurs. Where a local message guarantee applies, a pro rata portion of the guarantee for the period of suspension is allowed. No other liability shall in any case attach to the Telephone Company.

(C) Indicates Change

The Hancock Telephone  
Company

**GENERAL REGULATIONS** (cont'd)

**CANCELLATION FOR CAUSE**

Service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

The Telephone Company may also terminate without advance notice any service which is used in such a manner as to interfere with the service of others or that is used for any purpose other than a means of communication.

**TELEPHONE NUMBERS**

The Telephone Company reserves the right to change the telephone number or numbers of a subscriber's station or stations as the exigencies of the business may require.

**TELEPHONE DIRECTORIES**

Telephone directories issued by the Telephone Company to its subscribers and patrons without charge are the property of the Telephone Company and shall be surrendered to the Telephone Company upon termination of service or distribution of a subsequent issue, in as good condition as reasonable wear and tear permits. No binder, holder or auxiliary cover, except where furnished by the Telephone Company, may be used in connection with any directory furnished by it.

The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in, or omissions from, its directories, nor for the result of publication of such errors in the directory, nor will the Telephone Company be a party to controversies arising between subscribers or others as the result of listings published in its directories.

Claims for damages on account of interruptions to service due to errors in or omissions of directory listings will be limited to an amount equivalent to the proportional charge for that part of the customer's service which is impaired, but not to exceed one-half the local service charges for the service items affected for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

The Hancock Telephone  
Company

SECTION 1  
Original Sheet 6

**GENERAL REGULATIONS** (cont'd)

**OVERTIME WORK**

When, at the subscriber's request, work is performed at other than regular business hours of the Telephone Company, an extra charge for such work will be made to compensate for the current overtime wage rates.

**TOLL MESSAGE RATES**

Rates, rules and regulations governing Toll, or Long Distance, messages are contained in the toll tariffs of The New York Telephone Company.

GENERAL REGULATIONS (cont'd)

ALLOWANCES FOR TELEPHONE SERVICE INTERRUPTIONS

(C)

When main telephone service is interrupted for a period of at least 24 hours, the company, after due notice by the customer, shall apply the following schedule of allowances except in situations as provided in Paragraph 2:

1. (a) 1/30 of the tariff monthly rate of all services and facilities furnished by the company rendered inoperative by the company to the extent of being useless for each of the first three (3) full 24 hour periods during which the interruption continues after notice by the customer of the company conditioned that the out-of-service extends beyond a minimum period of 24 hours.
- (b) 2/30 of each full 24 hour period beyond the first three 24 hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the company rendered inoperative to the extent of being useless.
2. When service is interrupted for a period of at least 24 hours due to such factors as storms, fires, floods, or other conditions beyond the control of the company, an allowance of 1/30 of the tariff monthly rate for all services and facilities furnished by the company rendered inoperative to the extent of being useless shall apply for each full 24 hours during which the interruption continues after notice by the customer to the company.

Nothing contained herein and no tariff adopted hereto shall limit any responsibility or liability on the part of a telephone company to a customer which would exist pursuant to law but for this rule and said tariff.

The foregoing allowances shall not be applicable where service is interrupted by the negligence or wilful act of the customer to service or where the company pursuant to the terms of the contract for service suspends or terminates service for non-payment of charges or for unlawful or improper use of facilities or for any other reason provided for in the filed and effective tariff.

(C) Indicates Change

The Hancock Telephone  
Company

Section 1  
Seventh Revised Sheet 8  
Cancels Sixth Revised Sheet 8

GENERAL REGULATIONS

STATE TAX ADJUSTMENT SURCHARGE

In addition to the charges provided in this tariff and other intrastate toll and access tariffs in which this Company concurs, a surcharge , as shown below, will apply to all intrastate charges for service on or after March 31, 1992, except on calls from pay telephone line service (pay telephones). (C)

For Services provided to:	<u>Surcharge Rate</u>
End User	0%
Other Local Exchange Companies	0%
All Interexchange Carriers/Resellers	0%

The above charges will be recomputed, using the same elements prescribed by the Commission:

1. Whenever any of the tax rates used in calculation of the surcharge are changed.
2. Whenever the utility makes effective any increased or decreased rates.
3. And on March 31, 1971, and each year thereafter.

The above recalculations will be submitted to the Commission within 10 days after the occurrence of the event or date which occasions such recomputations; and that if the recomputed surcharge is less than the one in effect the Utility will, and if the recomputed surcharge is more than the one then in effect the Utility may, submit the such recomputation, a tariff or supplement to reflect such recomputed surcharge, the effective date which shall be 10 days after filing.

(C) Indicates Change

The Hancock Telephone  
Company

Section 2  
Sixteenth Revised Sheet 1  
Cancels Fifteenth Revised Sheet 1

RATES AND RULES GOVERNING THE LOCAL EXCHANGE SERVICE  
IN  
HANCOCK, NEW YORK

MONTHLY RATES FOR LOCAL EXCHANGE SERVICE

- A. All of the Pennsylvania territory served by Hancock Telephone Company which bears the exchange designation of Winterdale (635).

	<u>Business</u>	<u>Residence</u>	
BASE RATE AREA			
One-party line access	\$19.37	\$19.37	(I)

LOCAL SERVICE AREA

The local service area embraces stations bearing the designation of Winterdale, PA (717) 635 and Hancock, New York (607) 637.

(I) Indicates Increase

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**Issued:** June 28, 2013

**Effective:** August 1, 2013

Telephone - PA P.U.C. No. 1

The Hancock Telephone  
Company

Section 2  
Second Revised Sheet 2  
Cancels First Revised Sheet 2

TERRITORIAL BOUNDARY OF THE HANCOCK TELEPHONE COMPANY  
IN PENNSYLVANIA

(C) Indicates Change

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Issued: December 19, 1989

Effective: February 24, 1990



SERVICE CHARGES

1. DEFINITIONS

The term Service Charge is defined as the non-recurring charge or charges applying to the ordering, installing, moving, changing, rearranging and furnishing of telephone service facilities. The charges are separately established as follows in order to provide a reasonable basis for an equitable recovery of the costs incurred in the required operations. (C)

2. Service Order Charge

Applicable for receiving information and taking action in connection with a customer's or applicant's request.

3. Premises Visit Charge

Applicable for a required trip to customer's premises in connection with establishment of service, rearrangement of service, or installation of equipment when requested by the customer.

4. Central Office Network Access Charge

Applicable for testing and connecting functions required within the central office and for the work associated with the circuit extending from the serving central office to the protector on the customer's premises.

5. \* \* \* (C)

6. \* \* \* (C)

7. \* \* \* (C)

(C) Indicates Change

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**Issued:** November 1, 2010

**Effective:** December 1, 2010

SERVICE CHARGES (cont'd)

1. DEFINITIONS (cont'd)

8. Restoration Charge

Applicable for restoral of service following a temporary suspension of such service.

2. APPLICATIONS

1. General

Service charges are applicable to the establishment or changing of service, the assumption of service by a different customer and the move of service from one premises to another.

Changes in locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.

The non-recurring charge applicable for the establishment of foreign exchange service is the total of those non-recurring charges applicable within the local and foreign exchanges.

The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service except as specified below.

Incorporated in this section is the assumption that the customer will allow the Company to complete the requested operations in a manner determined by the Company to be reasonable and efficient. When the customer insists after thorough explanation by the Company of the additional charges which would be applicable, that the Company carry out additional or extraordinary work which would not otherwise be required to complete the desired operation, charges in addition to those applicable as specified in this section may be applied. Additional work operations such as premises visits made to deliver new telephone number designations or additional service orders processed to effect multiple completion dates requested by the customer will be charged for at the levels specified in C., Schedule of Charges. Other activity necessitated by requests of the customer such as work during other than normal business hours or provision of concealed wiring will be charged for at levels not to exceed differential costs of labor

(C)

(C)

(C) Indicates Change

The Hancock Telephone  
Company

Section 3  
Original Sheet 3

SERVICE CHARGES (cont'd)

2. APPLICATIONS (cont'd)

1. General (cont'd)

and material. This provision in no way relieves the Company from the requirement of providing reasonable and efficient service at the charges specified in this tariff.

(a) Service charges do not apply for:

- (1) Normal maintenance and repair of the Company's equipment and service including work functions which are not required due to the customer's request.
- (2) An upgrade or downgrade of class of service.
- (3) Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.
- (4) Record orders issued for corrective purposes.
- (5) Change or correction in name or billing address only when there is no connection, disconnection, move or change in service.
- (6) No service charges apply for disconnection, discontinuance or removal of equipment or services.
- (7) No service charge applies for the re-establishment of same or equivalent service as determined by the Telephone Company, for the same subscriber, at a location which has been destroyed or made untenable by fire, wind or water. Service charges do apply for establishment of service at a new location for a temporary period, for establishment of service at a new and permanent location, or for re-establishment of service at the same location for other than the previous customer.
- (8) When all service facilities are already in-place, a service charge does not apply for a customer to connect an item of customer-provided terminal equipment to his existing service. If additional facilities are required or requested, the appropriate service charges will apply.

(C) Indicates Change

(C)

SERVICE CHARGES (cont'd)

2. APPLICATIONS (cont'd)

2. Service Order Charge

Only one service order charge is applicable for requests for the same customer made at one time, for service at one premises, with the same requested completion date.

3. Premises Visit Charge

Premises Visit Charges are applicable:

1. If a premises visit is required to complete any requested work or on the customer's premises except as provided in d. below.
2. For visits to each premises required due to the customer's request.
3. For each return visit to the customer's premises which is required due to requests of or limitations imposed by the customer.
4. The premises visit charge does not apply for:
  - (1) Return trips to the same premises required due to time, equipment or service limitations of the company.
  - (2) Removal of equipment or service.

4. Central Office Network Access Charge

1. The central office network access charge applies to work performed in the central office and extending to the protector at the customer's premises. The charge applies for work including but not limited to:
  - (1) Connection or reconnection of local exchange lines, FX lines, local private lines, local off-premises extension lines and local tie lines (one charge per item).
  - (2) Number change on a local exchange central office network access or trunk (one charge per item).
  - (3) Restoration of service.
2. Charges, if any, applicable to central office work in exchanges of other companies are those applicable for that company.

(C) Indicates Change

The Hancock Telephone  
Company

Section 3  
First Revised Sheet 5  
Cancels Original Sheet 5

SERVICE CHARGES (cont'd)

C. APPLICATIONS (cont'd)

4. Central Office Network Access Charge (cont'd)

c. Central office network access charges do not apply for:

(1) Transfer of service from one customer to another when there is no lapse in service.

5. \* \* \* (C)

6. \* \* \* (C)

(C) Indicates Change

The Hancock Telephone  
Company

Section 3  
First Revised Sheet 6  
Cancels Original Sheet 6

SERVICE CHARGES (cont'd)

D. APPLICATIONS (cont'd)

6. \* \* \* (C)
7. \* \* \* (C)
8. Changes in Telephone Number
- d. For requests for changes in telephone number of central office lines or trunks, one service order charge plus, for each number changed, a central office network access charge will apply.
  - e. For changes in telephone number of other than central office lines or trunks, one service order charge and one premises visit charge, as appropriate, will apply plus a charge per PBX station line changed.
  - f. The above charges do not apply when , in the judgement of the Company, changes in telephone number are necessary for continuation of satisfactory service.
9. \* \* \* (C)

(C) Indicates Change

SERVICE CHARGES (cont'd)

E. APPLICATIONS (cont'd)

9. \* \* \* (C)

10. Restoration of Service

g. In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of:

- (1) All charges due or, at the discretion of the Company, a substantial portion thereof, and
- (2) The restoration of service charge shown on the Schedule of Charges.

h. When at the request of the customer, service is temporarily suspended, service will be restored upon payment of the restoration of service charge shown on the Schedule of Charges.

i. For the restoration of a line segment which is part of a local private line, local tie line, or local off-premise extension line, the service order charge, central office network access charges and premises visit charge is appropriate will apply.

(C) Indicates Change

The Hancock Telephone  
Company

Section 3  
Fourth Revised Sheet 8  
Cancels Third Revised Sheet 8

SERVICE CHARGES (cont'd)

F. SCHEDULE OF RATES

	<u>Business</u>	<u>Residence</u>
1. Service Order Charge	\$23.50	\$19.50
2. Premises Visit Charge, each	\$15.00	\$12.50
3. Central Office Network Access charge, each	\$18.00	\$15.00
4. * * *		
5. * * *		
6. Restoration of Service	\$41.50	\$35.00

G. \* \* \*

(C)

H. The customer has the option of paying the non-recurring charges related to the initial installation of a main station for a single line residence or business exchange service in equal monthly installments over three billing periods.

(C) Indicates Change



The Hancock Telephone  
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SECTION 3  
Fourth Revised Sheet 9  
Cancels Third Revised Sheet 9

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(C)

RESERVED FOR FUTURE USE

(C) Indicates Change

The Hancock Telephone  
Company

SECTION 3  
Third Revised Sheet 10  
Cancels Second Revised Sheet 10

\* \* \*

(C)

RESERVED FOR FUTURE USE

(C) Indicates Change

LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a federally funded program established to provide monthly assistance to residential low income households who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household (a household is defined as “any individual or group of individuals who are living together as one economic unit” an economic unit is “all adult individuals contributing to and sharing in the income and expenses of a household”). However, a qualified residence customer or household is not eligible for Lifeline Service if they are currently receiving a Lifeline program discount on another service supported by the Federal Communications Commission. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.
2. Residence Lifeline Service consists of the following tariffed standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:
  - a. One-Party Residence Unlimited Service and Local Measured Service, if available.
  - b. Directory Listing (standard only).
  - c. Non-Published or Non-Listed Telephone Number Service.
  - d. Access to Directory Assistance Service.
  - e. Touch Tone Calling Service.
  - f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
  - g. Access to Operator Services.
  - h. Voluntary Toll Restriction Option.
  - i. Access to 800/888 Services.
  - j. Access to Call Trace.
  - k. Access to Alerting and Reporting Systems (9-1-1 dialing).
  - l. Access to the Pennsylvania Telecommunications Relay Service.
  - m. Caller ID Per-call and Per-line Blocking
  - n. Other eligible telecommunications services at tariffed rates.

(C)  
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(C) Indicates Change

LIFELINE SERVICE

B. REGULATIONS (cont.)

- 3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania programs, or be able to provide proof of household income which is at or below 135% of the annual Federal Poverty Guidelines for all States (except Alaska and Hawaii) and the District of Columbia. Recertification of Lifeline Service participants must be conducted annually by Hancock Telephone Company to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

Pennsylvania Department of Human Services (DHS) Programs:

- \* \* \*
- Supplemental Security Income (SSI)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) (f/k/a Food Stamps )
- \* \* \*

Additional Eligible Programs (Federal)

- Federal Public Housing
- \* \* \*
- Veteran's Pension or Survivor's Pension Benefit

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

- 4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B.3. above. At the time of initial establishment of Lifeline Service, the customer agrees to have his or her eligibility recertified annually by The Hancock Telephone Company. When the Company is notified by the customer or determines through recertification that the Lifeline Service customer is no longer a participant in the DHS programs in B.3. above or otherwise low-income eligible, the customer will be notified (by telephone or letter) that the Lifeline Service rate is no longer applicable. Within the stated customer notification period (60 days from the date of the notification), the customer can contact the Company to negotiate new Dial Tone Service arrangements at applicable tariff rates (no connection charges will apply for existing services or options retained). If the customer does not contact the Company by the end of the notification period, the Lifeline Service will be changed to applicable Exchange Area Dial Tone Line service at existing tariff rates (no connection charges will apply to existing services or options retained).

(C) Indicates Change

LIFELINE SERVICE

B. REGULATIONS (cont'd)

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.

6. Only services listed in B (2) above will be provided to Lifeline customers.

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

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

\* \* \*

(C)

9. Lifeline customers are subject to all Residence service regulations in this and other tariffs of The Hancock Telephone Company.

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

11. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.

12. Any Lifeline customer who has a past due balance of Toll Charges will be treated with the appropriate Chapter 64 regulations. The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll restricted for a second occurrence the Company may, at its discretion, place the Lifeline customer on permanent toll restriction.

13. Toll-Blocking and Toll-Control services will be provided at no charge to Lifeline Service subscribers, to the extent that they are offered.

(C) Indicates Change

The Hancock Telephone  
Company

Section 3  
Third Revised Sheet 14  
Cancels Second Revised Sheet 14

LIFELINE SERVICE

C. LIFELINE SERVICE DIAL TONE LINE MONTHLY RATE

1. Applicable Residence Dial Tone monthly rate minus \$9.25 <sup>(1)</sup>. (I)
- \* \* \* (C)
2. Lifeline Service is subject to all applicable state, local and federal taxes, and surcharges, and to all applicable tariff rates, charges, surcharges and regulations. (C)

NOTE:

<sup>(1)</sup> See FCC Public Notice released May 1, 2012, In re: *Lifeline and Link Up Reform and Modernization et al.*, Report and Order and Further Notice of Proposed Rulemaking, WC Docket Nos. 11-42 et al., CC Docket No. 96-45, FCC 12-11 (rel. Feb. 6, 2012).

(C)  
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(I) Indicates Increase  
(C) Indicates Change

The Hancock Telephone  
Company

Section 4  
Third Revised Sheet 1  
Cancels Second Revised Sheet 1

MILEAGE CHARGES

\* \* \*

EXTENSION STATION

\* \* \*

(C)

OFF-PREMISES EXTENSION SERVICE

(C)

1. General

Off-Premises Extension Service is an extension line from the primary location of an individual line customer's service to a secondary location where the same access line service is terminated. The extension may utilize the Company's general or non-general distribution plant and must run directly from the primary location to the secondary location without involving the central office.

(C) Indicates Change

The Hancock Telephone  
Company

Section 4  
First Revised Sheet 2  
Cancels Original Sheet 2

MILEAGE CHARGES  
(Continued)

LEASED LINES

\* \* \*

(C)

(C) Indicates Change



The Hancock Telephone  
Company

SECTION 5  
Original Sheet 1

CONSTRUCTION AND ATTACHMENT CHARGES

GENERAL

The rates otherwise provided for in this tariff are based on furnishing service immediately adjacent to existing lines and facilities of the Telephone Company and on the use of lines and facilities engineered and constructed according to common and accepted practices. When service is desired at points somewhat removed from existing lines and facilities, or when abnormal and unusual arrangements and installations are desired, such service and installations are subject to additional charges as prescribed hereunder.

CONSTRUCTION ON PUBLIC RIGHT-OF-WAY

In all cases of plant construction on public highway, ownership of the plant must be vested in either the Telephone Company or some company with which the Telephone Company has a joint use agreement.

When local exchange service is desired at a point outside the base rate area but within the exchange area more than 2,640 feet distant from then existing facilities, the applicant therefor may be required to pay for this construction or the use of another company's plant in lieu of such construction as follows:

For each 100 feet, or fraction thereof, required to make the necessary extension beyond the first 2,640 feet, route measurement, from the existing lines, a charge of \$10.00.

Measurement to be restricted to the shortest and most direct route over which the desired point can be reached by following public right-of-way or other vested right-of-way privileges which the Telephone Company may hold by reason of its franchise or charter, including public thoroughfares such as highways, streets and public alleys.

CONSTRUCTION ON PRIVATE PROPERTY

In all cases of plant construction on private property, where the type of construction is selected by the telephone company, the Telephone Company will construct, own, and maintain its facilities, either wholly or jointly with an electric utility, subject to a construction charge based on route measurement as follows:

First 500 feet of construction - No charge.  
Each additional 100 feet or fraction thereof - \$10.00

The Hancock Telephone  
Company

SECTION 5  
Original Sheet 2

CONSTRUCTION AND ATTACHMENT CHARGES (cont'd)

CONSTRUCTION ON PRIVATE PROPERTY (cont'd)

Where the customer requests a type of construction different from that selected by the Telephone Company, a charge will be made to cover the excess cost of construction above that selected by the Telephone Company.

The Telephone Company shall have access to all facilities at all times for maintenance purposes.

Where applicant is so located that it is necessary to use a private right-of-way to furnish service, the subscriber is required to pay the entire cost involved in securing such right-of-way.

OTHER SPECIAL CONSTRUCTION

When some special or abnormal installation or arrangement of facilities is desired, such as underground construction or concealed wiring, the applicant may be required to furnish at his own expense all necessary conduits, outlets and other fixtures. The Telephone Company will install and maintain its facilities in such conduits and fixtures, provided they are constructed in such a manner as to meet the Telephone Company's needs and approval.

MINIMUM CONTRACT

New construction will be provided only where service is contracted for a minimum period of one year.

REFUNDS

If at any time within three years from date of completed construction, pole lines for which a subscriber has paid a non-recurring charge are used for other purposes, such subscribers may be entitled to refunds as follows, provided they are still served by such construction:

If such lines are used to carry toll lines of the Telephone Company, the refund will be prorated to cover the unexpired portion of the original three year period for that part of the pole line so used.

When such lines are used to supply local exchange service to other subscribers, the refund will be the difference between the original charge and that subscriber's pro rata share of the total construction, allowing 2,640 feet for each main station for that pole line.

## CONSTRUCTION AND ATTACHMENT CHARGES (cont'd)

## UNDERGROUND SERVICE IN RESIDENTIAL DEVELOPMENTS

All Telephone service shall be placed underground in residential developments of 5 or more adjoining lots in a recorded plan for the construction of single-family residence (detached or otherwise) including mobile homes intended for year-around occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to such residential or apartment house lots necessitates extending the company's existing distribution lines.

1. A developer shall:
  - (1) At his own cost, provide the company with easements satisfactory to the company for occupancy and maintenance of distribution and service lines and related facilities except in public ways which the company has the legal right to occupy.
  - (2) At his own cost, clear the ground in which the aforesaid line and related facilities are to be laid, of trees, stumps and other obstructions, and provide trench for such lines according to telephone company specifications, and backfill within six inches of final grade or pay such related costs that may be incurred to include telephone lines in a common trench with other utility services.
  - (3) Request the installation of distribution and service lines at such time that the lines may be installed before curbs, pavements and sidewalks are laid; keep the route of lines clear of machinery and other obstructions when the line installation crew is scheduled to appear; and otherwise cooperate with the company to avoid unnecessary costs.
  - (4) Place with the telephone company, in advance or upon such other terms as the company may require, the following charges:
    - (a) A prepayment in aid of construction in an amount not in excess of 60% of the company's costs of the distribution cable for the development.
    - (b) Such prepayment in aid of construction will be refunded on a proportionate basis for each contract for telephone service received. The basis of total refund shall be 100 percent refund upon receipt of telephone contracts for telephone service from 50 percent of the total development within a ten-year period.

(C) Indicates Change

CONSTRUCTION AND ATTACHMENT CHARGES

UNDERGROUND SERVICE IN RESIDENTIAL DEVELOPMENTS (cont'd)

- B. If the developer fails to comply with Paragraph A (2) or (3) or changes the plot plan after installation of the telephone company's lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.
- C. All distribution and service lines, except pedestals, installed within a development shall be installed underground; shall conform to the company's construction standards; and shall be owned and maintained by the company. Such installations shall be performed by the company or by such other entity as the company may authorize to do the work. The company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its underground lines by other than its own employees or agents.

TAXES ON CONTRIBUTIONS IN AID OF CONSTRUCTION AND CUSTOMER  
ADVANCES

(C)

Any contribution in aid of construction (CIAC), customer advance or other like amounts received from the customer which shall constitute taxable income as defined by the Internal Revenue Service will have the income taxes segregated in a deferred account for inclusion in rate base in a future rate case proceeding. Such income taxes associated with a CIAC or customer advance will not be charged to the specific contributor of the capital.

(C) Indicates Change

The Hancock Telephone  
Company

Section 6  
Fifth Revised Sheet 1  
Cancels Fourth Revised Sheet 1

MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECTORY LISTINGS

All subscribers, including pay telephone line service, are entitled to one listing in the official directory published by the Telephone Company.

Additional listings are provided at \$.80 each per month. This charge to continue while directory containing such listing is in effect. The charge will be terminated; if the main station telephone service is terminated; upon death of listed party; listed party subscribes for service in his own name; moves to a location where he is not accessible to the subscriber's station.

Acceptable listings are limited to the real names of individuals, partnerships or corporations and/or the names under which such individuals, partnerships or corporations actually conduct their business.

\* \* \* (C)

\* \* \* (C)

(C) Indicates Change

The Hancock Telephone Company

Section 6  
Fourth Revised Sheet 2  
Cancels Third Revised Sheet 2

MISCELLANEOUS SERVICE AND EQUIPMENT

\* \* \*

(C)

Services and charges previously contained on this page are now included as part of the Basic Local Exchange Service rate in Section 2 of this tariff.

(C) Indicates Change

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Issued: June 13, 1997

Effective: August 23, 1997

The Hancock Telephone  
Company

Section 6  
First Revised Sheet 3  
Canceling Original Sheet 3

(C)

INFORMATION PREVIOUSLY CONTAINED ON THIS PAGE IS NOW INCLUDED IN  
SECTION 7 OF THIS TARIFF UNDER PAY TELEPHONE LINE SERVICE.

(C)

(C) Indicates Change

The Hancock Telephone  
Company

Section 6  
First Revised Sheet 4  
Canceling Original Sheet 4

(C)

INFORMATION PREVIOUSLY CONTAINED ON THIS PAGE IS NOW INCLUDED IN  
SECTION 7 OF THIS TARIFF UNDER PAY TELEPHONE LINE SERVICE

(C)

(C) Indicates Change



MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM CALLING SERVICES

1. General

All custom calling features listed in this section are available on an individual basis or as part of a specially designed multiple feature package on exchange lines in Central Offices where facilities permit. All features are provided subject to availability within the specific Central Office and are limited to private lines only.

2. Description of Features

a. Call Waiting

This service provides a tone signal to indicate to the subscriber already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the subscriber to place the first call on hold, answer the second call and then alternate between both callers through the hold/recover mechanism.

Call Waiting with Cancel Call Waiting

This service allows the Call Waiting customer to disable Call Waiting for the duration of a telephone call. Cancel Call Waiting is activated (i.e. Call Waiting is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

(C)  
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(C)

b. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another subscriber-specified line served by the same office or by another office. The subscriber must activate and deactivate the forwarding function and specify the desired terminating address during each activation procedure. When activated, calls forwarded while the line is idle cause a short ring on the forwarding line as a reminder that the service is active. Call originating capability is not affected by Call Forwarding.

Call Forward-Busy

This service automatically reroutes an incoming call to a customer pre-designated number when the number called is busy.

Call Forward-Don't Answer

This service automatically reroutes an incoming call to a customer pre-designated number when the called number does not answer within the number of rings programmed by the Company.

(C)  
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(C)

c. Three Way Calling

This service allows an existing call to be held while a second telephone call is made and then added to the existing connection. The customer pays for calls placed from his/her telephone to the other telephone on the connection.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM CALLING SERVICE (cont'd)

2. Description of Features (cont'd)

d. Speed Calling

This service permits the dialing of preselected telephone numbers by means of an abbreviated code. This feature is available in either an 8-number or 30-number capacity.

Remote Call Forwarding\_

1. General

Remote Call Forwarding (RCF) utilizes a directory number and local central office facilities to automatically forward all incoming calls to another directory number designated by the customer.

2. Regulations

a. Remote Call Forwarding paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.

b. All charges for the call to the customer designated number from the Remote Call Forwarding central office shall be the responsibility of the customer. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location.

c. Identification of the originating telephone number is not provided.

d. Transmission may not be satisfactory on all Remote Call Forwarding calls.

e. Remote Call Forwarding is not represented as suitable for the transmission of data.

f. Remote Call Forwarding service cannot be terminated on a line equipped with Call Forwarding.

g. The minimum service period for Remote Call Forwarding service is three months.

h. Each Remote Call Forwarding group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the Remote Call Forwarding office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations apply.

(C)

(C)

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM CALLING SERVICE (cont'd)

3. Rates and Charges

a. Monthly Rates

In addition to the monthly rates for Remote Call Forwarding, a Central Office Charge applies each time the customer designated directory number which the Remote Call Forwarding service is directed to is changed at the customer's request. A change of directory listing for the RCF group will incur a Service Order Charge.

The RFC customer is also responsible for the local and long distance toll charges applicable to calls forwarded from the RCF office to the customer designated directory number. The charge applies for each call forwarded answered, including person-to-person and collect calls which are refused at the terminating location.

The following rates and charges are in addition to all other applicable rates and charges for the facilities and service furnished. Customers subscribing to multiple features will receive a 20% discount or can subscribe to a multi-feature package. (C)

Monthly Rates	Residence	Business
Call Waiting with Cancel Call Waiting	\$2.25	\$3.25
Call Forwarding	1.00	2.00
Call Forward-Busy	1.00	2.00
Call Forward-Don't Answer	1.00	2.00
Three Way Calling	1.00	2.00
Speed Calling - 8	1.00	2.00
Speed Calling - 30	2.25	3.25
Remote Call Forwarding	6.72	11.39

b. Service Order and Connection Charges

A Secondary Service Order charge and normal connection charges apply to the connection of one or more features on one or more lines at the same time and on the same service of the customer. These charges do not apply if the features are ordered simultaneously with other work for the same service when the other work is subject to these charges.

(C) Indicates Change

The Hancock Telephone  
Company

SECTION 6  
15th Revised Sheet 7  
Cancels 14th Revised Sheet 7

**MISCELLANEOUS SERVICE AND EQUIPMENT**

**PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE**

1. General

The Pennsylvania Telecommunications Relay Service is a Relay telecommunication service for the deaf, hearing and/or speech disabled population of the Commonwealth. The service permits telephone communications between deaf, hearing, and/or speech disabled individuals who must use a Text Telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Pennsylvania, Inc.

2. Surcharge

In addition to the charges provided in this tariff and other intrastate toll tariffs in which this Company concurs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Pennsylvania Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Pennsylvania Telecommunications Relay Service, and shall be calculated by the Pennsylvania Public Utility Commission (the Commission). The Commission shall compute the Pennsylvania Telecommunications Relay Service Surcharge each year and notify local exchange carriers of the surcharge amount to be applied for the twelve month period commencing with July 1 of each year.

The Commission may revise the surcharge more frequently than annually at its discretion.

Tariff revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates apply to all bills issued on or after July 1, 2008: (C)

Per residence access line, per month	<u>\$0.08</u>	
Per business access line, per month	<u>\$0.08</u>	(D)

Centrex lines will be charged on an equivalency basis as determined by the Commission.

(C) Indicates Change

(D) Indicates Decrease

The Hancock Telephone  
Company

Section 6  
Third Revised Sheet 8  
Cancels Second Revised Sheet 8

MISCELLANEOUS SERVICE AND EQUIPMENT

PENNSYLVANIA TELECOMMUNICATIONS RELAY SERVICE

3. Rates

Local calls will be charged at the applicable local flat rate or local measured service rate. Local calls originating from pay (C) telephones shall be completed free of charge. All intraLATA toll calls, placed through the Pennsylvania Telecommunications Relay Service, will be rated according to the Rates Applicable on Messages Placed By Certified Speech and/or Hearing Disabled in the Pennsylvania Telephone Association Toll Tariff Pa. P.U.C. No. 10. This Company concurs in this tariff.

The company will make available to the Telecommunications Relay Service (TRS) user a calling card. The rates for the calling card shall not exceed those that would apply to identical calls for non-TRS users of coin sent-paid service.

Please refer to the appropriate Interexchange Carrier tariff for interstate charges.

(C) Indicates Change

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**MISCELLANEOUS SERVICE AND EQUIPMENT****911 TARIFF LANGUAGE**

## 1. GLOSSARY OF TERMS

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

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

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

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

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

## 2. REGULATIONS

- A. The Telephone Company will comply with the Protocols as set forth in, and in the form of, Service Provider E-9-1-1 Protocols, Service Provider E-9-1-1 Questionnaire and Testing Procedures in accordance with the Petition of Bell Atlantic-Pennsylvania, Inc. for a Declaratory Order (MSAG); Docket No. P-00971203; Settlement Agreement of all Parties and Joint Petition entered August 7, 1998.
- B. The Telephone Company is indemnified under the Public Safety Emergency Telephone Act, Act 78 of 1990.
- C. The Telephone Company’s liability and insurance provisions are fully stated in Pa. P.U.C. No. 1, Section 1, General Regulations.
- D. Cases of Service interruptions affecting public health and safety shall receive priority attention under any and all conditions, particularly in time of disaster. Every appropriate resource will be utilized. The service provider will make reasonable best efforts to have its system fully functional as soon as possible, unless conditions beyond the service provider’s control prevent service restoration.

**MISCELLANEOUS SERVICE AND EQUIPMENT**

**911 TARIFF LANGUAGE**

2. REGULATIONS (cont'd)

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

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS)

1. General

The CLASS features are a set of call management features which utilize the network's ability to forward a calling number between the originating and terminating central offices. CLASS features may only be used on calls originating and terminating in central offices with the technical capability to provide this service.

2. Description

The Class features listed below are available individually or, as part of a discounted package on individual lines.

a. Automatic Redial

This service allows a calling party to automatically redial the most recent outgoing call by activating a code. The network periodically tests the busy/idle status of the called line until both lines are found idle or until the 30-minute queuing process expires. This is done without tying up the called party's telephone line.

A distinctive ringing signal will alert the customer when the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive regular calls while the busy line is being monitored.

Calls to the following cannot be automatically redialed:

800 Service Numbers  
900 Service Numbers  
10XXX Access Codes  
International Direct Distance Dialed  
Operator Assisted Calls  
Directory Assistance  
911

(C) Indicates Change



MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Description (Cont'd)

b. Call Return

Call Return allows a customer to automatically return the most recent incoming call, even if it is not answered. This is accomplished by the customer activating a code. If a line is found busy, a 30-minute queuing process begins within which the network automatically attempts to complete the call. This is done without tying up the called party's telephone line.

A distinctive ringing signal will alert the customer when the call can be completed. When the customer picks up the telephone after the ring back signal, the call is automatically dialed to the called party. The customer may place and receive calls while the busy line is being monitored.

c. Customer Originated Trace

Customer Originated Trace allows a called party to initiate an automatic trace of the last call received. After terminating the call which is to be traced and before making or receiving any other calls, the customer activates a code and the traced telephone number is automatically sent to the Company. The customer using Customer Originated Trace is required to contact the Company for further action.

The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them. The Company is not liable for damages if a trace attempt is not successful. Customer Originated Trace is available on a usage basis only.

Storage of Customer Originated Trace activations will be as follows:

3 months if there is no customer follow-up with the Annoyance Call Bureau.

1 year if there is a customer follow-up with the Annoyance Call Bureau but the police do not become actively involved.

7 years if an investigation is originated and referred to the police.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Description (Cont'd)

d. Calling Number Identification Service

Calling Number Identification Service permits a customer to view the calling party's telephone number for calls placed to that customer, if the call is not placed from outside of the Calling Number Identification Service area, through an operator or via telephone credit card, and provided the calling party has not activated either the per call or per line blocking options.

The Calling Number Identification Service feature requires a telephone number display device designed for use with Calling Number Identification Service. The Company is not responsible for obtaining, maintaining or repairing any such device except as it may separately agree to in writing with the customer.

e. Calling Number and Name Identification Service

Calling Number and Name Identification Service is the identical service as described in d., above, Calling Number Identification Service, with one addition. This service displays not only the telephone number, but also the name of the subscriber as listed in the directory.

f. Calling Number (and Name) Identification Service Blocking Options

Before placing an outgoing local telephone call, customers with per-call blocking may designate their name and/or telephone number as private and prevent the delivery of their name and/or telephone number to the called party through the Calling Number (and Name) Identification Service feature for that call by dialing the Calling Number (and Name) Identification Service blocking activation code.

Customers electing the per-line blocking option may designate their name and/or number as private and prevent the delivery of their name and/or telephone number to the called party for all calls.

When originating Calling Number (and Name) Identification Service, the customer will be given free per-call blocking unless the customer chooses the per-line blocking. The customer is entitled to change blocking options two times during the six months after the Calling Number (and Name) Identification Service is available in the customer's central office territory. Customers electing the per-line blocking option after the initial six months or in excess of two changes within the six month period will incur a nonrecurring charge as specified below. New customers, who move into the territory after the six month grace period, are entitled to a six month grace period from their initial service date.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Description (Cont'd)

f. Calling Number (and Name) Identification Service Blocking Options

Before placing an outgoing local telephone call, customers with per-call blocking may designate their name and/or telephone number as private and prevent the delivery of their name and/or telephone number to the called party through the Calling Number (and Name) Identification Service feature for that call by dialing the Calling Number (and Name) Identification Service blocking activation code.

Customers electing the per-line blocking option may designate their name and/or number as private and prevent the delivery of their name and/or telephone number to the called party for all calls.

When originating Calling Number (and Name) Identification Service, the customer will be given free per-call blocking unless the customer chooses the per-line blocking. The customer is entitled to change blocking options two times during the six months after the Calling Number (and Name) Identification Service is available in the customer's central office territory. Customers electing the per-line blocking option after the initial six months or in excess of two changes within the six month period will incur a nonrecurring charge as specified below. New customers, who move into the territory after the six month grace period, are entitled to a six month grace period from their initial service date. The Calling Number (and Name) Identification per-line and per-call blocking options do not prevent the delivery of telephone numbers to the 911 emergency service provider.

To complete a call to a Calling Number (and Name) Identification Service subscriber that has activated ACR: (1) place the call by unblocking the telephone number; or (2) place the call through an operator which may involve charges in addition to the cost of the call.

The Company will, upon notification, credit the live operator surcharge amount when the customer is a victim of domestic violence, the staffs of domestic violence program agencies (when involved in domestic violence counseling) and emergency services personnel (while in the performance of their jobs). Furthermore, should alternative methods become available in the future which permit the aforementioned to access the ACR party without revealing the caller's telephone number, the Company will waive or credit any additional charges associated with such alternative methods.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Description (Cont'd)

g. Distinctive Ringing

Distinctive Ringing enables the customer to program their line to ring with a distinctive pattern when an incoming call has originated from a line that has been previously designated as a priority number. The customer creates a Distinctive Ring screening list which stores a limited quantity of pre-selected directory numbers. (If the customer has call waiting, a distinctive call waiting indicator tone is delivered when the customer is called from a number on the list.)

h. Selective Call Forwarding

Selective Call Forwarding enables the customer to store a limited number of directory numbers in screening lists for the purpose of forwarding certain incoming calls. The customer has the ability to activate and deactivate the feature and to modify screening lists. The customer also has the ability to vary the call forwarding number, which is similar to the regular call forwarding feature.

i. Selective Call Acceptance

Selective Call Acceptance allows the customer to store a limited quantity of directory numbers in screening lists for the purpose of accepting certain incoming calls. When the special call screening feature is activated, only those calls that originate from directory numbers contained in the screening lists are accepted. Customers that are not on the list are denied acceptance and are notified to that effect by an announcement.

j. Selective Call Rejection

Selective Call Rejection allows the customer to store a limited quantity of directory numbers in screening lists for the purpose of rejecting certain incoming calls. When the special call screening feature is activated, only those calls that originate from directory numbers contained in the screening lists are rejected. Customers that are on the lists are rejected and are notified to that effect by an announcement.

(C) Indicates Change

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

2. Description (Cont'd)

k.. Call Waiting with Calling Number and Name Service

This service is an enhanced form of Call Waiting that gives customers the ability to receive Calling Number (and Name) Identification Service for a new incoming call while on an existing call, provided the calling party has not activated either the per-call or per-line blocking options. The calling number (and name) is displayed on the customer provided premise equipment attached to the customer's telephone line.

3. Regulations

- a. CLASS features are available to one-party residence and business customers where facilities are available. Each feature may be used when the customer and the other party involved in the call are served by the same central office, or served from different central offices which are linked by facilities that can send the parties' telephone numbers between these offices.
- b. CLASS features are not available to 911, 311, Coin (Public, Semi-public, COCOTs) telephone services.

(C) Indicates Change

## MISCELLANEOUS SERVICE AND EQUIPMENT

## CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

## 4. Rates and Charges

- a. The following rates and charges for these features are in addition to all other applicable rates and charges for the facilities and services furnished. Customers subscribing to multiple services will receive a 20% discount or can subscribe to a multi-feature package.

Rates	Residence	Business
Automatic Redial		
Per Use	\$0.50	\$0.50
Monthly	\$2.00	\$3.00
Call Return		
Per Use	\$0.50	\$0.50
Monthly	\$2.00	\$3.00
Customer Originated Trace		
Per Trace	\$1.50	\$1.50
Call ID		
Monthly	\$4.00 (D)	\$5.50 (D)
Call ID + Name		
Monthly	\$6.00 (D)	\$7.50 (D)
Blocking Option Change Charge		
Per-Call Restrict	-----	-----
Per-Line Restrict	\$5.00	\$5.00
Distinctive Ringing		
Per Use	\$0.75	\$0.75
Monthly	\$2.50	\$3.50
Selective Call Forwarding		
Per Use	\$0.75	\$0.75
Monthly	\$2.50	\$3.50
Selective Call Acceptance		
Per Use	\$0.75	\$0.75
Monthly	\$2.50	\$3.50

(D) Indicates Decrease

MISCELLANEOUS SERVICE AND EQUIPMENT

CUSTOM LOCAL AREA SIGNALING SERVICE (CLASS) (Cont'd)

4. Rates and Charges (Cont'd)

Selective Call Rejection		
Per Use	\$0.75	\$0.75
Monthly	\$2.50	\$3.50
Call Waiting with Calling Number and Name		
Monthly	\$2.75	\$3.75

b. The following monthly subscription discount rates apply for packages of Custom Calling and CLASS services.

Valu-Pak, four services, per line	\$ 7.95	\$ 9.95
Valu-Choice, seven services, per line	\$11.95	\$14.95
Valu-Select, ten services, per line	\$14.95	\$19.95

* Nationwide Plan: Call ID & Name Call Waiting with Calling Number and Name	\$ 2.00	\$ 2.00	(C)
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*Unlimited Plan Call ID & Name Call Waiting with Calling Number and Name	\$ 2.00	\$ 2.00	(C)
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\* Customer must also subscribe to the Hancock Long Distance Package, Nationwide Plan, or Unlimited Plan, as set forth in Telephone – PA PUC No. 1.

(C) Indicates Change

PAY TELEPHONE LINE SERVICE

(C)

2. GENERAL

2. Pay Telephone Line exchange service is one-party exchange service for use by pay telephone providers, location owners and interexchange carriers and is furnished solely for connection with coin, coinless, or combination coin/coinless pay telephone equipment to the Telephone Company's network.
  
3. Pay Telephone Line Service:
  1. Is available in all exchanges of the Company; foreign exchange service is not available to these lines.
  2. Provides for one listing in the white pages and one listing in the yellow pages of the Telephone Company directory for each Pay Telephone Line furnished. However, Non-published Number Service or Non-Listed Number Service at no charge are also available to Pay Telephone Line customers.
  3. Only one coin-operated or coinless public access telephone unit may be connected to each Pay Telephone Line.
  4. Will be provided on a dial-tone-first basis to enable end users to dial certain calls without requiring coin deposits, i.e., all emergency calls, telecommunications relay service calls, and non-sent paid calls.
  5. Service will be provided on a two-way basis, except lines for which a specific exemption has been granted by the Pennsylvania Public Utility Commission.
  6. The pay telephone provider is responsible for meeting all federal, state and local statutes with respect to provision of pay telephones in accordance with all hearing impaired and handicapped person requirements.
  7. Temporary suspension of service (vacation service) is not available for Pay Telephone Line Service.
  8. Pay telephones connected to a Pay Telephone Line must be registered in compliance with Part 68 of the FCC's rules and Regulations.
  9. Each pay telephone connected to a Pay Telephone Line must be capable of providing user call completion to 911 Universal Emergency Service, if available. If 911 service is not available, the pay telephone must permit access to the operator.
  10. Failure of the subscriber to comply with the provisions of this Tariff may result in the suspension or disconnection of the subscriber's service.

(C) Indicates Change



PAY TELEPHONE LINE SERVICE (cont'd)

B. REGULATIONS AND RATES

1. Pay Telephone Line Service is provided at the corresponding exchange's one-party business line rate as contained in the Telephone Company's, Tariff - Telephone PA P.U.C. No. 1, Section 2.
2. Where measured service is available in a given exchange, the business measured service rates apply to Pay Telephone Line Service.
3. Line Connection charges listed in Section 3 of this Tariff apply to Pay Telephone Line Service.
4. The business touch tone rate listed in Section 6 of this Tariff applies to Pay Telephone Line Service, if requested by the customer.
5. Directory assistance charges of \$0.25 per call apply to Pay Telephone Access Lines.
6. Pay Telephone Line Service customers will not be charged for non-published or non-listed telephone numbers. However, a non-recurring charge applies for each change of telephone number required to establish a non-published or non-listed number.
7. All subscribers to Pay Telephone Service shall have the right to select their presubscribed intraLATA toll provider at such time that intraLATA presubscription is available in the Company's service territory.

3. AVAILABLE FEATURES FOR PAY TELEPHONE SERVICE

1. Optional call screening/blocking/coin supervision functions, as listed below are provided at the monthly rates stated. The non-recurring charges shown below do not apply to initial installations, but do apply to subsequent requests made by the customer.
  1. Incoming/Outgoing Screening - prevents completion of collect or third number calls to the Pay Telephone Line. Originated operator - handled calls from the Pay Telephone Line are restricted to collect, third number or calling card only.
  2. Incoming Blocking - blocks all incoming calls.
  3. Outgoing blocking - restrict outgoing calls to non-sent paid call only (coinless).

(C) Indicates Change

PAY TELEPHONE LINE SERVICE (cont'd)3. AVAILABLE FEATURES FOR PAY TELEPHONE SERVICE (cont'd)

## 1. (Continued)

4. Coin Supervision Additive - provides for the collection, return, recognition, announcements and pre-prompting for overtime; monitors signals from the pay telephone equipment to identify when and what denomination of coins are deposited; identifies the status of attempted calls and sends a signal to the pay telephone equipment to collect the appropriate coins when calls are completed, or returns coins when calls are not completed.

## 2. Rates:

		<u>Monthly</u>	<u>Non-recurring</u>
1.	Incoming/Outgoing Screening	\$5.00	\$10.00
b.	Incoming Blocking	\$3.00	\$10.00
3.	Outgoing Blocking	\$3.00	\$10.00
d.	Coin Supervision Additive	\$2.21	N/A

(C) Indicates Change

The Hancock Telephone  
Company

Section 8  
First Revised Sheet 1  
Canceling Original Sheet 1

CONNECTIONS WITH CUSTOMER-PROVIDED EQUIPMENT

GENERAL

Customer-provided equipment may be used with the facilities furnished by the Telephone Company, for telecommunication service, provided that such equipment will be connected, maintained and operated as specified in this tariff.

Where the use of any customer-provided terminal equipment involves direct electrical connection to the facilities of the Telephone Company, such connection shall be made through a connective device furnished and installed by the Telephone Company.

The customer is not permitted to create additional channels from facilities provided by the Telephone Company, or to resell or share services with another party through extension of customer provided channels, or equipment, except as otherwise provided in this tariff.

If customer provided equipment is used in violation of the provisions of this tariff, the Telephone Company will take such action as it deems necessary for the protection of service.

COMPANY RESPONSIBILITY - LIMITATIONS

Party-line customers may purchase their own customer premises equipment from other vendors. However, because of potential compatibility problems, the customer is urged to investigate such problems with the telephone company before making purchase.

If purchased or leased party-line equipment that is compatible with telephone company facilities, requires further modification because of any new arrangements of facilities by the telephone company, the telephone company is responsible for such modification.

Should customer purchase party-line equipment from a vendor, the telephone company will make a reasonable effort to modify the equipment to make it compatible for a charge of \$15.00, plus parts, if available. This equipment should as a minimum include changeable ringer leads, 3 conductor cords, removable housing, and have a wiring conversion chart.

Party-line customer may not use automatic answering devices which answer any ring on the line, nor automatic dialers which seize the line externally from the telephone.

(C) Indicates Change