

**This Pricing Guide No. 1 includes the local exchange telecommunications services offered to Customers within the State of Maryland that are de-tariffed and/or unregulated by the State of Maryland Public Service Commission.**

**The general terms and conditions applicable to the services listed in this Pricing Guide No. 1 are contained in PSC MD Tariff No. 1 on file with the State of Maryland Public Service Commission.**

Pricing Guide  
**Facilities-Based and Resold Local Exchange**

Telecommunications Services Furnished by

**Entelegent Solutions, Inc.**

Between Points Within the State of Maryland

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**PRICING GUIDE FORMAT**

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the pricing guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14.
- C. Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
  - 2.1
  - 2.1.1
  - 2.1.1.1
- D. Check Sheets** - The Check Sheet lists the pages contained in the pricing guide, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. An asterisk designates all revisions made in a given filing (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The pricing guide user should refer to the latest Check Sheet to find out if a particular page is the most current.

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**CHECK SHEET**

Pages of this pricing guide, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original pricing guide and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	PAGE	REVISION
1	Original	*				
2	Original	*				
3	Original	*				
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6	Original	*				
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\* - indicates those pages included with this filing

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**SECTION 1 - GENERAL****1.1 Explanation of Symbols**

- (C) - To signify a changed regulation
- (D) - To signify a discontinued rate or regulation
- (I) - To signify an increase in a rate
- (M) - To signify text or rates relocated without change
- (N) - To signify a new rate or regulation or other text
- (R) - To signify a reduction in a rate
- (S) - To signify reissued regulations
- (T) - To signify a change in text but no change in rate
- (Z) - To signify a correction

**1.2 Application of the Pricing Guide**

- 1.2.1** This pricing guide governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this pricing guide.
- 1.2.2** The Company's services are available to Business customers.
- 1.2.3** The Company's service territory is statewide with local calling areas consistent with Verizon Maryland's tariff on file with the Commission, as amended from time to time.

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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES****2.1 Basic Local Exchange Service****2.1.1 General**

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- 2.1.1.1** receive calls from other stations on the public switched telephone network;
- 2.1.1.2** access the Company Local Calling Services and other Services as set forth in this pricing guide;
- 2.1.1.3** access interexchange calling services of the Company and of other carriers;
- 2.1.1.4** access (at no additional charge) to Company operators and business office for service related assistance;
- 2.1.1.5** access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- 2.1.1.6** access relay services for the hearing and/or speech impaired.

Basic Local Exchange Services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

**Exchange Access Line** - The service central office line equipment and all the Company plant facilities up to the demarcation point. 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.

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.1 Basic Local Exchange Service, (Cont'd.)****2.1.2 Local Service Plans****2.1.2.1 EnTele-Voice Economy (Measured Service)****A. Description**

The EnTele-Voice Economy plan includes the following bundle of services:

- Basic Local Exchange Service, which includes local calling at \$0.045 per minute. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.
- Standard features include the following (unless otherwise requested):

700 Block	Directory Assistance Block
900/976 Block	Operator Assisted Call Block
Collect Call Block	International Call Block

**B. Rates**

	<u>12-Month Term</u>	<u>24-Month Term</u>	<u>36-Month Term</u>
Zone 1	\$20.99	\$19.99	\$18.99
Zone 2	\$22.99	\$21.99	\$20.99
Zone 3	\$37.99	\$36.99	\$35.99

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)**

**2.1 Basic Local Exchange Service, (Cont'd.)**

**2.1.2 Local Service Plans, (Cont'd.)**

**2.1.2.2 EnTele-Voice Essential**

**A. Description**

The EnTele-Voice Essential plan includes the following bundle of services:

- Unlimited local calling
- A combination of the following features per line for a monthly recurring charge of \$3.50 per feature.

Caller ID (Number Only)	Call Waiting
Caller ID Deluxe (Name and Number)	Call Waiting ID
Call Forwarding/Don't Answer	Ring Master/Distinctive Ring
Call Forwarding/Busy Line	Three Way Calling
Call Forward/Variable	Hunting
Remote Access to Call Forwarding	Call Trace (*57)
Speed Calling 8	Call Block (*60)
Speed Calling 30	Call Return (*69)
Anonymous Call Rejection	Repeat Dialing (*66)

- Standard features include the following (unless otherwise requested):

700 Block	Directory Assistance Block
900/976 Block	Operator Assisted Call Block
Collect Call Block	International Call Block

**B. Rates**

	<u>12-Month Term</u>	<u>24-Month Term</u>	<u>36-Month Term</u>
Zone 1	\$27.99	\$26.99	\$25.99
Zone 2	\$29.99	\$28.99	\$27.99
Zone 3	\$44.99	\$43.99	\$42.99



**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)**

**2.1 Basic Local Exchange Service, (Cont'd.)**

**2.1.2 Local Service Plans, (Cont'd.)**

**2.1.2.3 EnTele-Voice Encompass**

**A. Description**

The EnTele-Voice Encompass service plan includes the following bundle of services:

- Unlimited local calling
- Any three of the features below for no additional charge:
 

Caller ID (Number Only)	Call Waiting
Caller ID Deluxe (Name and Number)	Call Waiting ID
Call Forwarding/Don't Answer	Ring Master/Distinctive Ring
Call Forwarding/Busy Line	Three Way Calling
Call Forward/Variable	Hunting
Remote Access to Call Forwarding	Call Trace (*57)
Speed Calling 8	Call Block (*60)
Speed Calling 30	Call Return (*69)
Anonymous Call Rejection	Repeat Dialing (*66)
- Standard features include the following (unless otherwise requested):
 

700 Block	Directory Assistance Block
900/976 Block	Operator Assisted Call Block
Collect Call Block	International Call Block

**B. Rates**

	<u>12-Month Term</u>	<u>24-Month Term</u>	<u>36-Month Term</u>
Zone 1	\$32.99	\$31.99	\$30.99
Zone 2	\$34.99	\$33.99	\$32.99
Zone 3	\$49.99	\$48.99	\$47.99

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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.2 Optional Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

**2.2.1 Feature Descriptions**

**Anonymous Call Rejection** - Gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. The screening list holds a maximum of fifteen (15) numbers.

**Call Block (\*60)** – Automatically rejects calls from a specified list of numbers or from the incoming number.

**Call Forwarding** - Allows incoming calls forwarded to be forwarded to another line specified by the Customer by dialing a code and the telephone number to which the calls will be forwarded.

**Call Forwarding Don't Answer** - Automatically routes incoming calls to a predetermined telephone number when the called line does not answer within a pre-specified number of rings.

**Call Forward Busy Line** - Automatically routes incoming calls to a predetermined telephone number when the called line is busy.

**Call Return (\*69)** - Automatically redials the last incoming call.

**Call Trace (\*57)** - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only.

**Call Waiting / Call Waiting with Caller ID** - Allows the Customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. Call Waiting with Caller ID provides Call Waiting service with the display of Caller ID information for the call that is waiting.

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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.2 Optional Calling Features, (Cont'd.)****2.2.1 Feature Descriptions, (Cont'd.)**

**Caller ID-Number Only** - Provides for the display of the calling party telephone number on Caller ID compatible Customer premises equipment.

**Caller ID Name and Number** - Provides for the display of the calling party name and telephone number on Caller ID compatible Customer premises equipment.

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

**Remote Access to Call Forwarding** - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "\*" and "#". All charges incurred to access the remote number will be billed appropriately.

**Repeat Dialing (\*66)** - Automatically redials a busy number for up to 30 minutes until line is available.

**Ring Master/Distinctive Ring** - Allows a Customer to have up to two separate telephone numbers (one main and one additional number) associated with one local exchange access line. Each telephone numbers has a distinctive ring on incoming calls for identification purposes.

**Speed Calling** - Allows the Customer to dial an abbreviated code to originate a call to a list of programmed telephone numbers.

**Three-Way Calling** - Allows the Customer to add a third party to an existing conversation.

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.2 Optional Calling Features, (Cont'd.)****2.2.2 Rates****2.2.2.1 Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

<u>Feature</u>	<u>Monthly Rate</u>
Anonymous Call Rejection	\$3.50
Call Block (*60)	\$3.50
Call Forwarding/Don't Answer	\$3.50
Call Forwarding/Busy Line	\$3.50
Call Forward/Variable	\$3.50
Call Return (*69)	\$3.50
Call Trace (*57)	\$3.50
Call Waiting	\$3.50
Call Waiting ID	\$3.50
Caller ID (Number Only)	\$3.50
Caller ID Deluxe (Name and Number)	\$3.50
Hunting	\$3.50
Remote Access to Call Forwarding	\$3.50
Ring Master/Distinctive Ring	\$3.50
Speed Calling 8	\$3.50
Speed Calling 30	\$3.50
Three Way Calling	\$3.50
Repeat Dialing (*66)	\$3.50

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.2 Optional Calling Features, (Cont'd.)****2.2.2 Rates, (Cont'd.)****2.2.2.2 Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer.

<u>Feature</u>	<u>Per Use</u>
Call Block	\$1.00
Call Return	\$1.00
Call Trace	\$1.00
Three Way Calling	\$1.00
Repeat Dialing	\$1.00

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)**

**2.3 Directory Assistance Services**

**2.3.1 General**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance (DA).

A call to DA is considered completed whether or not the number(s) requested are available from DA records.

**2.3.2 Rates**

The charges as shown below apply for each request made to the DA operator:

Local DA	\$1.50
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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.4 Operator Services**

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

**Customer Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

**Operator Dialed Calling/Credit Card Call** - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

**Person-to-Person** - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

**Third Party Billed** - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

**Collect Calls** - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.4 Operator Services, (Cont'd.)****2.4.1 Local Usage Charges**

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

**2.4.2 Per Call Service Charges**

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.50
Operator Assisted	
Collect	\$2.50
3rd Party Billed	\$2.50
Person-to-Person	\$4.50



**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.5 Busy Line Verification and Emergency Interrupt Service****2.5.1 General**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists, requests interruption and the call has already been verified as busy.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

**2.5.2 Rates**

Busy Line Verification, per request:	\$7.50
Busy Line Interrupt, per request:	\$5.00

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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.6 Directory Listing Service****2.6.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

**2.6.2 Listings****2.6.2.1 Primary Listing**

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.6 Directory Listing Service, (Cont'd.)****2.6.2 Listings, (Cont'd.)****2.6.2.2 Additional Listings**

Additional listings may be the listings of individual names of those entitle to use the customer's service or, for business, Departments, Divisions, Tradenames, etc.

In connection with business service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, etc. take the same business classification as the service with which such listings are furnished.

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**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.6 Directory Listing Service, (Cont'd.)****2.6.2 Listings, (Cont'd.)****2.6.2.3 Nonpublished Service**

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save 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 service or the disclosing of said number to any person.

## SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)

### 2.6 Directory Listing Service, (Cont'd.)

#### 2.6.2 Listings, (Cont'd.)

##### 2.6.2.4 Nonlisted Service

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a nonlisted number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for nonlisted service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save 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 service or the disclosing of said number to any person.

#### 2.6.3 Rates

	<b>Monthly Rate</b>
	<b>Business</b>
Additional Listings	\$1.50
Nonlisted Service	\$2.00
Nonpublished Service	\$4.50

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.7 Service Order and Change Charges**

**2.7.1** Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**Primary Line Connection Charge:** Applies to requests for initial connection or establishment of telephone service with the Company.

**Secondary Line Connection Charge:** Applies to installation of a second or additional access line.

**Conversion Charge:** Applies when converting service "as-is" from the incumbent LEC.

**Service Order Charge:** Applies to connection of new lines and to services orders associated with Customer requests for changes in service, moves, and the addition of services, including the additional of calling features.

**2.7.2 Rates**

	<b>Business</b>
Line Connection Charge	
Primary Line	\$79.99
Secondary Line	\$47.22
Conversion Charge	
Primary Line	\$9.99
Secondary Line	\$4.99
Service Order Charge	
Moves/Adds/Changes	\$20.00

**SECTION 2 - LOCAL EXCHANGE SERVICES AND RATES, (CONT'D.)****2.8 Premises Visit Charge**

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

Premises Visit Charge	<b>Business</b>
Initial Hour	\$184.00
Each additional 30 minutes	\$45.00

**2.9 Restoral Charge**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

Per occasion, per line:	<b>Business</b>
	\$40.00