

SCHEDULE OF RATES, TERMS AND CONDITIONS

FOR THE COMMONWEALTH OF MASSACHUSETTS

This rate schedule applies to the Local Exchange and Interexchange Telecommunications Services furnished by FirstLight Fiber, Inc. between one or more points in the Commonwealth of Massachusetts.

Terms and Conditions

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer, to develop a competitive bid for a service not generally offered under this rate schedule. Rates quoted in response to such competitive request may be different than those specified for such services in this rate schedule. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

*Standard Terms and Conditions apply, go to <https://www.firstlight.net/wp-content/uploads/2018/11/FirstLight-Standard-Terms-and-Conditions-11-1-18.pdf>.

Basic Exchange Service

Exchange service is the furnishing of central office line facilities to provide for telephone communications within the local service calling area on a measured or unlimited service basis in accordance with the rates and regulation set forth below.

Analog Services

<u>Product</u>	<u>Density Zone</u>	<u>Line Rate</u>	<u>Contiguous</u>	<u>Local Zone 1</u>	<u>Local Zone 2</u>	<u>Intra State</u>	<u>Inter State</u>
Basic Local Service	M/U	\$18.00	0.000	0.015	0.015	0.050	0.045
Direct Basic Local Package	M/U	\$18.00	0.000	0.029	0.029	0.029	0.029
Extended Local Service	M/U	\$30.00	0.000	0.000	0.000	0.045	0.045
Complete Small Business*	M/U	\$60.00	0.000	0.000	0.000	0.000	0.000
Extended Line Channel	M/U/S	\$20.00	N/A	N/A	N/A	N/A	N/A
Extended Line Channel	R	N/A	N/A	N/A	N/A	N/A	N/A
Basic Local Service	S	\$20.00	0.000	0.015	0.015	0.045	0.045
Direct Basic Local Package	S	\$20.00	0.000	0.029	0.029	0.029	0.029
Extended Local Service	S	\$30.00	0.000	0.000	0.000	0.045	0.045
Complete Small Business*	S	\$60.00	0.000	0.000	0.000	0.000	0.000
Basic Local Service	R	\$30.00	0.000	0.015	0.015	0.045	0.045
Direct Basic Local Package	R	\$30.00	0.000	0.029	0.029	0.029	0.029
Extended Local Service	R	\$40.00	0.000	0.000	0.000	0.045	0.045
Complete Small Business*	R	\$70.00	0.000	0.000	0.000	0.000	0.000
CLEAR Standard Voice	M/U/S/R	\$40.00	0.000	0.015	0.015	0.045	0.045
CLEAR Complete Voice	M/U/S/R	\$50.00	0.000	0.000	0.000	0.000	0.000

* 5 lines or less per account – Includes 1 voice mail per account & 1 free feature per line

Digital Services

<u>Product</u>	<u>Density Zone</u>	<u>Line Rate</u>	<u>Contiguous</u>	<u>Local Zone 1</u>	<u>Local Zone 2</u>	<u>Intra state</u>	<u>Inter state</u>
Total-T Loop	M	\$350.00	N/A	N/A	N/A	N/A	N/A
Total-T Loop	U/S	\$375.00	N/A	N/A	N/A	N/A	N/A
Total-T Loop	R	\$450.00	N/A	N/A	N/A	N/A	N/A
Basic Local Voice Channels	M/U/S/R	\$5.00	0.000	0.015	0.015	0.040	0.040
Direct Basic Local Channel	M/U/S/R	N/A	N/A	N/A	N/A	N/A	N/A
Extended Local Service	M/U/S/R	\$10.00	0.000	0.000	0.000	0.040	0.040
Basic Local Service	S	\$20.00	0.000	0.015	0.015	0.045	0.045
DID Block of 100	M/U/S/R	\$20.00	N/A	N/A	N/A	N/A	N/A

Date Issued: May 7, 2019
 Effective Date: June 6, 2019

By: Jill Sandford
 Title: Chief Legal Officer

Custom Calling Service

Line Features

Product	Density Zone	Rate
Caller ID – Number Only	M/U/S/R	\$4.00
Caller ID – Name & Number	M/U/S/R	\$5.00
Call Waiting	M/U/S/R	\$5.00
Call Transfer	M/U/S/R	\$5.00
Distinctive Ringing	M/U/S/R	\$5.00
Call Forwarding – Variable	M/U/S/R	\$5.00
Call Forwarding – Fixed	M/U/S/R	\$3.00
Call Forwarding – Remote Activation	M/U/S/R	\$5.00
Remote Call Forwarding	M/U/S/R	\$10.00
“Virtual” Call Forwarding	M/U/S/R	\$10.00
Three-Way Calling	M/U/S/R	\$5.00
Speed Dialing – 8	M/U/S/R	\$5.00
Speed Dialing – 30	M/U/S/R	\$7.00
Feature Pack – 2	M/U/S/R	\$8.00
Feature Pack – 4	M/U/S/R	\$15.00
Unlimited Repeat Dialing	M/U/S/R	\$5.00
Unlimited Call Return	M/U/S/R	\$5.00
Line Hunting	M/U/S/R	\$0.00
Toll Blocking	M/U/S/R	\$0.00
900 Call Blocking	M/U/S/R	\$0.00
Touch Tone	M/U/S/R	\$0.00

Voice Mail

Product	Density Zone	Rate
Basic Voice Mailbox	M/U/S/R	\$7.00
Family Voice Mailbox	M/U/S/R	\$10.00
Basic Auto-Attendant	M/U/S/R	\$20.00
Enhanced Auto-Attendant	M/U/S/R	\$30.00

Per Use Features

Product	Density Zone	Rate
Repeat Dialing (per use)	M/U/S/R	\$0.50
Call Return (per use)	M/U/S/R	\$0.50

<u>Operator Services (per use)</u>	<u>Rate</u>
Customer Dialed – Calling Card	\$0.60
Customer Dialed – Collect and Bill to Third Number	\$1.30
Customer Dialed – Person-to-Person	\$3.70
Operator Dialed – Calling Card	\$1.30
Operator Dialed – Collect and Bill to Third Number	\$1.50
Operator Dialed – Person-to-Person	\$3.70
Operator Dialed – Station-to-Station	\$2.00

<u>Directory Services (per use)</u>	<u>Rate</u>
Directory Assistance (per use – in excess of the 10-call allowance)	\$0.75
Additional Directory Listing (per month)	\$4.95
Non-Published Directory Listing (per month)	\$5.25
No Directory Listing (per month)	\$4.75

<u>Service</u>	<u>Rate</u>
Service Establishment – per Service Order	\$40.00
Restoration of Service (non-payment) – per Occasion	\$40.00
Repair of Service – Customer Charge per Hour	\$80.00
Repair of Service – Underlying Carrier Charge – per Hour.....	\$100.00
Reconnection of Service (temporary suspension – customer requested).....	\$40.00