

VDL, INC. D/B/A GLOBAL TELECOM BROKERS
PRODUCT GUIDE

Effective: August 1, 2016

By:
VDL, Inc. d/b/a Global Telecom Brokers
P.O. Box 568
Owings Mills, Maryland 21117
(410) 581-4833

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

VDL, Inc. d/b/a Global Telecom Brokers

First Revised MD Product Guide Check Sheet 1
 Replacing Original MD Product Guide Check Sheet 1

CHECK SHEET

Sheets of this Product Guide are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets, as named below, comprise all changes from the original Product Guide that are currently in effect as of the date on the bottom of this sheet.

<u>Sheet</u>	<u>Number of Revision (except as indicated)</u>	<u>Effective Date</u>	<u>Sheet</u>	<u>Number of Revision (except as indicated)</u>	<u>Effective Date</u>
1	First Revised	November 1, 2018	39	Original	August 1, 2016
2	Original	August 1, 2016	40	Original	August 1, 2016
3	Original	August 1, 2016	41	Original	August 1, 2016
4	Original	August 1, 2016	42	Original	August 1, 2016
5	Original	August 1, 2016	43	Original	August 1, 2016
6	Original	August 1, 2016	44	Original	August 1, 2016
7	Original	August 1, 2016	45	Original	August 1, 2016
8	Original	August 1, 2016	46	Original	August 1, 2016
9	Original	August 1, 2016	47	Original	August 1, 2016
10	Original	August 1, 2016	48	Original	August 1, 2016
11	Original	August 1, 2016	49	Original	August 1, 2016
12	Original	August 1, 2016	50	Original	August 1, 2016
13	Original	August 1, 2016	51	Original	August 1, 2016
14	Original	August 1, 2016	52	Original	August 1, 2016
15	Original	August 1, 2016	53	Original	August 1, 2016
16	Original	August 1, 2016	54	Original	August 1, 2016
17	Original	August 1, 2016	55	Original	August 1, 2016
18	Original	August 1, 2016	56	Original	August 1, 2016
19	Original	August 1, 2016	57	Original	August 1, 2016
20	First Revised	November 1, 2018	58	Original	August 1, 2016
21	First Revised	November 1, 2018			
22	Original	August 1, 2016			
23	Original	August 1, 2016			
24	Original	August 1, 2016			
25	Original	August 1, 2016			
26	Original	August 1, 2016			
27	First Revised	November 1, 2018			
28	Original	August 1, 2016			
29	Original	August 1, 2016			
30	Original	August 1, 2016			
31	Original	August 1, 2016			
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EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below.

- D - Delete or Discontinue
 - I - Change resulting in an increase to a Customer's bill
 - M - Moved from another Product Guide location
 - N - New
 - R - Change resulting in a reduction to a Customer's bill
 - T - Change in text or regulation but no change in rate or charge
- A. Sheet Numbering - Sheet numbers appear in the upper-right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the Product Guide. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between Sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper-right corner of the sheet. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the third revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i)(1)
- D. Check Sheets - The check sheet lists the sheets contained in the Product Guide, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (*i.e.*, the format, etc. remains the same, just revised revision levels on some sheets). The Product Guide user should refer to the latest check sheet to find out if a particular sheet is the most current sheet.

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VDL, Inc. d/b/a Global Telecom Brokers

MD Product Guide Sheet 2

SECTION 1 - DEFINITIONS

Carrier -VDL, Inc. d/b/a Global Telecom Brokers, unless the context indicates otherwise.

Carrier-Provided Equipment - Terminal equipment, as defined herein, provided by Carrier.

Commission - Maryland Public Service Commission (“AMD PSC”) unless content indicates otherwise.

Customer – The term “Customer(s)” denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this Product Guide, including but not limited to End Users, Interexchange Carriers (ICs) and other telecommunications carriers or providers originating or terminating VoIP-PSTN Access Traffic.

Customer-Provided Equipment - Terminal equipment, as defined herein, provided by Customer.

Disconnection - The disconnection of a circuit, dedicated access line, or port connection being used for existing Service.

Holiday - Carrier specified holidays are New Year’s Day, Martin Luther King’s Birthday (federally observed), President’s Day, Memorial Day (federally observed), Independence Day, Labor Day, Columbus Day, Veterans’ Day, Thanksgiving Day, and Christmas Day.

Hunting - The capability to search multiple lines of the same class of service of the same Customer to find a vacant line to complete an incoming call.

Local Service Area - That area within which a Customer to Exchange Service can make telephone calls at exchange rates. A Local Service Area may be made up of one or more central office areas or exchange areas.

Loop - A transmission path between the network interface (NI) located at Customer’s Premises and the main distributing (or other designated carrier) frame in a carrier central office.

Premises - Customer premises is all space occupied by a Customer in the same building and all space occupied by the same Customer in different buildings or continuous property.

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MD Product Guide Sheet 3

SECTION 1 - DEFINITIONS (Continued)

Service or Services - The services covered by this Product Guide, which shall include only the State of Maryland.

Telephone Company - Bell Atlantic Maryland.

Terminal Equipment - Telecommunications devices, apparatus, and their associated wiring, such as teleprinters, telephone, and data sets.

Trunk - A commercial channel between two switching (*i.e.*, Central Office, PBX) systems.

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SECTION 2 - RULES AND REGULATIONS2.1 UNDERTAKING OF CARRIER

Carrier is a common carrier providing intrastate communications services to Customers for their direct transmission and reception of voice, data, and other types of telecommunications. Service is available 24 hours a day, seven days a week, throughout the state.

2.2 LIMITATIONS OF SERVICE

2.2.1 Carrier offers service to all those who desire to purchase service from Carrier consistent with all provisions of this Product Guide. Customers or subscribers interested in Carrier's services shall file with Carrier an Application for Service that fully satisfies Carrier and identifies the services required.

2.2.2 Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Product Guide. Carrier reserves the right not to provide service to or from a location where legally prohibited or the necessary facilities or equipment are not available.

2.2.3 Title to all facilities provided by Carrier under these regulations remains with Carrier. Prior written permission from Carrier is required before any assignment or transfer. All regulations and conditions contained in this Product Guide shall apply to all such permitted assignees or transferees, as well as all conditions for Service.

2.2.4 Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by Customer, except when Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between Customer and authorized user or joint user to share the cost of Service, as long as the arrangement generates no profit for any participant in the arrangement.

2.3 USE OF SERVICE

Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by Customer, except when Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between Customer and authorized user or joint user to share the cost of the service as long as the arrangement generates no profit for any participant in the arrangement.

2.3.1 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in this Product Guide.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.4 LIABILITY

- 2.4.1 The liability of Carrier for any claim of loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the Product Guide shall not exceed an amount equivalent to the proportionate charge to Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs. For the purpose of computing this amount, a month is considered to have 30 days. In no event will Carrier be liable for any indirect, consequential, or special damages, or for any lost profits, even if advised of the possibility of the same.
- 2.4.2 Carrier shall not be liable for any claim of loss, expense, or damage, due to any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Product Guide, if caused by any person or entity other than Carrier, any malfunction of any service or facility provided by any other carrier, act of God, fire, war, civil disturbance, act of government, or by any other cause beyond Carrier's control.
- 2.4.3 Carrier shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:
- A. defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by Carrier under this Product Guide;
 - B. connecting, combining, or adapting Carrier's facilities with Customer's apparatus or systems;
 - C. any act of omission by Customer; or
 - D. any personal injury or death of any person or for any loss of or damage to Customer's premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by Carrier, if not caused by gross negligence of Carrier.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of Carrier.
- 2.4.5 CARRIER MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THIS PRODUCT GUIDE, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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SECTION 2 – RULES AND REGULATIONS (Continued)

- 2.4.6 With respect to Emergency Number 911 Service:
- A. This service is offered as an aid in handling assistance calls in connection with fire, police and other emergencies. Carrier is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of property, whether owned by Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors, or other defects in the provision of this service or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
- B. Carrier is not responsible for any infringement or invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by Carrier including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 service, and which arise out of the negligence or other wrongful act of Carrier, Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
- 2.4.7 Carrier's liability arising from errors or omissions in directory listings, other than charged listings, shall be limited to the amount of actual impairment to Customer's Service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to Local Exchange Service affected during the period covered by the directory in which the error or omission occurs. In cases of charged directory listings, the liability of Carrier shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs.
- 2.4.8 In conjunction with a nonpublished telephone number, Carrier will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by the number. Carrier will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
- 2.4.9 When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, Carrier will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this Product Guide, Customer acknowledges and agrees with the release of information as described above.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.5 INTERRUPTION OF SERVICE

Credit allowance for interruption of Service that is not due to the negligence of Customer or to the failure of channels, equipment, and/or communications systems provided by Customer and other carriers are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of Customer to notify Carrier immediately of any interruption in Service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not being caused by any action or omission of Customer within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Carrier's terminal.

2.6 RESPONSIBILITY OF CUSTOMER

2.6.1 All Customers assume general responsibilities in connection with the provisions and use of Carrier's Service. When facilities, equipment, and/or communications systems provided by others are connected to Carrier's facilities, Customer assumes additional responsibilities. Customers are responsible for the following:

- A. Placing orders for Service, paying all charges for Service rendered by Carrier, and complying with Carrier's regulations governing Service as well as assuring that its users comply with regulations.
- B. When placing an order for Service, providing:
 - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
 - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
- C. Paying Carrier for the replacement or repair of Carrier's equipment when the damage results from:
 - 1. the negligence or willful act of Customer or user;
 - 2. improper use of Service; or
 - 3. any use of equipment or service provided by others.
- D. Providing at no charge, as specified from time to time by Carrier, any needed personnel, equipment, space and power to operate Carrier facilities and equipment installed on the Premises of Customer as well as the level of heating and air conditioning necessary to maintain a proper operating environment on such Premises;

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SECTION 2 – RULES AND REGULATIONS (Continued)2.6 RESPONSIBILITY OF THE CUSTOMER (Continued)

- E. Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide Local Exchange Services to Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of Carrier-provided facilities, shall be borne entirely by Customer.
- F. Providing Carrier-authorized employees access to Customer's Premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service.
- G. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises at which Carrier employees and agents shall be installing or maintaining Carrier's facilities and equipment.
- H. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to the location of Carrier facilities and equipment in any Customer Premises or the rights-of-way for which Customer is responsible under this section; granting or obtaining permission for Carrier agents or employees to enter the premises of Customer at any time for the purpose of installing, inspecting, maintaining, repairing, terminating service as stated herein, and removing the facilities or equipment of Carrier; and not creating or allowing to be placed any liens or other encumbrances upon Carrier's equipment or facilities.
- I. Where subscribing to Carrier's Local Exchange Service and reselling these services to others, for complying with all laws and regulations of the State of Maryland that relate in any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and payment of applicable taxes. Carrier has no obligation to provide notice to, or otherwise communicate with, end users regarding local telephone service provided by another carrier.

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

Upon reasonable notice, the facilities provided by Carrier shall be made available to Carrier for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.6.3 Credit Allowances

- A. Credit for failure of Service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided, and billed for by Carrier.
- B. Credit allowances for failure of Service or equipment starts when Customer notifies Carrier of the failure or when Carrier becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
- C. Customer shall notify Carrier of failures of Service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer provided facilities, any act or omission of Customer, or in wiring or equipment connected to the terminal.
- D. Only those portions of the Service or equipment disabled will be credited. No credit allowances will be made for:
 - 1. interruptions of Service resulting from Carrier's performance of routine maintenance;
 - 2. interruptions of Service resulting from implementation of a Customer order for a change in the Service;
 - 3. interruptions caused by negligence of Customer or his authorized user; or
 - 4. interruptions of Service caused by the failure of service or equipment provided by Customer, authorized user, or other carriers.
- E. Carrier shall give credit to Customers for uncompleted calls and wrong numbers.
- F. Credit Allowances - Directory

Subject to the provision of Section 2.4 of this Product Guide, Carrier shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), an amount within the following limits:

- 1. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to Customer for Local Exchange Service during the effective life of the directory in which the error or omission occurred.
- 2. For listings and lines of information in alphabetical telephone directories furnished at additional charge, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.6 RESPONSIBILITY OF THE CUSTOMER (Continued)2.6.3 Credit Allowance (Continued)

3. For listings and lines of information records furnished without additional charge, an amount not in excess of the minimum monthly charge to Customer for Local Exchange Service during the period the error or omission continued.
4. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.

2.6.4 Cancellation by Customer

- A. Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or multi-year service agreement. Such termination charge will be equal to one month's usage as projected in Carrier's proposal for service, or the actual average monthly usage to date, whichever is higher, plus the monthly account charge for the remainder of the contract period.
- B. If Customer orders service requiring special facilities dedicated to Customer's use and then cancels the order before the service begins, before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and Carrier, a charge will be assessed to Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by Carrier and not fully reimbursed by installation and monthly charges. If, based on the order, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by Customer. Such charge will be determined on a case-by-case basis.

2.6.5 Payment and Charges for Service

- A. Charges for Service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis. Service continues to be provided until canceled by Customer or by Carrier in accordance with provisions of this Product Guide.
- B. Payment will be due upon receipt of the statement. A non-recurring 1.5 percent per month penalty fee (unless a lower rate is prescribed by law in which event at the highest rate allowable by law) will accrue upon any unpaid amount commencing 15 days after rendition of the bill. Carrier includes its name and its toll free telephone number, (800) 362-7296, on all invoices.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.6 RESPONSIBILITY OF THE CUSTOMER (Continued)2.6.5 Payment and Charges for Services (Continued)

- C. Customer is responsible for payment of all charges for service furnished to Customer, including, but not limited to, all calls originated at Customer's number(s); received at Customer's number(s); billed to Customer's number(s) via third-party billing; incurred at the specific request of Customer; or placed using a calling card issued to Customer. The initial billing may include the account set-up charge where applicable. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and nonrecurring charges for Services ordered will be billed monthly in advance.
- D. Service may be denied or discontinued at Carrier's discretion for non-payment of amounts due to Carrier past the due date. Customer has 10 days (excluding Sundays and Holidays) in which to make settlement before service is denied or discontinued. Restoration of service will be subject to all applicable installation charges.
- E. Customer is liable for all costs associated with collecting past due charges.
- F. Customers of toll free (*e.g.*, 800 or 888) services are responsible for payment for all calls placed to or via Customer's toll free service number(s). This responsibility is not changed by virtue of any use, misuse, or abuse of Customer's Service by Customer-provided systems, equipment, facilities, or services interconnected to Customer's toll free service or use, misuse, or abuse occasioned by third parties, including, without limitation, Customer's employees, other common carriers, or members of the public who dial Customer's toll free service number(s) by mistake. Carrier reserves the right to not switch Customer's toll free number(s) to another carrier until Customer has paid in full all amounts owed to Carrier for such toll free service.
- G. Carrier may not refuse service to a present or prospective Customer for the reasons set forth under the regulations of COMAR 20.45.04.07.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.6 RESPONSIBILITY OF THE CUSTOMER (Continued)2.6.6 Application of Charges

The charges for Service are those in effect for the period that Service is furnished. If the charge for a period covered by a bill changes after the bill has been rendered, the bill will be adjusted to reflect the new charges.

2.6.7 Deposits and Advance Payments

- A. Advance Payments - Carrier may require a Customer or applicant for Service who is unable to establish credit satisfactory to Carrier to make an advance payment. The advance payment will not exceed an amount equal to all non-recurring charges and one month's recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges. The advance payment will be credited to the Customer's initial bill.
- B. Deposits - In the event Customer fails to establish a satisfactory credit history, deposits are a form of security that shall be required from Customer to ensure payment of bills.

Deposits shall be no greater than twice the estimated average monthly bill for the class of service applied for.

In the event a Customer requests services in addition to basic service, the average bill will reflect the aggregate services requested by the Customer. Deposits will be refunded with interest within 30 days after discontinuance of Service if no outstanding balance is owed or after 12 months of Service, whichever comes first.

Deposits held will accrue simple interest at a rate established by the Commission.

2.6.8 Bad Check Charge

Carrier will bill Customer a one-time charge of \$25.00 if Customer's check for payment of Service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.

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2.7 CUSTOMER COMPLAINTS AND/OR BILLING DISPUTES

Customers have the right to refer billing disputes and other complaints to VDL, Inc. d/b/a Global Telecom Brokers, P.O. Box 568, Owings Mills, Maryland 21117. Carrier’s customer service department can be reached by dialing (800) 362-7296 (toll free). Bill disputes should be referred to the Maryland Public Service Commission’s Consumer Assistance and Public Affairs Division, 6 St. Paul Center, Baltimore, Maryland 21202, (410) 767-8128.

2.8 RESPONSIBILITY OF CARRIER

2.8.1 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.3, when Service is interrupted, the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than two hours.
- B. Customer shall be credited for an interruption of two hours or more for as long as the interruption continues.
- C. When a minimum usage charge is applicable and Customer fails to meet the minimum usage charge because of a Service interruption, a credit shall be applied against that minimum usage charge in the following manner. For each period of two hours that the interruption continues the credit shall equal 1/360th of the monthly minimum charge. Note: in this instance a fractional period of more than one hour shall be treated as a two-hour period.
- D. If notice of a dispute as to charges is not received in writing by Carrier within 30 days after billing is received by Customer, the invoice shall be considered correct and binding on Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and Carrier may be appealed to the MD-PSC.
- E. The calculation of the credit allowance is as follows:

$$\text{Credit} = \frac{A \times B}{720}$$

A = Outage time in hours

B = Total monthly charge for affected facility

2.8.2 Cancellation of Credit

Where Carrier cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the Service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer’s account.

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2.8 RESPONSIBILITY OF CARRIER (Continued)

2.8.3 Disconnection of Service by Carrier

Carrier may discontinue service or cancel an Application for Service without incurring any liability for any of the following reasons or for reasons outlined by COMAR 20.45.04.07:

- A. After 10 days' written notice (excluding Sundays and Holidays), for non-payment of any sum due to Carrier for Service for more than 30 days beyond the date of rendition of the bill for such Service provided Carrier has made a reasonable effort to effect collection. Written notice of Disconnection shall be separate and apart from the regular monthly bill for Service. Customer has five days (excluding Sundays and Holidays) in which to make settlement before Service is disconnected;
- B. After 10 days' written notice (excluding Sundays and Holidays), in the event of a violation of or of noncompliance with any regulation listed under COMAR 20.45.04, or for violation for noncompliance with the Services provided in this Product Guide; or
- C. Without notice, for tampering with Carrier's equipment, hazardous conditions, or Customer use of equipment where it adversely affects Carrier's equipment or services.
- D. Without notice, in the event of a violation of any law, rule, or regulation of any government authority having jurisdiction over the Service;
- E. Without notice, in the event Carrier is prohibited from furnishing services by order of a court or other government authority having jurisdiction;
- F. Without notice, in the event of fraudulent use of Carrier's network. In such case, Carrier will discontinue service and/or seek legal recourse to recover all costs involved in enforcement of this provision; or
- G. After 10 days' written notice, for failure of Customer to permit Carrier reasonable access to its equipment.

2.8.4 Fractional Charges

Charges for a fractional part of a month are calculated by counting the number of days remaining in the billing period after Service is furnished and dividing that number of days by 30 days (billing period). The result is then multiplied by the applicable monthly service charge to arrive at the appropriate fractional monthly service charge.

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2.9 RESTORATION OF SERVICE

The use and restoration of service in emergency shall be in accordance with the priority system specified in Part 64, Subpart D of the rules and regulations of the Federal Communications Commission.

2.10 REESTABLISHMENT OF SERVICE

If Service is restricted or disconnected for nonpayment, Service will be reestablished only upon receipt of payment of all charges due that include charges for Service and facilities during the period of suspension and which may include a service restoration fee. If Customer has a history of payments returned for insufficient funds, Carrier may require payment by cash, money order, or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check.

2.11 TAXES

2.11.1 Customer will be billed and is responsible for payment of applicable local, state, and federal taxes assessed in connection with Service used.

2.11.2 All state and local taxes (*i.e.*, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.12 TIMING OF CALLS**2.12.1 When Billing Charges Begin and Terminate for Phone Calls**

Customer's usage charge is based on the actual usage of Carrier's network. Usage begins when the called party picks up the receiver (*i.e.*, when two-way communication, often referred to as "conversation time," is possible). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as a usage of the network. A call is terminated when the calling or called party hangs up.

2.12.2 Billing Increments

Unless otherwise specified in this Product Guide, the minimum call duration for billing purposes is one minute for a connected call. Calls beyond one minute are billed in one-minute increments. Billing will be rounded to the nearest penny for each call.

2.13 START OF BILLING

For billing purposes, the start of Service is the day following acceptance by Customer of Carrier's service or equipment. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by Carrier of notification of cancellation as described in Section 2.6.4 of this Product Guide.

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SECTION 2 – RULES AND REGULATIONS (Continued)2.14 INTERCONNECTION

2.14.1 Service furnished by Carrier may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitation established by Carrier. Service furnished by Carrier is not part of a joint undertaking with such other carriers. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of Carrier and other participating carriers shall be provided at Customer's expense.

2.14.2 Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. Customer is responsible for taking all necessary legal steps for interconnecting his or her Customer-Provided Equipment of communications systems with Carriers' facilities. Customers shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnections.

2.15 SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES

Carrier shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Product Guide. All facilities provided shall conform to the established construction standards of Carrier.

Except as otherwise specified in this Product Guide, all equipment furnished by Carrier in connection with a Customer's service shall be carefully used, and only duly authorized employees of Carrier or its agents shall be allowed to connect, disconnect, change, or alter in any manner any or all such facilities.

Carrier will be held responsible for loss of or damage to any facilities furnished by Carrier unless such loss or damage is due to causes beyond Carrier's control.

Carrier may remove any and all of its property that is located at Customer's Premises at the termination of Service as provided for in these rules.

No equipment, apparatus, circuit, or device not furnished by Carrier shall be attached to or connected with the facilities furnished by Carrier, whether physically, by induction, or otherwise, except as provided in this Product Guide. In case any such unauthorized attachment or connection is made, Carrier shall have the right to remove or disconnect the same, suspend the Service during the continuance of said attachment or connection, or terminate Service.

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SECTION 2 – RULES AND REGULATIONS (Continued)

2.16 LOCAL LOOP DEMARCATION POINT

- 2.16.1 Responsibilities - Carrier will provide facilities, equipment, and services to this local loop demarcation point. Carrier is responsible for the provisioning and maintenance of its facilities, equipment and services to the Local Loop Demarcation Point, including those located at this point.

Customer is responsible for the completion of services beyond Carrier’s Local Loop Demarcation Point.

Customer requested services beyond the Local Loop Demarcation Point may be provided by Carrier at Customer’s expense.

- 2.16.2 Local Loop Demarcation Point - Carrier’s Local Loop Demarcation Point separates Carrier’s network responsibility for its facilities, equipment, and services from the point of the building owner or end-user customer. This Local Loop Demarcation Point designates the end of Carrier’s network facilities (local loop) and the beginning of the intrabuilding network cable (INC), if any, provided by the building owner.

When a Local Loop Demarcation Point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

- 2.16.3 Local Loop Demarcation Point Exceptions - Emergency Reporting Services (E911/911): The Local Loop Demarcation Point is at Carrier-Provided Equipment, including the equipment, where the equipment has been provided by Carrier.

Disabled Services - The Local Loop Demarcation Point is at Carrier-Provided Equipment. Carrier’s responsibility includes the terminal equipment where the equipment has been provided by Carrier.

If a property owner desires an additional Local Loop Demarcation Point(s) at a specified location on a Customer’s Premises for purposes of providing service assurance, safety, security, and privacy of data communications over the cable (generally known as “Direct Feed”), the owner will be required to pay for additional network cable and network facilities particularly, cable pairs served from any Local Loop Demarcation Point from one location to another location, through special construction arrangements.

Fiber Optic Cable - The Local Loop Demarcation Point is at Carrier-provided fiber optic terminal (FOT) equipment. Carrier’s responsibility includes the FOT equipment where such equipment has been provided by Carrier.

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SECTION 2 – RULES AND REGULATIONS (Continued)

Carrier Points of Presence (POP) - Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange, local exchange, and radio carrier (both private carriers and common carriers as defined by applicable Federal Communications Commission's regulations) Point of Presence locations. However, Local Loop Demarcation Point rules do apply to Carrier-provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end-user of the service(s).

- 2.16.4 Intrabuilding Network Cable (INC) Demarcation Point - The INC Demarcation Point separates the building owner's responsibility to provide INC from the end-user's responsibility to provide inside wire, standard jacks, and customer premises equipment (CPE). This INC Demarcation Point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user.

The INC Demarcation Point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth following and the preceding exemptions listed.

Where there is no INC or the INC is in a single story building, the INC Demarcation Point is Carrier's Local Loop Demarcation Point.

- 2.16.5 Inside Wire Demarcation Point - The Inside Wire Demarcation Point is located where customer premises equipment (CPE) is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.

CALCULATION OF DISTANCE

Usage charges for all mileage-sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. Formula:

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

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SECTION 2 – RULES AND REGULATIONS (Continued)

2.17 USAGE RATES PERIODS

The usage rates for all Customers to which usage rates apply is determined by the time of day, day of the week, and class of service. The time of day when conversation actually takes place is determined in accordance with the time system, standard or daylight savings, legally or commonly in use, determines whether Day Rate or Night and Weekend Rate treatment applies. In cases where a call extends beyond one rate period, the appropriate treatment applies to the respective periods of conversation.

The following table applies to all services for determining Day and Night/Weekend rate periods.

	MON	TUE	WED	THU	FRI	SAT	SUN
9:00 A.M. to * 9:00 P.M.	DAY RATE PERIOD						
9:00 A.M. to * 9:00 P.M.	NIGHT, HOLIDAY & WEEKEND RATE PERIOD						

* up to but not including

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SECTION 3 - LOCAL SERVICES AND RATES

3.1 TRUNK LOCAL EXCHANGE SERVICE

Trunk lines are provided from Carrier's central office in connection with central office facilities associated with Direct Outward Dialing and Direct Inward Dialing Services furnished in connection with Private Branch Exchange Service and Customer-provided multiline terminating systems.

3.1.1 PBX Local Exchange Service Rates

		<u>MONTHLY RATE</u>	
A.	<u>Per Trunk</u>	\$29.00 – rate group A	I
		\$29.00 – rate group B	
B.	<u>Time Measured Usage Charges</u>	<u>CHARGE PER MINUTE</u>	
	First minute or fraction thereof	\$0.028	I
	Each additional minute or fraction thereof	\$0.028	
		<u>CHARGE PER MESSAGE UNIT</u>	
C.	<u>Message Unit Rate</u>	\$0.143	

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.2 TRUNK LOCAL EXCHANGE SERVICE (Continued)

3.1.2 Direct Inward Dialing Trunks (DID)

An arrangement in Carrier’s central office to provide inward calling service from the network to Customer’s premises for use in connection with dial switching or number identifying equipment. DID service transmits the dialed digits for all incoming calls allowing Customer’s PBX to route incoming calls directly to individual stations corresponding to each DID number. DID Service is furnished where operating conditions and the availability of facilities exist.

DID will be provided to PBX dial switching equipment. DID service must be provided on all lines in a trunk group arranged for inward service. Each DID trunk group shall be considered a separate service. If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

3.1.3 Direct Inward Dialing Trunks (DID) Rates

A.	<u>Non-Recurring Charges</u>	<u>Connection Charge</u>
	First 20 DID Numbers	\$605.00
	Each Additional 20 DID Numbers	\$21.00
	Moving/Change Charges, Per Service Order	\$28.00
	* There is no discount for Non-Recurring Charges.	
B.	<u>Recurring Charges</u>	<u>Per Month</u>
	DID Trunk Termination	\$23.75
	First 20 DID Numbers	\$4.00
	Each Additional 20 DID Numbers	\$4.00

3.2 END USER COMMON LINE CHARGES

	<u>Per Month</u>
Single Line Business	\$6.30
Multi Line	\$6.30
Local Intercept Service	\$20.00

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.3 CUSTOM CALLING SERVICES

Custom Calling Services are optional service arrangements of central office services furnished to individual lines and offered on a monthly basis where facilities are available.

3.3.1 Carrier will provide the following Custom Calling Services:

Call Waiting

This service enables Customers to answer a second call while already on the phone line.

Call Waiting Deluxe

This service is an arrangement whereby a Customer using a screen based CPE and exchange line arranged for Call Waiting Deluxe is alerted of an incoming call by means of a tone signal and a visual display of the waiting/calling party's name and number.

Caller ID

This service allows a Customer to see the telephone number of the person calling before the phone is answered. Private and unlisted numbers will also appear on the display unit. The service requires an additional piece of Customer-provided equipment (CPE), a display unit or integrated telephone set. The number will display between the first and second ring. If the call is answered on the first ring, the calling number will not display.

Caller ID Deluxe

This service displays the name and calling telephone number on the display unit of the called party. The service requires Customer-provided equipment (CPE), a display unit or integrated telephone set that is equipped with multi message delivery.

Identia Ringing/Distinctive Ringing

This service allows Customers to have up to three separate telephone numbers on one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming calls. A distinctive Call Waiting tone for each telephone number will be provided where facilities permit for Customers also subscribing to Call Waiting.

Three-Way Calling

This service allows the user to add a third party to an established connection without operator assistance.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.4 CUSTOM CALLING SERVICES

3.4.1

Priority Calling

This service is an arrangement that provides for one distinctive audible signal to Customer when a call is received from one of up to six prespecified telephone numbers. If Customer also subscribes to Call Waiting, and the incoming call arrives while the line is busy, the usual Call Waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those that has been prespecified.

Repeat Calling

This service is an arrangement that permits Customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. Customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queuing process expires.

Return Calling

This service is an arrangement that provides Customer with an announcement of the last phone number that called him/her. To activate Return Call, Customer dials *69. Customer then hears an announcement that tells him/her the telephone number of the last party that called him/her. If Customer wishes to return the call right away, voice prompts will instruct Customer to dial 1, and the call automatically will be returned.

Call Forwarding - Variable

This service is an arrangement that permits Customer to have incoming calls automatically transferred to another telephone number for temporary periods. This feature is activated by dialing a prefix code followed by the telephone number to which calls are to be transferred. This feature is deactivated by dialing another code. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Select Forwarding

This service is an arrangement that permits Customer to prespecify up to a maximum of six telephone numbers calls from which calls will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been prespecified.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.4 CUSTOM CALLING SERVICES (Continued)

3.4.1 (Continued)

Ultra Forwarding

This service combines Call Forwarding remote-access capability. In addition to the current Call Forwarding feature-access method, the Ultra Forward feature provides Customers access from any tone-type address signaling capable telephone. Customer dials a remote access directory number and then is guided by voice messages to enter his/her home or office telephone number equipped with the Ultra Forward feature, a Personal Identification Number (PIN) and a feature code.

Remote Call Forwarding

This service is a telecommunications network service that automatically forwards to the terminating telephone number all incoming calls dialed to the remote call forwarding telephone number.

Call Forwarding - Busy

This service is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is in use.

Call Forwarding – Don't Answer

This service is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is unanswered after passage of a predetermined interval.

Fixed call forwarding may be associated with dial tone individual lines and Private Branch Exchange (PBX) trunks, including those with Direct Inward Dialing (DID) Service. Fixed Call Forwarding arrangements are only available to Customers served by compatible electronic type switching equipment.

Calls forwarded by these arrangements are subject to local and long distance messages charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

At the time a line is initially equipped for Call Forwarding – Don't Answer, it will be arranged for a predetermined number of ringing cycles to be completed prior to the incoming call being forwarded. Customer may change the number of rings, within limits specified by Carrier, through a remote access directory number.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.4 CUSTOM CALLING SERVICES (Continued)

3.4.1 (Continued)

Speed Calling

This service is an arrangement that provides for the calling of a telecommunications network telephone number by dialing an abbreviated code. Two arrangements are available, an eight-code capacity and/or a thirty-code capacity.

Anonymous Call Rejection

This service is an arrangement that allows a called party to reject calls from parties that have activated the *67 per calling blocking feature to prevent the display of the calling telephone numbers to Caller ID subscribers or to prevent the display of the calling telephone numbers associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement that tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place his/her call again without activating the *67 per call blocking feature. Customer may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID and Caller Deluxe Service and is available to non-Caller ID/Caller ID Deluxe Customers.

Call Blocking

This service is an arrangement that prevents future calls from up to six prespecified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after an unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within multiline hunting groups, the call will be blocked only when the main telephone number is included as one of the six prespecified telephone numbers.

Call Tracing

This service is an arrangement that permits the retrieval of the originating number of the last call received. The result of the Call Trace is automatically sent to Carrier which furnishes the number to legally constituted law enforcement authorities upon proper request by them. The call trace result is not available to Customer. Carrier is not responsible for damages if, for any reason, the Call Tracing attempt is not successful.

Make-Busy Arrangements

This service enables Customers, during certain periods, to make busy one or more incoming lines by the operation of a key at Customer's location. Make-Busy Arrangements are provided only with individual lines, PBX trunks, and Centrex Lines where the Centrex dial switching equipment is located in Carrier's premises.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.4 CUSTOM CALLING SERVICES (Continued)

3.4.1 (Continued)

Call Gating

This service is an optional outgoing call management service that gives Customer the ability to block or allow calls initiated from the telephone line.

Hunting Service Arrangements

This service selects the next available line of a Customer's group of hunting lines when the lines associated with called number of the Customer is busy.

Long Distance Message Restriction

This service is an arrangement that permits the origination of exchange area calls but prevents the origination of long distance calls and audiotex calls from local exchange service lines or communications system user to dial. This arrangement also denies access to "zero" (operator) dialing.

700/900 Call Restriction

This service is an arrangement that prohibits access to 700 and 900 service telephone numbers from selected local exchange service lines.

Transfer Arrangements

This service enables Customers to transfer incoming telephone calls to another bell or telephone.

Preferred Telephone Number Service

This service allows Customers to select a telephone number (last 4 digits) other than the telephone number normally assigned by Carrier.

Number to Number Referral Service

This service provides a recorded announcement that states the line number status and gives a referral number for calls placed to a disconnected or changed residence or business line number. Charges for this service are billed in advance as a one-time charge on the final bill for that number and is based on the length of time the service is requested.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.4 CUSTOM CALLING SERVICES (Continued)

3.4.2 Custom Calling Rates

<u>DESCRIPTION</u>	<u>MONTHLY RATE PER</u>		<u>INSTALLATION</u>	<u>USAGE CHARGES</u>
	<u>LINE EQUIPPED</u>			
	<u>Business</u>	<u>Residential</u>		
Call Waiting	\$6.90	\$5.00		
Call Waiting Deluxe	\$7.00			
Caller ID	\$13.05	\$7.00		
Caller ID Deluxe	\$13.05	\$8.20		
Identia Ringing/Distinctive				
Ringing Per Dependent Number	\$7.48	\$5.50		
Three-Way Calling	\$5.80	\$4.50		
Priority Calling	\$3.50	\$3.45		
Repeat Calling				
Per Activation	\$0.75	\$0.75		
Subscription Basis	\$5.18	\$2.30		
Return Calling				
Per Activation	\$0.75	\$0.75		
Subscription Basis	\$4.50	\$5.00		
Call Forwarding - Variable	\$8.85	\$4.50		
Select Forwarding	\$4.50	\$4.50		
Ultra Forwarding	\$8.40	\$5.50		
Remote Call Forwarding				
First Arrangement Associated With	\$37.00	\$21.50		I
Remote Forwarding Number				
Additional Arrangements Associated	\$37.00			
With the Same Number Per				
Arrangement				
Call Forwarding				
Busy	\$3.10	\$2.40	\$2.00	
Don't Answer	\$3.10	\$2.40		
Busy and Don't Answer	\$3.10	\$2.40		
Speed Calling				
Eight Code Capacity	\$2.30	\$4.20		
30 Code Capacity	\$5.18	\$4.20	\$4.00	
Anonymous Call Rejection	\$3.45	\$3.25		
Call Blocking	\$5.00	\$5.00		
Call Tracing	\$1.00	\$1.00		
Make-Busy Arrangements				
One Circuit Required for Each One or	\$4.10	\$41.00		
Two Lines to be Made Busy				
Group Control Circuit	\$1.25		\$27.00	
Call Gating	\$5.80		\$5.00	
Hunting Service Arrangements Per Line	\$0.65			
or Trunk in a Group so Arranged				

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.4 CUSTOM CALLING SERVICES (Continued)

3.4.2 Custom Calling Rates (Continued)

<u>Description</u>	<u>Monthly Rate Per Line Equipped</u>	<u>Installation</u>	<u>Usage Charges</u>
Long Distance Message Restriction Per Business Individual Line or PBX Restriction		\$15.00 (B)	
700/900 Call Restriction		\$11.00 (B)	
Transfer Arrangements per Line Transferred	\$1.35 (B)	\$7.00 (B)	
Preferred Telephone Number Service	\$3.50 (B)	\$10.00 (B)	
Number to Number Referral Service Per Line Referred	\$5.00 (B)		

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.5 CENTREX EASYDIAL SERVICE

Centrex Easydial Service is a Centrex service that is furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within Customer's system, Local Exchange Service (access via assumed dial "9"), direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by Carrier, Touch-Tone Calling Service and intercepts to the main listed number.

3.5.1 Explanation of TermsA. Primary Location

The primary location of each Centrex Easydial System is the area served by the wire center in which the Centrex Easydial System's dial switching equipment is located.

B. Secondary Location

Any location other than the Primary Location.

3.5.2 A Centrex Easydial Service line includes the following features:

Call Restrictions

Easydial Customers may elect to fully or partially restrict individual Easydial lines by selecting one of the ten Easydial Call Restriction Options listed below. If the Customer does not choose one of the Call Restrictions listed below, the Easydial line will default to unrestricted - outgoing and incoming. This feature is automatically activated and cannot be activated or deactivated by Easydial Customers.

NOTE: In addition to the ten Call Restriction Options, an additional restriction that restricts 10XXX dialing can be provided to the Easydial Customer.

Option #1 - Toll Deny - Outgoing. Local calling only. Allows 800, 411, 611 and 911. Denies A0" dialing. PROX FID Required and PIC is NONE.

Option #2 - Toll Deny - Outgoing - Local Calling Only. Allows A0" with Call Screening for third number, Collect or Calling Card. Allows 800, 411, 611 and 911. PROX FID Prohibited.

Option #3 - Deny Audiotext - Outgoing. PROX FID is optional.

Option #4 - Deny 900 - Outgoing. PROX FID is optional.

Option #5 - Deny Audiotext and 900 - Outgoing. PROX FID is optional.

Option #6 - Deny Audiotext and 700, 900 - Outgoing. PROX FID is optional.

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3.5.2 (Continued)

Option #7 - Fully Restricted. (Intercom Only) - Outgoing and Unrestricted Incoming. Fully Restricted lines will not allow calling to A911". PROX FID is required and PIC is NONE.

Option #8 - Fully Restricted. (Intercom Only) - Outgoing and Incoming. PROX FID is required and PIC is NONE.

Option #9 - Deny International. Direct Distance Dialing - Outgoing. PROX FID is optional.

Option #10 - Deny Audiotext, 700, 900 and International. Direct Distance Dialing - Outgoing. PROX FID is optional.

Call Transfer - All Calls (Inside/Outside)

This feature allows an established call to be transferred to another line either within or outside the system.

Consultation Hold

This feature is a temporary type hold that will access a recall dial tone. The recall dial tone then enables the user to make another call for private consultation or to activate Three-Way Calling.

Intercommunication (Intercom)

This feature enables Customers within the same Centrex system to communicate with each other by dialing a code without application of message units charges.

Station Line Hunting

This feature allows lines to be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

Three-Way Calling

This feature allows the user to add a third party to an established connection for a three line conference arrangement without operator assistance.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.5 CENTREX EASYDIAL SERVICE (Continued)

- 3.5.3 The following Centrex features may be selected by Customers for each of their Centrex Easydial lines for no additional charge:

Automatic Callback Calling

This feature allows a user attempting to call a line within the Centrex system that is busy to be connected to that line once both lines are idle.

Call Forwarding - Busy - All Calls

This feature is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is in use. With this arrangement, more than one station line can forward to a common station line.

Call Forwarding – Don’t Answer - All Calls

This feature is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is unanswered after approximately three ringing cycles.

Call Forwarding - Variable - All Calls with Reminder Ringing

This feature is an arrangement that permits a station user to have incoming calls automatically transferred to another line of the system or to a line outside the system for temporary periods. The feature is activated by dialing a prefix code, followed by the line number to which calls are to be transferred. The feature is deactivated by dialing another code.

A. Reminder Ringing

Calls directed to a line in the call forwarding mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forwarding mode.

Call Holding

This feature enables the user to “hold” any call in progress for an extended period of time, thus freeing the line for answering another call.

Call Pick-up

This feature allows the user to answer any call directed to another line within the call pick-up group. That line becomes free to place or receive calls immediately after a call has been picked up from another line.

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3.5.3 (Continued)

Call Waiting - Originating

This feature automatically sends a waiting tone to any line within the Centrex system that is busy when dialed. The called line can then hang up or activate Call Holding (*78) to answer the call or simply disregard the call waiting tone.

Call Waiting - Terminating with Tone Block

This feature will send a tone to announce to a busy line that is equipped with this feature an incoming call from outside the Centrex System. The calling party receives a ring instead of a busy signal, and the called line can then activate call hold (*78) to answer the waiting call.

Directed Call Pick-up with Barge-in

This feature enables the user to answer or “pick-up” calls directed to any other line in the Centrex system, even if it is not in the same pick-up group. If the call is already answered and a call is in progress, the user will automatically be bridged in on the call, following a burst of tone, thus establishing a Three-Way Call.

Directed Call Pick-up without Barge-in

This feature enables the user to answer or “pick-up” calls directed to any other line in the Centrex system, even if it is not in the same pick-up group. If the line being picked up has already been answered, the party dialing the direct pick-up code receives a busy signal rather than barging directly into the established call.

Distinctive Ringing with Call Waiting Tone

This feature provides the ability to distinguish the origin of incoming calls via different ringing patterns. This feature can also distinguish between external calls and intercommunication calls.

Speed Calling - Short

This service is an arrangement that provides for the calling of a telecommunications network telephone number by dialing an abbreviated code.

3.5.4 Centrex Easydial Service Customers may select one of the following Call Restriction arrangements for each of their Easydial lines:

Unrestricted
Long Distance Message Restriction
Fully Restricted (Intercommunication Only)
700/900 Audiotex Blocked (Originating)

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.5 CENTREX EASYDIAL SERVICE (Continued)

- 3.5.5 Optional Centrex Custom Calling Services may be available where Telephone Company facilities permit.
- 3.5.6 Other Centrex features specified in Section 3.6 of this Product Guide are not available under Centrex Easydial Services.
- 3.5.7 Centrex Easydial Service lines sharing a common intercom arrangement and a primary directory listing will be considered a Centrex Easydial Service System. A system must have a minimum of two and may not exceed a maximum of 30 Centrex Easydial Service lines. Centrex Easydial Service is classified as a business service and is only as a complete service. The exchange access, intercommunication and features are not offered separately.
- 3.5.8 No Service Charges will apply for existing lines and features when a Customer elects to change from other Centrex services to Centrex Easydial Service providing the Customer is not moving and has completed any current revenue guarantees.
- 3.5.9 A credit equal to 100% of the applicable interstate subscriber line charge will be applied to all Centrex lines provided under Centrex Easydial.
- 3.5.10 When Customers request a new Centrex Easydial Service System that requires the installation of additional outside plant or central office facilities and where, in the judgment of Carrier, it is practicable to provide such facilities, Customer will be charged the cost of providing the necessary additional facilities in addition to the standard rates and charges for Centrex Easydial Service. The costs for any additional facilities required will be computed on the incremental difference between the cost of new facilities and the costs of existing facilities.
- 3.5.11 800 service can be terminated on a Centrex Easydial Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex Easydial Service System.
- 3.5.12 Centrex Easydial Service lines can be provided at separate Customer Premises. No mileage charges apply to lines of the same Centrex Easydial Service System that are located at different premises but situated within the same wire center serving area.
- 3.5.13 Centrex Easydial Digital Service will be provided at Customer's option where the Centrex is served from a compatible digital central office and where Telephone Company facilities permit.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.5 CENTREX EASYDAIL SERVICE (Continued)

3.5.14 Rates

A. Rates and Charges

Connection Charge (per line)	\$51.50
	<u>Per Month</u>
	<u>Per Line Equipped</u>
Centrex Easydial Service lines, Intercommunication lines, Primary/Secondary Location, Restricted/Unrestricted	\$15.83

B. Centrex Easydial Custom Calling Services (where facilities permit)

	<u>Per Month</u>
	<u>Per Line Equipped</u>
Call Blocking	\$1.50
Call Tracing	\$1.00/successful attempt
Priority Calling	\$1.50
Repeat Calling	\$1.50
Return Calling	\$1.50
Select Forwarding	\$1.50
Caller ID	
Without Centrex Custom Calling Service	\$6.00
With Centrex Custom Calling Service	\$5.00
Caller ID Deluxe	
Without Centrex Custom Calling Service	\$7.00
With Centrex Custom Calling Service	\$5.75
Centrex Custom Calling Feature Package (includes all features except Caller ID and Call Trace)	\$4.00

C. Digital Non-Button Set Features (Non-Electronic Set)

	<u>Per Month</u>
	<u>Per Line Equipped</u>
Call Parking	\$0.25
Directed Call Parking	\$0.25
Executive Busy Override	\$0.25
Last Number Redial	\$0.25
Non-Button Set Feature Package	\$0.50

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3.5.14 Rates (Continued)

D. Usage Charges

No local calling usage allowance is included in the Centrex Easydial rate schedule. Usage charges apply as specified in Section 4.1 of this Product Guide.

E. Service Charges

If a Customer elects to change from individual line service to Centrex Easydial Service, a Line Change Charge applies rather than a Line Connection Charge. No Line Charges will apply for Centrex Easydial Custom Calling Services if installed initially with the Centrex Easydial System. If installed subsequent to the installation of the Centrex Easydial System, the appropriate Line Charges in Section 4.11.2 of this Product Guide apply.

3.6 CENTREX 99 SERVICE

Centrex 99 is a central office service available only to Customers who are served by a compatible central office (CO) where adequate facilities are available. It consists of CO-based control and switching equipment which, when used in conjunction with Customer-provided stations, offers access to the exchange network and intercommunication among stations.

3.6.1 The following Centrex standard line features may be selected by Customers for each of their Centrex 99 lines, where facilities permit, for no additional charge:

Automatic Callback Calling

This feature allows a user attempting to call a line within the Centrex system that is busy to be connected to that line once both lines are idle.

Automatic Route Selection (ARS) with IDD via ARS

This feature allows users to dial a preselected code and automatically select the route that is preferred and subscribed by the user for exchange network calls. Alternate routing to other facilities is also provided.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.6 CENTREX 99 SERVICE (Continued)

3.6.1 (Continued)

Call Forwarding - Busy - All Calls or Outside

This feature is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is in use. With this arrangement, more than one station line can forward to a common station line.

Call Forwarding – Don’t Answer - All Calls or Outside

This feature is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is unanswered after approximately three ringing cycles.

Call Forwarding - Variable - All Calls with Reminder Ringing

This feature is an arrangement that permits a station user to have incoming calls automatically transferred to another line of the system or to a line outside the system for temporary periods. The feature is activated by dialing a prefix code, followed by the line number to which calls are to be transferred. The feature is deactivated by dialing another code.

A. Reminder Ringing

Calls directed to a line in the call forwarding mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forwarding mode.

Call Holding

This feature enables the user to “hold” any call in progress for an extended period of time, thus freeing the line for answering another call.

Call Parking

This feature allows Centrex 99 Service Customers to park calls against their own telephone numbers. The parked call can be retrieved by dialing the feature access code for retrieval and station line number.

Call Pick-up

This feature allows the user to answer any call directed to another line within the call pick-up group. That line becomes free to place or receive calls immediately after a call has been picked up from another line.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.6 CENTREX 99 SERVICE (Continued)

3.6.1 (Continued)

Call Transfer - All Calls or Inside

This feature allows an established call to be transferred to another line either within or outside the system.

Call Waiting - Originating

This feature automatically sends a waiting tone to any line within the Centrex system that is busy when dialed. The called line can then hang up or activate Call Holding (*78) to answer the call or simply disregard the call waiting tone.

Call Waiting - Terminating with Tone Block

This feature will send a tone to announce to a busy line that is equipped with this feature an incoming call from outside the Centrex System. The calling party receives a ring instead of a busy signal, and the called line can then activate call hold (*78) to answer the waiting call.

Conference Arrangement (1-6 Ports)

This feature allows line user to establish conference connections up to six lines, including the originating line, by dialing an assigned access code. It is offered on a per system basis.

Consultation Hold

This feature is a temporary type hold that will access a recall dial tone. The recall dial tone then enables the user to make another call for private consultation or to activate Three-Way Calling.

Directed Call Parking

This feature allows Centrex station users to park a call against any Centrex station number appearance. Station users may be required to enter a security code to retrieve the call if desired.

Directed Call Pick-up with Barge-in

This feature enables the user to answer or “pick-up” calls directed to any other line in the Centrex system, even if it is not in the same pick-up group. If the call is already answered and a call is in progress, the user will automatically be bridged in on the call, following a burst of tone, thus establishing a Three-Way Call.

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3.6.1 (Continued)

Directed Call Pick-up without Barge-in

This feature enables the user to answer or “pick-up” calls directed to any other line in the Centrex system, even if it is not in the same pick-up group. If the line being picked up has already been answered, the party dialing the direct pick-up code receives a busy signal rather than barging directly into the established call.

Distinctive Ringing with Call Waiting Tone

This feature provides the ability to distinguish the origin of incoming calls via different ringing patterns. This feature can also distinguish between external calls and intercommunication calls.

Executive Busy Override

This feature allows the station user to invoke an override when encountering a busy condition. The station user gains access to a busy station by flashing the switchhook on a non-button station and dialing a feature code. A warning tone is emitted and a three-way call is established. The station invoking override can then hang up and the prior conversation will continue or flash the switchhook, dropping the third party from the conversation.

Intercept

This feature allows incoming exchange calls to unassigned and/or non-working Centrex 99 lines to be intercepted by a standard announcement which refers the calling party to the main listed number. Intercommunication calls to unassigned Centrex 99 lines will be intercepted by a standard central office recorded announcement for system calls. This announcement will provide a common message that the number is not in service with the in-house directory should be consulted.

Intercommunication (Intercom)

This feature enables customers within the same Centrex system to communicate with each other by dialing a code without application of message units charges.

Last Number Redial

This feature enables a customer to redial the last called number (up to 24 digits) by depressing a single button or by dialing an access code, rather than dialing the entire number.

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3.6.1 (Continued)

Line Restrictions

Centrex 99 Service Customers may select one of the following Call Restriction 99 arrangements for each of their lines:

A. Unrestricted

An arrangement that has no restrictions on either incoming or outgoing calls.

B. Long Distance Message Restriction

An arrangement that allows intercom-only calling for the 99 line user to dial local service area calls and prevents the origination of long distance calls. In addition, this arrangement is available both with and without “zero” dialing.

C. Fully Restricted (Intercommunication Only)

An arrangement that allows intercom-only calling for the Centrex 99 basic line user.

D. 700/900 Audiotex Blocked (Originating)

An arrangement that denies the Centrex 99 basic line user the ability to make outgoing calls to 700/900 Audiotex numbers.

Multi-Path Call Forwarding (Up to 5 paths)

This feature allows the station user to forward simultaneous messages over line to a destination.

Music on Hold Interface

This feature provides a continuous broadcast of music to callers who are waiting for connection to a called party. This feature requires a Customer-provided music source and an appropriate line to connect Customer-provided equipment to the Telephone Company.

Night Service

This feature allows the routing call of calls normally directed to the attendant to be directed to pre-selected lines within Customer’s group. This feature may be provided with Call Forwarding - Fixed or Call Forwarding - Variable.

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3.6.1 (Continued)

Speed Calling - Individual or Shared (Short or Long)

This service is an arrangement that provides for the calling of a telecommunications network telephone number by dialing an abbreviated code.

Station Line Hunting (Series Completion, Circular and Multi-line)

This feature allows lines to be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

Three-Way Calling

This feature allows the user to add a third party to an established connection for a three line conference arrangement without operator assistance.

Touch-Tone Calling

All lines in a Centrex 99 system are equipped for Touch-Tone Calling.

Trunk Answer - Any Station

This feature allows the station user to answer an incoming exchange network call directed to the main listed number by any line in the Centrex system when the attendant position is in the “night” mode, via the activation of a three digit code.

Uniform Call Distribution with Queuing

This feature provides for the uniform distribution of incoming calls, in order of their arrival, to the telephone lines arranged in a multiline hunt group.

A. Queuing (1 Queue Slot)

Allows Customer to receive more calls than the multiline hunt group is designed to handle. This is accomplished by providing Customer with 1 queue slot.

3.6.2 The following optional Centrex 99 Custom Calling Services will be provided only where adequate facilities permit.

Additional Multi-Port Conference Arrangement

This feature allows line users to establish conference connections in increments up to six lines, including the originating line, by dialing an assigned access code.

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3.6.2 (Continued)

Digital Facilities Termination

This feature allows the connection of a High-Capacity Digital Service to a Centrex. This arrangement converts a 1.544 Mbps bitstream to 24 channels which terminate in a Centrex.

Hot Line Service

This feature allows for the automatic termination of an intercommunication call to a preselected line without the originator dialing call.

Identa Ringing/Distinctive Ringing

This feature allows the Centrex Customer to have one or two additional local numbers assigned to the line. Each will have a distinctive ring pattern that is different from the ring pattern associated with the main number assigned to the line. A dependent number is defined as an additional telephone number, serving off an Identa Ring master number, which allows for incoming calls only. The origination of calls from this number is not permitted.

Multi-Path Call Forwarding (6+ paths)

This feature allows the station user to forward simultaneous messages over one line to a destination.

- 3.6.3 A Centrex 99 System consists of the central office switching office equipment and stations connected by Centrex lines. A System must have a minimum of two lines and may not exceed a maximum of 100 Centrex 99 Service lines. A Centrex 99 System includes only those stations whose inward exchange and toll service is through Customer's main switching location via a single central office code (NNX).

3.6.4 Customer Satisfaction Guarantee

Customers subscribing to Centrex 99 Service are entitled to a full credit of any charges directly associated with the establishment of the service as well as the monthly charges billed for the service, through the date of disconnect if they are not satisfied with their service. In addition, Customers who are not satisfied with their Centrex 99 Service may have their previous service reinstalled, at no cost, in accordance with the following terms and conditions:

- A. Customer must request that Carrier disconnect the service within 30 calendar days of installation.
- B. Customers who had no previous service and subsequently elect to have their Centrex 99 Service disconnected will be converted by Carrier to Telephone Company business dial tone lines at no cost to them.

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3.6 CENTREX 99 SERVICE (Continued)

3.6.4 Customer Service Guarantee (Continued)

- C. The refund of any charges directly associated with the establishment of the service or monthly charges will be applied as a credit to Customer’s bill.
- D. Credit refunds will not be available for toll charges incurred or for E911 and other like surcharges.
- E. Each Customer will be entitled to a credit refund, one time per service.
- F. The Customer Satisfaction Guarantee applies to the service as a whole and not the individual features offered with this service.
- G. The Customer Satisfaction Guarantee does not extend to any Customer-Provided Equipment (CPE) used in conjunction with this service.
- H. The Customer Satisfaction Guarantee does not apply to the installation of temporary service.

3.6.5 Minimum Line Requirement

Centrex 99 Service is provided in the following capacities per system:

<u>Line Capacity Category</u>	<u>Minimum Line Requirement</u>
I	2
II	31
III	76

3.6.6 Centrex 99 Service is offered only as a complete service. The intercommunication (intercom) portions of the Centrex Service lines are not offered separately.

3.6.7 Subscriber Line Charge Credit

A credit equal to 100% of the applicable interstate Subscriber Line Charge will be applied to all Centrex 99 Service lines.

3.6.8 Payment Options

Centrex 99 Service Customers may select either a month-to-month option or a contract period that falls between a minimum of 12 months and a maximum of 24 months for Customer’s total system.

Centrex 99 Service payment options may be selected by billing account number within Customer’s system, except as otherwise stated in split billing arrangements.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.6 CENTREX 99 SERVICE (Continued)3.6.9 Centrex Line and Revenue Guarantee

Centrex 99 Service lines are subject to a one-month minimum billing. Centrex 99 contractual agreements for service are subject to a monthly line guarantee for the duration of the contract. The guarantee is based on 80% of the lines in service at the time the contract is established. Should Customer fall below the minimum line guarantee or disconnect service during the contract period, the current rate per line times the number of lines in deficit will be charged.

3.6.10 Changes to a Higher Line Capacity Category in the Centrex 99 System

Customer may change to a higher line capacity category at the current rates designated for the higher line capacity category; however, Customer will remain under the original contract period.

3.6.11 Changes to a Lower Line Capacity Category in the Centrex 99 System

Customer may change to a lower line capacity category at the current rates designed for the lower category; however, Customer will remain under the original contract period, and the original minimum line guarantee will apply throughout the original contract period.

3.6.12 Synchronizing Centrex 99 Service with other Service Upgrades

When a Customer with a contractual payment plan upgrades to another service with revenue value equal to or greater than Centrex 99 Service, the monthly line guarantee for the Centrex Service will not apply. The contract period for the upgraded service must be of equal or greater duration than that of Centrex 99 Service contract, and all non-recurring charges applicable to the installation of the new service must apply.

3.6.13 Renewal Options and Request for Change in Contract Period

Prior to the expiration of an existing contract period, Customer may extend the contract for another contract period without incurring termination liability charges. The new contract will indicate the designated rates then in effect. The new contract period must be a minimum of 12 months, or as long as the remaining months in the old agreement, whichever is greater, and contain at least as many lines as the original contract. The contract effective date will be the date Customer signs a new contract.

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3.6 CENTREX 99 SERVICE (Continued)

3.6.14 Transfer from Other Centrex Services

When other Centrex Service is changed to Centrex 99 Service under a contractual payment period, the monthly revenue guarantee obligation stipulated in the Product Guide may be waived and a new monthly line guarantee for the duration of the contract period selected will be established under the Centrex 99 Service plan. The new contract period must be a minimum of 12 months or as long as the remaining months of the old agreement, whichever is greater, and contain at least as many lines as the original contract. No Service Charges, except for the normal Order Processing Charge (see Section 4.11.1) per order and the One-Time Equipment Charge (see Section 4.6.17) shall apply to existing Centrex lines, provided they are not moved or changed.

3.6.15 Disconnects

There is no termination liability for Customers who have elected the Centrex 99 month-to-month payment option, except that all Centrex 99 Service Customers with this payment option are subject to a one-month minimum revenue guarantee.

When a Centrex 99 System under a contractual payment period is disconnected prior to the expiration of the contract, the termination liability, which is an amount equal to the monthly line guarantee multiplied by the number of unexpired months in the line guarantee period, will be billed.

3.6.16 Relocation

When Customer relocates to different premises, the contractual obligation will remain in effect. All rates and charges applicable to the Centrex 99 System being relocated still apply.

3.6.17 Rates

A. Rates and Charges

One-Time Equipment Charge \$50.00

Intercommunication Lines, each

<u>Payment Options</u>	<u>Line Capacity Category</u>	<u>Per Month</u>
Month-to-Month Fully Unrestricted	I	\$19.33
Toll Restricted		\$19.33
Fully Unrestricted	II	\$22.95
Toll Restricted		\$22.95
Fully Unrestricted	III	\$22.45
Connection Charge (Per Line)		\$51.50

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.6 CENTREX 99 SERVICE (Continued)

3.6.17 Rates (Continued)

B.

	<u>Non Recurring Charge</u>	<u>Per Month</u>
Centrex 99 Custom Calling Services (where facilities permit)		
Additional Multi-Port Conference Arrangement, per additional six ports		\$28.00
Multi-Path Call Forwarding, 6+ paths, per path		\$5.00
Hot Line Service		\$0.85
Digital Facilities Termination, each		\$300.00
Identia Ringing/Distinctive Ringing, per dependent number		\$4.50

C. Service Charges

Service Charges for Centrex 99 will be the same as those specified in Section 4.1 of this Product Guide.

No Service Charges will apply for Centrex 99 Optional Features if installed initially with the Centrex 99 System. If installed subsequent to the installation of the Centrex 99 System, the appropriate service order charges, as specified in this Product Guide, will apply.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.7 OPERATOR ASSISTANCE SERVICE

Operator Assisted Service is the assistance of an operator to a particular station and person specified by Customer. The call may be billed to the called party.

3.7.1 Operator Assistance

Operator Assistance provides the caller with access to the operator for assistance in completing telephone calls. These calls can be charged to the called telephone. The operator can assist the caller by placing the call either person-to-person or station-to-station.

	Non-Recurring Charges Per Call
Third Number Billed	\$2.00
Station-to-Station	\$3.25
Person-to-Person	\$3.15

3.7.2 Collect Calls

The operator can assist Customers in calls where the called party is charged for the call.

	Non-Recurring Charges Per Call
Station-to-Station	\$3.25
Person-to-Person	\$4.50

3.7.3 Specialized Operator Service

Upon request, subject to technical limitations, the telephone company’s operator will verify that a conversation exists on another line and will interrupt a communication in progress to announce that someone is trying to call.

No charge will apply if, during the line verification, such verification indicates that a troubled condition exists necessitating repair of Carrier equipment or facilities.

Charges do not apply to calls to Carrier’s operator from official public emergency agencies when the request is received on the agency’s line from agency personnel.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.7 OPERATOR ASSISTANCE SERVICE (Continued)

3.7.3 Specialized Operator Service (Continued)

	<u>EACH REQUEST</u>
Verification, Each Request	\$1.75
Verification with Interrupt, Each Request	\$2.10

3.8 DIRECTORY ASSISTANCE SERVICE

Provides the calling party with telephone numbers available from the Directory Assistance records, with information that a requested number is not to be provided, at Customer’s request, or that the requested party has no telephone listing. There is a limit of up to 2 listings per call.

	<u>RATE</u>
Each call	\$2.49

3.8.1 Exemption

Directory Assistance charges and allowances are exempt when a user, or the principal user of a commercial service, is unable to use a telephone directory because of a certified disability.

A certificate of Directory Assistance Charge Exemption is required for each business line to be exempted. An exemption certificate can be obtained by Customer by providing their name, address, telephone number and proof, acceptable by Carrier, of the disability. Information regarding the exemption certificate will be treated as confidential.

Customer must notify Carrier when the need for an exemption no longer exists.

3.8.2 Information Call Completion

Customer has the ability to automatically have the call completed either by the operator or by pressing a specific digit on the touch-tone keypad.

	<u>RATE</u>
Per Local Exchange Subscriber telephone number provided	\$0.35

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.8.3 Non-Listed and Non-Published Telephone Services

A non-listed telephone service will be furnished, at Customer's request, providing for the omission for the deletion of Customer's telephone listing from the telephone directory. Such listings will be carried in Carrier's directory assistance and other records and will be given to any calling party.

A non-published telephone service will be furnished, at Customer's request providing for the omission or deletion of Customer's telephone listing from the telephone directory and, in addition, Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth following:

- A. Carrier will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.
- B. Carrier will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently; however,
- C. When a Customer with a non-published Telephone Service places a call to the 99 Emergency Number 911 Service, Carrier will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the 99 Emergency number 911 Service upon request of such governmental authority.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.8.4 Directory Service Rates

The following rates apply for regular and special type of additional listings and shall be effective at the time the listing is placed on the directory assistance records.

	<u>Per Month</u>
Business	\$2.70
One Business Joint User Listing, Per Joint User	None
Non-listed Telephone Service	\$3.40
Nonpublished Telephone Service	\$2.70

Nonlisted and Nonpublished charges are not applicable to:

- A. Nonlisted and Nonpublished Telephone Service furnished to a Customer for data service where there is no voice use contemplated.
- B. Nonlisted or Nonpublished Telephone Service furnished to a Customer for short periods of time, usually one day, in connection with local and long-distance message broadcast of sporting events, conventions or other special events.
- C. Nonlisted or Nonpublished Telephone Service furnished to a Customer with other listed, nonlisted or nonpublished service in the same directory area.
- D. Nonlisted or Nonpublished Telephone Service associated with Mobile Telephone Service and Pay Telephone Lines.
- E. Nonlisted or Nonpublished Telephone Service associated with dependent telephone numbers of an Identical Ringing/Distinctive Ringing Custom Calling Service.

3.9 PROMOTIONAL OFFERING

From time to time, Carrier may offer services at a reduced rate or free of charge for promotional, market research, or rate experimentation purposes. Such offerings will be for a limited duration. Promotional offerings and repeat or extended promotions will be approved by the Commission.

3.9.1 Trial Services

The Company may offer new services, not otherwise tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of 1 year at which time the trial offering must either be withdrawn or made available on a permanent basis. The Company reserves the right and may withdraw the trial at any time.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)3.10 NON-RECURRING LOCAL EXCHANGE CHARGES (SERVICE CHARGES)3.10.1 Order Processing Charges

Order Processing Charges apply per account for the processing of a Customer request for service or equipment when such requests are received on the same day and are to be completed on the same date.

3.10.2 Line ChargesA. Line Connection Charge

A Line Connection Charge applies for the connection of each local exchange line. Private Branch Exchange (PBX) trunk, and Centrex line. Line Connection Charges also apply to the relocation of existing service to a different premises or building.

B. Line Change Charge

A Line Change Charge applies to any Customer request for a change of Customer's local exchange line, PBX trunk, or Centrex line. Additionally, a Line Change Charge applies for each Central Office Local Area Network Service port rearrangement.

C. Line Restoral Charge

A Line Restoral Charge applies for the restoral of service to each local exchange line PBX trunk, and Centrex line suspended at the request of Customer.

3.10.3 Non-Recurring Charges are in addition to all other rates and charges that may be applicable for service provided by Carrier.

3.10.4 Non-Recurring Charges do not apply to work required for:

- A. *Visits to Customer Premises solely for the purpose of repair, maintenance or disconnection of Carrier service and no other chargeable activity is required, excluding Premises wiring.*
- B. Changes in class or grade of service necessitated by a change in central office operation or concurrent moves.
- C. Changes from listed telephone service to Non-Listed or Non-Published Telephone Service necessitated by communications that are of an annoying, foul or profane nature.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.10 NON-RECURRING LOCAL EXCHANGE CHARGES (Continued)

3.10.4 (Continued)

- D. Changes from Non-Listed or Non-Published Telephone Services to listed telephone service.
- E. Changes in billing name or billing address.
- F. The connection to a Local Exchange Service that is served from a Local Access and Transport Area (LATA) other than one in which Customer is located.
- G. Changes of telephone number when initiated by Carrier.
- H. The establishment of 700/900 Call Restriction Service.
- I. Changes of telephone number for the purpose of providing 700/900 Call Restriction Service where Customer is served by a non-compatible switching equipment that is collocated with compatible-type switching equipment.
- J. The establishment of a Number to Number Referral Service.
- K. Restricting a line from access to the usage capability of Custom Calling Service features that provide a pay-per-use option.

3.10.5 Certain Non-Recurring Charges do not apply as follows:

- A. For the installation of miniature jacks placed solely to accommodate the maintenance change-out of Customer-provided equipment associated with residence single line business services, an Order Processing Charge is not applicable.
- B. For the establishment of a Custom Calling Service feature, an Order Processing Charge is not applicable. Also, Ordering Processing Charges are not applicable for telephone number changes required to establish Custom Calling Service.
- C. For activity associated with Centrex System Control that is implemented by Customer, Order Processing and Line Change Charges are not applicable.
- D. For a change to 700/900 Call Restriction Service, Line Change Charges shall not apply.
- E. For the establishment of Call Forwarding, an Order Processing Charge is not applicable.
- F. An Order Processing Charge is not applicable when a personal identification number associated with the Ultra Forward feature is changed due to loss, theft or exposure to unauthorized use.

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SECTION 3 – LOCAL SERVICES AND RATES (Continued)

3.10 NON-RECURRING LOCAL EXCHANGE CHARGES (Continued)

3.10.6 (Continued)

- G. No Order Processing Charge shall apply to the following services, when such services are ordered by the customer within 35 days of the installation date of Customer’s new or relocated Local Exchange Service: Call Waiting, Caller ID, Identical Ringing/Distinctive Ringing, Three-Way Calling, Repeat Calling, Return Calling, Select Forwarding, Speed Calling, Call Blocking, Call Forwarding Variable, and Ultra Forwarding.
- H. No Order Processing Charge shall apply for Customers changing from usage billing to a recurring monthly billing arrangement for Custom Calling Services.
- I. For the initial blocking of information call completion, the Order Processing Charge is not applicable. Subsequent blocking of information call completion will incur Order Processing Charges.
- J. For changing the number of rings for Call Forwarding - Busy and Call Forwarding – Don’t Answer or the Pin associated with Ultra Forwarding, when such change is performed by Customer, the Order Processing Charge is not applicable.

	Non-Recurring Charges <u>Per Line</u> <u>Business</u>
Line Charges	
Line Connection Charge	
PBX Trunk	\$56.50
DID Trunk Termination (Per Trunk)	\$89.00

* There are no discounts for Non-Recurring Charges, Premises Visits or Installation Charges.

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