

**SCHEDULE OF RATES, TERMS, AND CONDITIONS  
APPLICABLE TO END USERS**

**LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES**

**FURNISHED BY  
NEW HORIZONS COMMUNICATIONS CORP.  
WITHIN THE STATE OF MASSACHUSETTS**

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Effective: February 26, 2016

Issued By: Glen E. Nelson  
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**SECTION 1.0 - SERVICE AREAS**

**1.1 Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) Verizon

**1.2 Local Calling Areas**

Local calling areas and exchange area boundaries are those used by the incumbent local exchange carrier in the Customer's location

**SECTION 2.0 - SERVICE CHARGES AND SURCHARGES**

**2.1 Service Order and Change Charges**

Non-recurring charges apply to processing Service Orders for new service, for changes in service, are set forth in the Terms of Service document located at [www.NHCTermsOfService.com](http://www.NHCTermsOfService.com).

**2.2 Restoration of Service**

Restoration of service charges are set forth in the Terms of Service document located at [www.NHCTermsOfService.com](http://www.NHCTermsOfService.com).

**SECTION 3.0 – LOCAL SERVICES PRICE LIST**

**3.1 General**

Services provided in this section are provided on a Resale Service basis. Local Resale Services are provided through the use of resold switching and transport facilities obtained from Other Telephone Companies.

The rates, terms and conditions set forth in the section are applicable where the Company provides specified local exchange services to Customers through resale of local exchange services.

All rates set forth in this Section are subject to change and may be changed by the Company pursuant to notice requirements established by the Massachusetts Commission. The rates, terms and conditions set forth in this Section are applicable as of the effective date hereof and will not apply to any Customer whose services may have been provisioned through resale of its local exchange services, in whole or in part, prior to the effective date hereof.

Subscribers will be provided with at least thirty (30) days advance written notice of any proposed increase in retail rates or charges. Notice will be provided through use of a billing insert, billing message, separate mailing, or similar means.

**3.2 Standard Business Local Exchange Service**

Standard Business Local Exchange Service provides the Customer with a single, analog, voice-grade telephonic communications channel, which can be used to place or receive one call at a time. Standard Business Local Exchange Service lines are provided for the connection of Customer-provided wiring, telephones, facsimile machines or other station equipment.

Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided. Service is available on a flat rate, measured rate or message rate basis depending on the service plan selected by the Customer. Not all service plans will be available in all areas.

Recurring charges for Standard Business Local Exchange Service are billed monthly in advance. Usage charges, if applicable are billed in arrears. Usage charges may apply for calls placed from the Customer's line.

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**SECTION 3.0 - LOCAL SERVICES PRICE LIST (CONTINUED)****3.3 Standard Business Local Exchange Service (Continued)****3.3.1 Monthly Recurring Charges**

The following charges apply to Standard Business Local Exchange Service lines per month.

Measured Business Line or PBX Trunk - Month to Month	\$17.05
Measured Business Line of PBX Trunk - 12/24 Month	\$15.52
Remote Call Forward	\$18.89
Centrex Line	\$20.00

**(A) Local and Regional Calling Rates**

Local Calls, per minute	\$0.030
Local Calls, per call set up	\$0.015
Regional Calls, per minute	\$0.049
Regional Calls, per call set up	\$0.010

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**SECTION 3.0 - LOCAL SERVICES PRICE LIST (CONTINUED)**
**3.3 Standard Business Local Exchange Service (Continued)****3.3.2 Other Monthly Recurring Charges****(A) Local Number Portability (LNP) Charge**

The following charge allows the Company to recover certain costs for providing telephone number portability to its customers. Telephone number portability allows business customers to retain, at the same location, their existing local telephone numbers when switching from one local telephone service provider to another. The LNP Charge is a fixed, monthly charge.

Local Number Portability - Line	\$0.69
Local Number Portability - PBX Trunk	\$2.69

**(B) Presubscribed Interexchange Carrier Charge (PICC or Carrier Presubscription)**

This is a per-line charge for connecting a telephone access line to the preferred or presubscribed intrastate long distance carrier.

PICC	\$4.50
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**(C) Maintenance & Repair Charge (M&RC)**

The following surcharge covers the cost of the repair dispatch, regardless of whether the trouble is determined to be Network based, Customer Premise Equipment, or inside wiring (including the jack). This monthly surcharge, computed as a percentage of recurring and usage charges, eliminates the need for one time charges associated with dispatch and repair visits.

2.75% of all invoiced recurring charges and all usage for all services except wireless services and Webex.



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**SECTION 3.0 – LOCAL SERVICES PRICE LIST (CONTINUED)**

**3.3 Standard Business Local Exchange Service (Continued)**

**3.3.3 Non-Recurring Charges**

Non-recurring charges, are set forth in the Terms of Service document located at [www.NHCTermsOfService.com](http://www.NHCTermsOfService.com)

**3.3.4 Usage Charges**

Local calls per minute	\$0.030
Local calls -per call set up	\$0.015
Regional calls per minute	\$0.049
Regional calls - per call set up	\$0.010
Intrastate long distance per minute	\$0.059

**3.4 Direct Inward Dialing (DID) Service**

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

Non-recurring charges applicable to DID service are set forth in the Terms of Service document located at [www.NHCTermsOfService.com](http://www.NHCTermsOfService.com)

**SECTION 3.0 - LOCAL SERVICES PRICE LIST (CONTINUED)****3.5 Calling Features**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using calling features may not be acceptable for all some uses in some cases.

**3.5.1 Calling Features Offered on a Monthly Basis**

The following calling features are offered to Customers on a monthly basis, where facilities and services permit. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

Calling Feature	Business
Calling Features listed in Section 5.11, where available	\$7.99 (each feature)
Additional Talk Path	\$18.89
ADSL Line Integration Fee	\$4.00
Independence Flat Rate Local/Regional*	\$22.50
Independence Flat Rate Local/Regional/LD*	\$34.00

\*Includes first 7000 domestic minutes  
\$0.015 per additional minutes

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**SECTION 4.0 - DIRECTORY ASSISTANCE & LISTING SERVICES**

**4.1 Directory Listings**

**4.1.1 General**

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

Only information necessary to identify the Customer is included in these listings. The Company uses abbreviations in listings. The Company may reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

**4.1.2 Composition of Listings**

**(A) Names**

The following names may be included in business service listings:

- (1) The name of subscriber or joint user.
- (2) The name of each business enterprise which the subscriber or joint user conducts.
- (3) The name by which the business of a subscriber or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- (4) The name of any person associated with the subscriber or joint user in the same business.
- (5) The name of any person, firm or organization which subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.
- (6) Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes. The name of a publication issued periodically by the subscriber or joint user.
- (7) The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
- (8) The name of a member of subscriber's domestic establishment when business service is furnished in the subscriber's residence.
- (9) The name of a corporation which is the parent or a subsidiary of the subscriber.
- (10) The name of the subscriber to a sharing arrangement.

**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**4.1 Directory Listings (Continued)**

**4.1.2 Composition of Listings (Continued)**

**(B) Designation**

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone number or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A professional designation is permitted on residence in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residence is furnished in a church study, the listing may include the designation "study."

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**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**4.1 Directory Listings (Continued)**

**4.1.2 Composition of Listings (Continued)**

**(C) Address**

Each non-profit listing may, but does not have to, include the house number and street name of where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

**(D) Telephone Number**

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

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**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**4.1 Directory Listings (Continued)**

**4.1.3 Types of Listings**

**(A) Standard Listing**

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph 5.13.2.2 above.

**(B) Indented Listing**

An indented listing appears under a standard listing and may include only a designation, address and telephone number. An indented listing is allowed only when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers. For example:

Smith, John MD	
Office 125 Portland	555-4180
Residence 9 Glenway	555-8345

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

**(C) Alternate Telephone Number Listing and Night Listing**

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing, such as the following.

If no answer call (telephone number)  
 Night calls (telephone number)  
 Night calls after \_\_\_PM (telephone number)  
 Nights, Sundays and holidays (telephone number)  
 5PM to 9AM weekdays, Saturday until 9AM, Monday and holidays  
 (telephone number)

Such listing may be furnished as an indented listing or as a sub-caption. The telephone number in such a listing may be that of another service furnished the same subscriber or one of the subscriber's PBX trunks not included in the incoming service group, or the service furnished a different subscriber.

**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**4.1 Directory Listings (Continued)**

**4.1.3 Types of Listings (Continued)**

**(D) Duplicate Listing**

Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

**(E) Reference Listing**

A subscriber having exchange services listed under different geographical headings may have an indented listing in reference form in lieu of a duplicate listing.

**(F) Cross Reference Listing**

A cross reference listing may be furnished in the same alphabetical group with the related listing when required for identification of the listed party and not designated for advertising purposes.

**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**4.1 Directory Listings (Continued)**

**4.1.4 Rates for Additional Listings - Business Customers**

The following rates and charges apply to additional listings requested by the Customer:

Recurring charge of \$7.99 per month per additional listing.



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**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES**

**4.2 Non-Published Service**

**4.2.1 General**

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

**4.2.2 Regulations**

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

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

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

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

**4.2.3 Rates and Charges**

There is a monthly charge for each non-published service. This charge does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

Non-published service charge, per month	\$7.99
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**SECTION 4.0 - DIRECTORY ASSISTANCE AND LISTING SERVICES (CONTINUED)**

**4.3 Directory Assistance Services**

**4.3.1 Directory Assistance**

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number

Each Local Directory Assistance Call                      \$1.50

Directly dialed calls to directory assistance are exempt from rates and regulations when placed from:

- a. single-line telephone exchange line of a handicapped user. Any line may be registered for exemption with the carrier in those instances where one of the users of the line is considered to be legally blind, or visually or physically handicapped as defined by the Federal Register, Vol. 35 # 126. Where a user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0", those calls placed from the registered line, and not directly dialed, will also be exempt;
- b. exchange lines of the Commonwealth of Massachusetts and its political subdivisions;
- c. payphones.

Directory assistance calls for telephone numbers which are non-listed, or non-listed and non-published are exempt from the rate, and shall not be included in the ten-call allowance.

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**SECTION 5.0 - EXCHANGE AREAS**
**5.1 Exchange Areas**

ACTON	BRIMFIELD	EASTHAMPTN	HOUSATONIC
ADAMS	BROCKTON	EASTON	HUBBARDSTN
AMESBURY	BROOKLINE	EBRIDGEWTR	HUDSON
AMHERST	BRYANTVL	EDGARTOWN	HULL
AMHRSTFKLN	BURLINGTON	ELONGMEDOW	HUNTINGTON
ANDOVER	BUZZARDSBY	ESSEX	HYANNIS
ARLINGTON	CAMBRIDGE	EVERETT	HYDE PARK
ASHBURNHAM	CANTON	FALL RIVER	IPSWICH
ASHBY	CARVER	FALMOUTH	JAMAICA PL
ASHFIELD	CATAUMET	FITCHBURG	KINGSTON
ASSONET	CHARLEMONT	FOXBORO	LAWRENCE
ATHOL	CHARLESTN	FRAMINGHAM	LEE
ATHOLFKLN	CHARLTON	FRANKLIN	LEICESTER
ATTLEBORO	CHATHAM	GARDNER	LENOX
AUBURN	CHELSEA	GEORGETOWN	LEOMINSTER
AYER	CHESTER	GILBERTVL	LEXINGTON
BARNSTABLE	CHESTERFLD	GLOUCESTER	LINCOLN
BARRE	CHICOPEE	GRAFTON	LITTLETON
BECKET	CHILMARK	GRANVILLE	LONGMEADOW
BELCHERTN	CLINTON	GREATBNGTN	LOWELL
BELLINGHAM	COHASSET	GREENFIELD	LUDLOW
BELMONT	COLRAIN	GROTON	LUNENBURG
BERLIN	CONCORD	HAMILTON	LYNN
BERNARDSTN	CONWAY	HAMPDEN	LYNNFIELD
BEVERLY	CUMMINGTON	HANOVER	MALDEN
BILLERICA	DALTON	HARVARD	MANCHESTER
BLACKSTONE	DANVERS	HARWICH	MANSFIELD
BLANDFORD	DEDHAM	HATFIELD	MARBLEHEAD
BOLTON	DENNIS	HAVERHILL	MARION
BOSTON	DIGHTON	HINGHAM	MARLBORO
BOYLSTON	DORCHESTER	HINSDALE	MARSHFIELD
BRAINTREE	DOVER	HOLDEN	MATTAPOSTT
BREWSTER	DUXBURY	HOLLISTON	MAYNARD
BRIDGEWTR	E DOUGLAS	HOLYOKE	MEDFIELD
BRIGHTON	EASTBOSTON	HOPKINTON	MEDFORD

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MEDWAY	ORANGE	SHARON	W STOCKBDG
MELROSE	ORLEANS	SHEFFIELD	WAKEFIELD
MERRIMAC	OSTERVILLE	SHELBUNFLS	WALPOLE
MIDDLEBORO	OTIS	SHIRLEY	WALTHAM
MILFORD	OXFORD	SHREWSBURY	WARE
MILLBURY	PALMER	SIASCONSET	WAREHAM
MILLERSFLS	PEABODY	SO BOSTON	WARREN
MILLIS	PEPPERELL	SO DEERFLD	WATERTOWN
MILTON	PETERSHAM	SOMERVILLE	WAYLAND
MONROE BDG	PITTSFIELD	SOUTHBDG	WEBSTER
MONSON	PLYMOUTH	SOUTHGATE	WELLESLEY
MONTAGUE	PRINCETON	SOUTHWICK	WELLFLEET
N/A	PROVINCETN	SPENCER	WESTBORO
NANTUCKET	QUINCY	SPRINGFLD	WESTFIELD
NATICK	RANDOLPH	STERLING	WESTFORD
NEEDHAM	READING	STOCKBDG	WESTMINSTR
NEWBEDFORD	REHOBOTH	STONEHAM	WESTPORT
NEWBURYPT	REVERE	STOUGHTON	WEYMOUTH
NEWTON	ROCHESTER	STURBRIDGE	WHITINSVL
NO ATTLEBO	ROCKLAND	SUDBURY	WHITMAN
NO READING	ROCKPORT	TAUNTON	WILBRAHAM
NO SWANSEA	ROWLEY	TEMPLETON	WILLIAMSBG
NOBROOKFLD	ROXBURY	TOPSFIELD	WILLIAMSTN
NORTHADAMS	RUSSELL	TOWNSEND	WILMINGTON
NORTHAMPTN	RUTLAND	TURNERSFLS	WINCHENDON
NORTHBORO	SAGAMORE	TYNGSBORO	WINCHESTER
NORTHFIELD	SALEM	UPTON	WINTHROP
NORTON	SANDISFLD	UXBRIDGE	WOBURN
NORWELL	SAUGUS	VINEYRDHVN	WORCESTER
NORWOOD	SCITUATE	W BOYLSTON	WORTHINGTN
OAKHAM	SEEKONK	W NEWBURY	WRENTHAM

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**SECTION 6.0 – PROMOTIONAL OFFERINGS / CONTRACT & ICB**

**6.1 Special Promotions**

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular offering.

**6.2 Contract Rates / Individual Case Basis (ICB) Arrangements**

In lieu of the rates otherwise set forth in this schedule, rates and charges, including minimum usage, installation, special construction and recurring charges for Carrier's services may be established at negotiated rates on an individual case basis (ICB). In addition, certain services, including but not limited to PRIs, point-to-point Ethernet, multi-point Ethernet, MPLS and integrated/dynamic services, are only available on an ICB basis. ICB rates, terms and conditions will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligations and regulation set forth in this schedule shall be incorporated into, and be part of, said contract, and shall be binding on Carrier and Customer. An ICB Arrangement is in response to the specific, individual requirements of the customer and/or a competitive bidding process. It differs from the Company's standard offering in that it contains a customer service arrangement and/or term and/or volume commitments. Because the ICB customer is not "under like circumstances" as other customers, the ICB arrangement complies and is consistent with the statutory and regulatory requirements set forth in MA General Laws, Chapter 159, and DPU 90-24.