

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations

2.1 Undertaking of the Telephone Company

2.1.1 Scope

- (A) Interstate IntraLATA Message Telecommunications Service (IIMTS) is the furnishing of those service components required for telecommunication between stations in different local service areas within the same LATA in accordance with the regulations and system of charges specified in this tariff. The message charges specified in this tariff are in payment for Interstate IntraLATA Message Telecommunications Service furnished between the calling and called stations.
- (B) The Telephone Company does not undertake to transmit messages but furnishes the use of its service to its customers for telecommunications.
- (C) The design, maintenance and operation of Interstate IntraLATA Message Telecommunications Service envisions that communications will originate or terminate at a station of the associated exchange telephone service used for IIMTS. Connections of Customer or Other Carrier-provided communications systems may be made to IIMTS. However, the Telephone Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.2 Limitations on Duration of Connections

The Telephone Company reserves the right to limit the duration of connection when necessary because of a shortage of service components caused by emergency conditions.

2.1.3 Liability

- (A) The Telephone Company's liability, if any, for its willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration and subject to the provisions of (C) through (E) following, the Telephone Company's liability, if any, shall not exceed an amount equal to the initial period charge applicable for such a message to the called station. This liability shall be in addition to any billing adjustment that may otherwise be appropriate.
- (B) The Telephone Company is not liable for damages associated with service, channels, or equipment which it does not furnish.
- (C) The Telephone Company is not liable for damages to a premises resulting from the furnishing of IIMTS, including the installation and removal of equipment and associated wiring, unless the damage is caused by the Telephone Company's negligence.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.3 Liability (Cont'd)

(D) The Telephone Company shall be indemnified, defended and held harmless by the customer against any claim, loss or damage arising from the customer's use of services offered under this tariff, involving:

(1) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the customer's own communications.

(2) Claims for patent infringement arising from the customer's acts combining or using the service furnished by the Telephone Company in connection with facilities or equipment furnished by the customer or;

(3) All other claims arising out of any act or omission of the customer or in the course of using services provided pursuant to this tariff.

(E) The Telephone Company does not guarantee or make any warranty with respect to IIMTS when used in an explosive atmosphere. The Telephone Company shall be indemnified, defended, and held harmless by the customer and user against all claims, losses or damages by any person relating to IIMTS provided pursuant to this tariff when used in an explosive atmosphere.

(F) No license under patents (other than the limited license to use) is granted by the Telephone Company or shall be implied or arise by estoppel, with respect to any service offered under this tariff. The Telephone Company will defend the customer and user against claims of patent infringement arising solely from the use by the customer or user of IIMTS offered under this tariff and will indemnify such customer or user for any damages awarded based solely on such claims.

(G) The Company's failure to provide or maintain service under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, acts of God, and other circumstances beyond the Company's reasonable control, subject to the Credit Allowances for Interruptions provisions of this tariff.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.4 Availability of Service

(A) The use and restoration of service shall be in accordance with Part 64 Subpart (D) of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

Based on compliance with Part 64 Subpart (D) rules, where a shortage of service components exists at any time either for temporary or protracted periods, the establishment of Interstate IntraLATA Message Telecommunications Service (IIMTS) shall take precedence over all other services.

(B) Service is furnished subject to the availability of the service components required, the Telephone Company will:

- (1) determine which of these components shall be used.
- (2) make modifications to those components at its option.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.2 Use

2.2.1 Use of Service

The service is provided for use by the customer and those authorized by the customer, providing that all usage is subject to the provisions of this tariff.

Interstate IntraLATA Message Telecommunications Services, (IIMTS) may be used for non-voice transmission on a two-point basis between points within the same LATA.

The Telephone Company provided access and local business exchange service may be used for the purpose of providing access to resold or shared Interstate IntraLATA Message Telecommunications notwithstanding any tariff regulations respecting resale and sharing contained in Telephone Exchange Service Tariffs of the Telephone Company.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.2 Use (Cont'd)

2.2.2 Abuse and Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (A) the use of the services of the Telephone Company to transmit a message, locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- (B) the act or to attempt assistance of another to act or obtain IIMTS by rearranging, tampering with, or making connection with any service components of the Telephone Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid, in whole or in part, payment of the regular charge for such service;
- (C) the use of the Telephone Company's service for a call or calls, anonymous or otherwise, in a manner reasonably expected to frighten, abuse, torment, or harass another;
- (D) the use of profane or obscene language;
- (E) the use of the service in such a manner as to unreasonably interfere with the use of the service by one or more other customers.

2.2.3 Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.3 Obligations of the Customer

The calling party is responsible for establishing its identity in the course of any communication as often as may be necessary.

The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station or stations.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements

2.4.1 Payment for Service

The customer is responsible for payment of all charges for services furnished, including charges for services originated or charges accepted at the customer's station and for charges billed the customer for calling card messages.

The charges for calls are due upon presentation of the bill and are billed and collected by the Telephone Company or the connecting company from whose station the calls were sent-paid or at whose station the calls were received collect.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.2 Termination of Service for Cause

Upon nonpayment of any sum due the Telephone Company, or upon a violation of any of the conditions governing the furnishing of service, the Telephone Company may, without incurring any liability and by written notice to the customer, discontinue furnishing said service.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE**2. General Regulations (Cont'd)****2.4 Payment Arrangements (Cont'd)****2.4.3 Advance Payment**

Applicants for Interstate IntralATA Message Telecommunications Service, whose financial responsibility is not a matter of general knowledge or who are not connected in a substantial way with a firm, corporation or other concern of established credit, may be required to make an advance payment of at least one month's estimated charges.

2.4.4 Deposits

The Telephone Company may, in order to safeguard its interests, require an applicant or a customer to deposit a sum up to an amount equal to twice the estimated average monthly charge for IIMTS usage. Such deposit will be held by the Telephone Company as a guarantee of the payment of charges provided for herein. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the prompt payment of bills on presentation. At such time as the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Telephone Company such a deposit may be refunded or credited to the customer at any time prior to termination of the service.

In case of a cash deposit, for the period the deposit is held by the Telephone Company, the customer will receive simple interest at the rate of 6% per annum, unless a different rate has been established by the appropriate legal authority within the state.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions

Bill to Third Party

The term "Bill to Third Party" denotes a billing arrangement by which a call may be charged to an authorized station, as determined by the Telephone Company, other than the station originating the call or station where the call is terminated.

Call Forwarding

Call Forwarding denotes that feature whereby a call placed to a customer's telephone number in one exchange (the call forwarding location) is automatically forwarded by Telephone central office equipment to a station designated by said customer in another exchange.

Calling Card

The term "Calling Card" denotes a credit/charge card for use in billing IIMTS calls.

Collect Call

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Calling Card or third party number. In the case of public or semi-public coin telephone the charges must be billed to a Calling Card or third party number, or the call may be reoriginated from the called station.

Communications System

The term "Communications System" denotes channels and other facilities which are capable, when not connected to Interstate IntraLATA Message Telecommunications Service, of communications between customer-provided terminal equipment or Telephone Company stations.

Credit Card

See Calling Card

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE**2. General Regulations (Cont'd)****2.5 Definitions (Cont'd)**Customer

The term "Customer" denotes the person, firm or corporation responsible for the payment of charges and compliance with the regulations of the Telephone Company.

Customer Dialed Calling Card Station

The term "Customer Dialed Calling Card Station" denotes that service where the person originating the call dials prescribed numbers in order to complete the message without operator assistance (unless it is necessary to record the originator's calling card number), and the message is billed to a calling card number.

Customer-Provided Terminal Equipment

The term "Customer-Provided Terminal Equipment" denotes devices or apparatus and their associated wiring, provided by a customer, which do not constitute a multiline terminating system or a communications system and which, when connected to the communications path of the telecommunications network, are connected either electrically, acoustically or inductively.

Dial Station

The term "Dial Station" denotes that service where the person originating the call dials the telephone number desired, completing the message without the assistance of an operator and the message is billed to the originating number.

Dial Station-to-Station

(See Dial Station)

Exchange

The term "Exchange" denotes a unit generally smaller than a local access and transport area, established by the Telephone Company for the administration of communications service in a specific area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. One or more designated exchanges comprise a given local access and transport area.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Grandfathered

The term "Grandfathered" denotes terminal equipment, multiline terminating systems, protective circuitry or connecting arrangements directly connected at the customer's premises to Interstate IntraLATA Message Telecommunications Service in accordance with Telephone Company tariffs, and that are considered grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because:

- (i) such terminal equipment was directly connected to the telecommunications network prior to July 1, 1979 and is of a type which was directly connected to the telecommunications network as of October 17, 1977.
- (ii) such multiline terminating systems are directly connected to the telecommunications network prior to January 1, 1980 and are a type which was directly connected to the telecommunications network as of June 1, 1978.
- (iii) such protective circuitry or connecting arrangements associated with customer-provided terminal equipment or multiline terminating-systems are directly connected to the telecommunications network and are of a type which was directly connected to the telecommunications network prior to the dates set forth in (i) and (ii) preceding, as appropriate.

Initial and Additional Period

The term "Initial Period" denotes the interval of time allowed at the rate quoted for a connection between given points.

The term "Additional Period" denotes the unit of time used for measuring and charging for time in excess of the initial period.

Interface

The term "Interface" denotes that point on the premises of the customer at which provision is made for connection of other than Telephone Company provided facilities to facilities provided by the Telephone Company.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Interstate IntraLATA Message Telecommunication Service (IIMTS)

The term "Interstate IntraLATA Message Telecommunication Service" applies to service between points in different states which are in the same Local Access and Transport Area.

Local Access and Transport Area (LATA)

The term "Local Access and Transport Area" denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Main Billed Account

The local exchange telephone number associated with a customer name address into which IIMTS charges are billed.

Multiline Terminating System

The term "Multiline Terminating System" denotes switching equipment (e.g., PBX, Centrex, ACD, tandem switching equipment) and key telephone-type systems which are capable of terminating more than one local central office line, WATS access line, private line service or communications system.

Network Control Signaling

The term "Network Control Signaling" denotes the transmission of signal used in the telecommunications network which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, and audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications network.

Network Control Signaling Unit

The term "Network Control Signaling Unit" denotes the terminal equipment furnished for the provision of network control signaling.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Operator Station

The term "Operator Station" denotes Station-to-Station service other than Dial Station service or Customer Dialed Calling Card Station service.

Operator Station-to-Station

(See Operator Station)

Other Common Carrier (OCC)

The term "Other Common Carrier" denotes:

- (1) Specialized Common Carrier, Interexchange Carriers (InterLATA Carriers), Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing private line voice, data or video services or other services such carriers may be allowed by the Federal Communications Commission to provide.
- (2) All resellers not included in (1) preceding.

Person-to-Person

The term "Person-to-Person" denotes that service where the person originating the call requested the operator to reach a particular person, mobile station, department, or office.

Premises

The term "Premises" denotes a building or buildings on continuous property (except railroad right-of-way, etc.) not separated by a public thoroughfare.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE**2. General Regulations (Cont'd)****2.5 Definitions (Cont'd)**Registered

The term "Registered" denotes terminal equipment, protective circuitry and multiline terminating systems which comply with Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

Service Terminating Arrangement

The term "Service Terminating Arrangement" denotes Telephone Company-provided equipment which terminates exchange telephone service, used for Interstate IntraLATA Message Telecommunications Service (IIMTS), at a customer's premises. The "Service Terminating Arrangement" provides a clearly delineated interface which facilitates the design, isolation and testing of IIMTS. Where a Protective Connecting Arrangement is required, the "Service Terminating Arrangement" is provided as a part of the Protective Connecting Arrangement.

Station

The term "Station" denotes the network control signaling unit and any other equipment provided in accordance with Telephone Exchange Service Tariffs of the Telephone Company's concurring and connecting carriers, or tariffs of the Telephone Company's other participating carriers, or furnished by foreign telephone administrations, at a customer's premises or at public or semi-public telephone locations or in a Telephone Company central office for call forwarding which enables a customer to establish communications connections and to effect communications through such connections.

Station-to-Station

The term "Station-to-Station" denotes that service where the person originating the message does not specify the person, mobile station department, or office to be reached.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.5 Definitions (Cont'd)

Switching Equipment

The term "Switching Equipment" denotes equipment which performs the function of establishing and releasing connections between:

- (1) two or more Telephone Company-provided services, or;
- (2) telephone Company-provided service or services and a communications system or systems provided by the customer, or Other Common Carrier.

This equipment will establish each connection to transmit communications, and shall operate to release the connection, or generate a supervisory signal for the manual release of the connection by an attendant immediately following the conclusion of each call.

Telephone Company

The term "Telephone Company" denotes the Verizon Telephone Companies, its concurring carriers and its connecting carriers, either individually or collectively.

Transient Land Mobile Unit

The term "Transient Land Mobile Unit" denotes a land mobile unit communicating through a base station other than the base station with which it is normally associated.

United States

The term "United States" denotes mainland, i.e., the District of Columbia and all states except Alaska and Hawaii.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.6 Connections of Terminal Equipment, Multiline Terminating Systems, Protective Circuitry and omunication Systems

Terminal equipment, multiline terminating systems and protective circuitry which are connected to IIMTS must comply with Part 68 of the Federal Communications Commission's Rules and Regulations.

It is anticipated that all equipment or systems that are connected will be registered. However, in some cases, alternative methods of connection are available.

Terminal Equipment, multiline terminating systems and protective circuitry may be connected to IIMTS where such connection is made in accordance with the provisions of Technical Reference Publication AS No. 1 and Sections 2.1 through 2.4 of this Tariff.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.7 Rate Determination

The rate for an IIMTS call is determined by factors such as:

- distance between the rate centers of the originating (calling) station and the terminating (called) station
- time of day and day of week
- duration of call
- class of service

The specific factors which apply to a given IIMTS call and their application are listed in the rate section applicable to that type of call. The regulations pertaining to those factors are as follows:

2.7.1 Distance Between Stations

The distance between two stations within the LATA is measured based on airline mileage between rate centers as set forth in AT&T Communications Tariff FCC No. 10.

2.7.2 Time of Day and Day of Week

The rate charged is determined in part by the day of the week and the time of day at the originating (calling) station. Different rates may be applicable to a call at different times of the day and on certain days of the week as specified in the appropriate rate section for that call.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE**2. General Regulations (Cont'd)****2.7 Rate Determination (Cont'd)****2.7.3 Class of Service**

For the purpose of rate application, one of the following classes of service may be applied to a given call:

(A) Dial Station

- (1) The Dial Station class of service applies when the person originating the call dials the telephone number desired without the assistance of an operator and the call is billed to the calling station. It does not include calls from public or semi-public coin telephone. Dial Station rates also apply when:
 - (a) An operator records the calling station number where automatic recording equipment is not available.
 - (b) A call is placed from a dormitory station and an operator records a special identification number issued by the Telephone Company for billing purposes to students of colleges or universities. The calling station must be equipped with Dormitory Centrex Service or with a PBX equipped with Direct Inward Dial and Identification Outward Dial Service as defined in the Telephone Company's General and Local Exchange Tariff.
 - (c) A call is forwarded by Call-Forwarding equipment.
 - (d) An operator reaches the called station because of trouble on the network.
 - (e) An operator places a call for a calling party who identifies himself/herself as being handicapped and unable to dial the call due to his/her handicap.
 - (f) An operator reestablishes a Dial Station call that has been interrupted after the called station has been reached.
 - (g) An Operator places a call because service components are not available for dial completion.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE**2. General Regulations (Cont'd)****2.7 Rate Determination (Cont'd)****2.7.3 Class of Service (Cont'd)****(B) Operator Station**

The Operator Station class of service applies when calls are completed with the assistance of an operator except as specified for the Dial Station or Customer Dialed Calling Card Station classes of service. Operator Station rates also apply to:

- (1) Calls originated at a public or semi-public coin or a Charge-a-Call telephone (except for Person-to-Person and Customer Dialed Calling Card Station calls),
- (2) Calls for which the Company furnishes time and/or charge information to customers such as hospitals, hotels or motels to permit the collection of charges for calls dialed by extension users.

(C) Customer Dialed Calling Card Station

The Customer Dialed Calling Card Station class of service applies when the person originating the call:

- (1) dials the digit zero, plus the telephone number, plus a calling card number (where equipment is available) to complete the call without operator assistance, or
- (2) dials the digit zero, plus the telephone number (0 + number) to complete the call. In such cases operator assistance is limited to recording the calling card number for billing purposes, or
- (3) dials the operator and places a calling card Station-to-Station call when equipment capability precludes either of the foregoing.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.7 Rate Determination (Cont'd)

2.7.3 Class of Service (Cont'd)

(D) Person-to-Person

The Person-to-Person class of service applies when the person originating the call specifies the particular party to be reached by an operator. That party may be:

- a person.
- a mobile station through miscellaneous Common Carrier attendant.
- a station, department, or office through a PBX attendant.

After the called station has been reached, if the calling party requests or agrees to speak to a party other than the party initially specified, the call is still classified as Person-to-Person. The calling party is responsible for identifying the party at the called station.

Person-to-Person also applies when the call originator requests an operator to make arrangements with a called party to establish a call at a specified time.

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.7 Rate Determination (Cont'd)

2.7.4 Timing of Messages

Chargeable time includes the initial period plus the additional period, if any, and is determined as follows:

- (A) On all calls, other than person-to-person, chargeable time begins when connection is established between the calling station and the called station, PBX, or a mobile radio system for Public Land Mobile Service.
- (B) On Person-to-Person messages, chargeable time begins when connection is established between the calling person and a specified person, station, department, office or an agreed-upon alternate.
- (C) Chargeable time ends when the calling station "hangs up". If the called station "hangs up" but the calling station does not, chargeable time ends when connection is released either by automatic time equipment in the telecommunications network or by the operator.
- (D) When exchange telephone service used for Interstate IntraLATA Message Telecommunications Service is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time for all classes of service begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.

2.7.5 Determining the Applicable Rate in Effect

For all calls, the rate in effect at the calling station at the time the connection is established applies to the entire call.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE**2. General Regulations (Cont'd)****2.8 Credit Allowances for Interruptions****2.8.1 Application**

A credit allowance is applicable to that portion of a call which is interrupted due to poor transmission (e.g., noisy circuit condition), one-way transmission (one party is unable to hear the other), or involuntary disconnection (cut-off) of the call caused by components of IIMTS.

A customer may also be granted credit for reaching a wrong number. To receive the proper credit, the customer must notify the Company operator or Telephone Company office and furnish the called number, the trouble experienced (e.g., cut-off, noisy circuit, reached wrong number, etc.), the class of call, and the approximate time the call was placed. At the customer's option, when the Company operator is notified, the operator will attempt to re-establish the call. IIMTS charges will apply to the re-established call. Credit allowances for interruptions to a call to interstate Directory Assistance are stated in "Directory Assistance Charge," found in 3.3.4(C) following.

(A) Interruptions to Established Calls

When a call billed under this tariff is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the customer will receive credit equivalent to one minute (i.e., the last minute of the call).

(B) Wrong Numbers

When a wrong number is reached, a credit equivalent of one minute (i.e., the last minute) for the call will be granted if the customer reports the situation promptly to the Telephone Company operator or a Telephone Company office.

(C) When Credit Allowances Do Not Apply

Credit allowances for an IIMTS call do not apply for:

- interruptions not reported to the Telephone Company,
- interruptions that are due to the failure of power, equipment or systems not provided by the Telephone Company, or
- interruptions caused by the failure of other services provided by the Telephone Company which are connected to IIMTS.

Effective: January 25, 2001

INTERSTATE INTRALATA MESSAGE TELECOMMUNICATIONS SERVICE

2. General Regulations (Cont'd)

2.8.2 Use of Another Means of Communication

If the customer elects to use another means of communication during the period of interruption, the customer must pay the charges for the alternative service used.