

ACCESS SERVICE

Regulations, Rates and Charges
applying to the provision of Access Service
for connection to interstate communications facilities
for Interstate Customers within the
operating territory of
WTC Communications, Inc.

Access Services are provided by means of wire, fiber optics, radio or any other suitable technology, including but not limited to, voice over Internet protocol, including but not limited to, voice over Internet protocol, or a combination thereof.

The rates of the National Exchange Carrier Association, Inc. Access Service Tariff F.C.C. No. 5 are incorporated herein by reference.

ISSUING CARRIERS

WTC Communications, Inc.
1009 Lincoln Avenue
Wamego, KS 66547

ACCESS SERVICE CHECK SHEET

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12	Original	37	Original	62	Original	87	Original
13	Original	38	Original	63	Original	88	Original
14	Original	39	Original	64	Original		
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CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

REGISTERED SERVICE MARKS

None

REGISTERED TRADEMARKS

None

EXPLANATION OF SYMBOLS

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

1. GENERAL REGULATIONS

1.1 Application of Tariff

This tariff contains rates and charges applicable to the provision of Switched Access and Special Access Services, and other miscellaneous services, hereinafter referred to collectively as service(s), provided by the Issuing Carrier(s), hereinafter referred to as the Telephone Company, to Customers. This tariff also contains Access Ordering charges that are applicable when these services are ordered or modified by the customer. The rates set forth in this tariff include those specifically cross referencing National Exchange Carrier Association, Inc. (NECA) Tariff F.C.C. No. 5. The rates in NECA Tariff F.C.C. No. 5. apply to all services provided hereunder, including, but not limited to, those provided by means of wire, fiber optics, radio or any other suitable technology, including but not limited to, voice over Internet protocol, or a combination thereof.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions

Access Line - An arrangement that connects an End User Premises to a Company designated End Office. An Access Line provides a communications path capable of transmitting voice-frequency signals, although this definition does not restrict the type of information that may be transmitted over an Access Line.

Access Minutes - The increment for measuring usage of exchange facilities for the purpose of calculating chargeable usage.

Access Service Request (ASR) - The service order form used by access service Customers and the Company for the process of establishing, moving or rearranging access services provided by the Company.

Access Tandem - A switching system that provides a traffic concentration and distribution function for originating or terminating traffic between End Offices and the Customer's Premises or Point of Presence.

Account - Either a Customer's physical location or individual Service represented by a unique account number within the billing system. Multiple services each with a unique account number may be part of one physical location.

Answer Supervision - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to a carrier's Point of Presence or customer's terminal equipment as an indication that the called party has answered or disconnected.

Application for Service - The the Company order process that includes technical, billing and other descriptive information provided by Customer that allows the Company to provide requested communications Services for Customer and Customer's Authorized Users. Upon acceptance by the Company, the Application for Service becomes a binding contract between Customer and the Company for the provision and acceptance of Service.

Authorized User - A person, firm, corporation, or other entity that is authorized by Customer to be connected to the facilities of the Customer.

Automatic Number Identification (ANI) - The automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party Customer. The primary purpose of ANI is for billing toll calls.

Bit - The smallest unit of information in a binary system of notation.

Bps - Bits per second. The number of bits transmitted in a one second interval.

Business Hours - The phrase "Business Hours" generally means the time beginning at 8:00 a.m. and ending at 5:00 p.m. local time at the place of Company operation, Monday through Friday excluding holidays.

Business Office - The phrase "Business Office" means the primary location where the business operations of Company are performed and where a copy of Company's tariffs are made available for public inspection. The address of the business office is 1009 Lincoln Avenue, Wamego, KS 66547.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions (Cont'd)

Call - A Customer or End User attempt for which the complete address code (e.g., 0-, 911, or 10 digits) is provided to the Customer's point of presence, End Office or Access Tandem Switch

Carrier, Common Carrier, or Telecommunications Carrier – Any person or entity engaged as a common carrier for hire, in communication by wire or radio.

Central Office - The premises of the Company or another local exchange carrier containing one or more switches where Customer or End User station loops are terminated for purposes of interconnection to other station loops, trunks or access facilities.

Channel - A communications path between two or more points.

CIC - An interexchange carrier identification code.

Commission - Refers to the Federal Communications Commission.

Company - Used throughout this tariff to indicate WTC Communications, Inc. .

Competitive Local Exchange Carrier - ("CLEC") or Alternative Local Exchange Carrier ("ALEC") – means any entity or person providing local exchange services in competition with an ILEC or LEC.

Constructive Order - Delivery of calls to or acceptance of calls from the Customer's End Users over Company-switched local exchange services constitutes a Constructive Order by the Customer to purchase switched access services as described herein. Similarly, the selection of the Customer by an End User as the End User's PIC constitutes a Constructive Order for switched access by the Customer.

CPE - Customer Premises Equipment. All Terminal Equipment or other communications equipment and/or systems provided by the Customer for use with the Company's facilities and services.

Customer - Any person, firm, partnership, corporation or other entity that uses service under the terms and conditions of this tariff and is responsible for the payment of charges. In most contexts, the Customer is an interexchange carrier utilizing the Company's Switched Access services described in this tariff to reach its End User customer(s).

Customer Premises - The premises specified by the Customer for termination of access services. Typically an interexchange carrier's Point of Presence.

Dedicated Access -A method of reaching the Customer's communication and switching systems whereby the End User is connected to the Customer's Point of Presence via dedicated facilities, circuits, or channels without utilizing the services of the local switched network.

Delinquent or Delinquency – An account for which payment has not been made in full on or before the last day for timely payment.

DSO – Digital Signal Level 0; a dedicated, full duplex digital channel with line speeds of 2.4, 4.8, 9.6, 19.2, 56 or 64 Kbps.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions (Cont'd)

DS1 – Digital Signal Level 1; a dedicated, high capacity, full duplex channel with a line speed of 1.544 Mbps isochronous serial data having a line signal format of either Alternate Mark Inversion (AMI) or Bipolar with 8 Zero Substitution (B8ZS) and either Superframe (D4) or Extended Superframe (ESF) formats. DS1 Service has the equivalent capacity of 24 Voice Grade or DS0 services.

DS3 – Digital Signal Level 3; a dedicated, high capacity, full duplex channel with a line speed of 44.736 Mbps isochronous serial data having a line code of bipolar with three zero substitution (B3ZS). Equivalent capacity of 28 DS1 Services.

Dual Tone Multifrequency (DTMF) - Tone signaling, also known as touch tone signaling.

End Office - The Central Office from which an End User's Premises would normally obtain local exchange service and dial tone from the Company or other local exchange carrier.

End Office Switch - A local exchange carrier switching system where End User Access Lines are terminated for purposes of interconnection to other Access Lines, trunks or access facilities.

End User – Any user of a service that provides the ability to place and receive voice-frequency switched telephone communications on the public switched telephone network that is not a carrier; except that a carrier other than a telephone company shall be deemed to be an “end user” when such carrier uses a telecommunications service for administrative purposes, and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an “end user” if all resale transmissions offered by such reseller originate on the premises of such reseller.

End User Premises - The premises specified by the Customer or End User for termination of an Access Line.

Equal Access - Where the local exchange company central office provides interconnection to interexchange carriers with Feature Group D circuits. In such End Offices, End Users can presubscribe their telephone line(s) to their preferred interexchange carrier. .

Exchange - A group of lines in a unit generally smaller than a LATA established by the Company or other local exchange carrier for the administration of communications service in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

Exchange Message Interface (“EMI”) – The industry standard format used for exchange of telecommunications message information among carriers.

Facility (or Facilities) – Any item or items of communications plant or equipment used to provide or connect to the Company Services.

FCC – Federal Communications Commission.

Gbps -Gigabits per second; billions of bits per second.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions (Cont'd)

Holiday – The term “holiday” means 8:00 a.m. to, but not including 11:00 p.m. local time at the originating city on all Company-specific holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. When holidays fall on Saturdays or Sundays, the holiday rate applies unless a larger discount would normally apply.

Host Office - An electronic switching system that provides call processing capabilities for one or more Remote Switching Modules or Remote Switching Systems.

Individual Case Basis or ICB - A process whereby the terms, conditions, rates and/or charges for a service provided under the general provisions of this tariff are developed or modified based on the unique circumstances in each case and set forth in a contract or order form.

Interstate - For the purpose of this tariff, the term Interstate applies to the regulatory jurisdiction of services used for communications between one or more originating and terminating points located in different states within the United States or between one or more points in the United States and at least one international location. A call is an interstate communication if it involves dial-up access to the Internet, or if it involves interstate VoIP-PSTN Traffic.

Intrastate - For the purpose of this tariff, the term Intrastate applies to the regulatory jurisdiction of services used for communications between one or more originating and terminating points, all located within the same state.

Interexchange Carrier (IXC or IC) - A telecommunications services provider or entity that carries VoIP-PSTN Toll Traffic that furnishes services between exchange areas. A service provider is an Interexchange Carrier even when it does not bill a charge for toll.

Kbps - Kilobits per second; 1000s of bits per second.

LATA - Local Access and Transport Area. A geographic area for the provision and administration of communications services existing on February 8, 1996, as previously established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192; or established by a Bell operating company after February 8, 1996 and approved by the FCC; or any other geographic area designated as a LATA in the National Exchange Carrier Association (NECA) Tariff F.C.C. No. 4.

Local Access Facility – The channel provided by the LEC (or other local service provided) to connect the Point-of-Presence to a Customer location.

Local Exchange Company (LEC) – A company that furnishes local exchange telephone services.

Loop - same as Access Line above.

Mbps - Megabits per second; millions of bits per second.

Message - See Call.

N/A - Not Applicable.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions (Cont'd)

Night/Weekend – The words “night/weekend” mean 11:00 p.m. to, but not including, 8:00 a.m. local time in the originating city, all day on Saturday, and all day Sunday except from 5:00 p.m. to, but not including, 11:00 p.m.

Non-business Hours – The phrase “non-business hours” means the time period after 5:00 p.m. and before 8:00 a.m., Monday through Friday, all day Saturday, Sunday, and on holidays.

Non-Recurring Charge ("NRC") - The initial charge, usually assessed on a one-time basis, to initiate and establish a service or feature.

NPA - Numbering Plan Area or area code.

Off-Hook - The active condition of Switched Access service or a telephone exchange line.

On-Hook - The idle condition of Switched Access service or a telephone exchange line.

Originating Direction - The use of Switched Access Service for the origination of calls from an End User's Premises to a Customer's Point of Presence.

Other Common Carrier – The term “other common carrier” denotes a specialized or other type of common carrier authorized by the Federal Communications Commission to provide domestic or international communications service.

Payphone Service Provider – A entity that provides pay telephone service, which is the provision of public, semi-public or inmate pay telephone service.

PIC Authorization - A Customer's or End User's selection of a PIC that meets the requirements of federal and state law.

PIC - Primary Interexchange Carrier.

Point of Presence or POP - The physical location associated with an Interexchange Carrier's communication and switching systems or any other location specified by an Interexchange Carrier for interconnection of switched access services to facilities owned, controlled, or designated by that Interexchange Carrier.

Point of Termination - The point of demarcation within a Customer or End User Premises at which the Company's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between Company communications facilities and Customer-provided or End User-provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

Premises - A building, portion of a building in a multi-tenant building, or buildings on continuous property not separated by a highway. May also denote a Customer-owned enclosure or utility vault located above or below ground on private property or on Customer acquired right-of-way.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions (Cont'd)

Presubscription - An arrangement whereby an End User selects and designates to the Company or other LEC a carrier that user wishes to access, without an access code, for completing interLATA and/or intraLATA toll calls. The selected carrier is referred to as the Primary Interexchange Carrier (PIC).

Primary Interexchange Carrier (PIC) - The interexchange carrier (IXC) designated by the End User as its first routing choice and primary overflow carrier for routing of 1+ direct dialed and operator assisted non-local calls.

Private Line - A service that provides dedicated path between one or more Customer Premises.

Query - The inquiry to a Company database to obtain information, processing instructions or service data.

Recurring Charge - The charges to the Customer for services, facilities or equipment, which continue for the agreed upon duration of the service. Recurring charges do not vary based on Customer usage of the services, facilities or equipment provided.

Remote Switching Modules or Remote Switching Systems (RSM/RSS) - Small remotely controlled electronic End Office Switching equipment which obtains its call processing capability from a Host Office. An RSM/RSS cannot accommodate direct trunks to a Customer.

Services – the Company's common carrier communications services provided under this Tariff.

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards in the service order or this tariff, in which case the service commencement date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute service commencement date.

Service Order - A written request for network services executed by the Customer and the Company. The signing of a Service Order by the Customer and acceptance by the Company begins the respective obligations of the parties in that order for services offered under this tariff.

Special Access - See Dedicated Access.

Station - Refers to telephone equipment or an Access Line from or to which Calls are placed.

Switch – The term “switch” denotes an electronic device that is used to provide circuit sharing, routine, and control.

Switched Access - A service that provides a communications path for the duration of a Call between an End User and an Interexchange Carrier using facilities, circuits or channels provided in whole or in part by a local exchange carrier.

Tandem Switch - See Access Tandem.

1. GENERAL REGULATIONS (Cont'd)

1.2 Definitions (Cont'd)

TDM – Time Division Multiplexing. A method of transmitting and receiving voice signals over the Public Switched Telephone Network (PSTN).

Telephone Company - Used throughout this tariff to indicate WTC Communications, Inc. .

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on an End User's Premises.

Terminating Direction - The use of Switched Access Service for the completion of calls from a Customer's Point of Presence to an End User Premises.

Timely Payment – A payment on a Customer's account made on or before the due date.

Trunk - A physical or virtual communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection. A trunk is capable of transmitting voice-frequency signals, although this definition does not limit the type of information that may be transmitted.

Trunk Group - A set of Trunks, which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

Underlying Carrier – A provider of interstate telecommunications services from whom the Telephone Company acquires facilities or services that it utilizes to provide the Company services to Customers and End Users.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage may be used for the purpose of rating calls.

VoIP-PSTN Toll Traffic – The term Toll VoIP-PSTN Traffic denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. Traffic constitutes VoIP-PSTN Toll Traffic regardless of whether or not there is a charge billed for toll. Toll VoIP-PSTN Traffic originates and/or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP compatible customer premises equipment.

VoIP-PSTN Traffic – Transmission of communication by aid or wire, cable, radio, or other like connection using Voice over Internet Protocol that is originated or terminated in Internet Protocol (IP) format. VoIP Services are those services that require the use of IP compatible customer premises equipment.

1. GENERAL REGULATIONS (Cont'd)

1.3 Undertaking of the Company

- 1.3.1 The Company undertakes to furnish communications service pursuant to the terms of this tariff.
- 1.3.2 The Company's services and facilities are available twenty-four (24) hours per day, seven (7) days per week.
- 1.3.3 The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.
- 1.3.4 The Company arranges for installation, operation, and maintenance of the communications services provided in this tariff for Customers in accordance with the terms and conditions set forth under this tariff. The Customer shall be responsible for all charges due for such service arrangements.
- 1.3.5 The Company may use any available technology, equipment, and facilities to provide the services described in this Tariff, and may alter, relocate, or replace such technology, equipment, and facilities at its discretion without notice to Customers, except when any such action requires modification of the facilities used by Customers to interconnect with the Company. The Company may, in its sole discretion, provide services under this Tariff using its own facilities, using facilities owned by other entities, including without limitation an Underlying Carrier, by resale of services purchased from other entities, or any combination of the foregoing. Any references in this Tariff to the Company's facilities, Company's network, or the like, include such third-party facilities and resold services as the case may be.

1.4 Prohibited Uses

The services the Company offers shall not be used for any unlawful purpose or for any use as to which Customer has not obtained all governmental approvals, authorization, licenses, consents and permits required to be obtained by the Customer with respect hereto.

The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to demonstrate that their use of the Company offerings complies with relevant laws, regulations, policies, orders, and decisions.

The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

A Customer may not use the services so as to interfere with or impair service over any facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.

Customer use of any service obtained from other service providers by the Company and resold to Customer shall also be subject to any applicable restrictions in the underlying providers' publicly available tariffs.

1. GENERAL REGULATIONS (Cont'd)

1.4 Prohibited User (Con'd)

A Customer, joint user, or authorized user shall not represent that its services are provided by the Company, or otherwise indicate to its customers that its provision of services is jointly with the Company, without the written consent of the Company. The relationship between Company and Customer shall not be that of partners or agents for one of the other, and shall not be deemed to constitute a partnership or agency agreement.

2. RULES AND REGULATIONS

2.1 Use of the Company's Service

- 2.1.1 Services provided under this tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.
- 2.1.2 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.1.3 Any service provided under this tariff may be resold to or shared (jointly used) with other persons at the Customer's option. The Customer remains solely responsible for all use of service ordered by it or billed to its account(s) pursuant to this tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service. The Company may require applicants for service who intend to use the Company's offerings for resale, shared and/or joint use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and the Commission's regulations, policies, orders, and decisions.

2. RULES AND REGULATIONS (Cont'd)

2.2 Limitations

- 2.2.1 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.2 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and equipment and is limited to the capacity of the Company's facilities as well as facilities and services the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
- 2.2.3 The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- 2.2.4 The Company may block any signals being transmitted over its network by Customers that cause interference to the Company or other users. Customer shall not be relieved of all obligations to make payments for charges relating to any blocked service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.5 The Company reserves the right to discontinue service when the Customer is using the service in violation of the provisions of this tariff, or in violation of the law.
- 2.2.6 The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.
- 2.2.7 No Company services specified herein shall be provided until after the Company has completed, to its satisfaction, testing of such services and of Company systems, processes and procedures.

2. RULES AND REGULATIONS (Cont'd)

2.3 Assignment and Transfer

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties to a) any entity controlling, controlled by or under common control with the Company, whether direct or indirect; b) under any sale or transfer of all or substantially all the assets of the Company within the applicable state or states; or c) under any financing, merger or reorganization of the Company.

2.4 Application for Service

Customers may be required to enter into written or oral service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company. However, a Customer's failure to provide or execute any document pursuant to this section shall not affect the Customer's obligations under any provision of this Tariff.

2.5 Ownership of Facilities

2.5.1 The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code.

2.5.2 Title to all facilities utilized by the Company to provide service under the provisions of this tariff shall remain with the Company, its partners, agents, contractors or suppliers. Such facilities shall be returned to the Company, its partners, agents, contractors or suppliers by the Customer, whenever requested, within a reasonable period following the request in original condition, reasonable wear and tear excepted.

2. RULES AND REGULATIONS (Cont'd)

2.6 Liability of the Company

- 2.6.1 The liability of the Company for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, changing or removing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under this tariff (calculated on a proportionate basis where appropriate, at the sole discretion of the Company) to the period during which such error, mistake, omission, interruption or delay occurs.
- 2.6.2 In no event shall the Company be liable for any incidental, indirect, special, or consequential damages (including, without limitation, lost revenue or profits) of any kind whatsoever regardless of the cause or foreseeability thereof.
- 2.6.3 When the services or facilities of other common carriers are used separately or in conjunction with the Company's facilities or equipment in establishing connection to points not reached by the Company's facilities or equipment, the Company shall not be liable for any act or omission of such other common carriers or their agents, servants or employees.
- 2.6.4 The Company shall not be liable for any failure of performance hereunder if such failure is due to any cause or causes beyond the reasonable control of the Company. Such causes shall include, without limitation, acts of God, fire, explosion, vandalism, cable cut, storm or other similar occurrence, any law, order, regulation, direction, action or request of the United States government or of any other government or of any civil or military authority, national emergencies, insurrections, riots, wars, strikes, lockouts or work stoppages or other labor difficulties, supplier failures, shortages, breaches or delays, or preemption of existing service to restore service in compliance with FCC rules and regulations.
- 2.6.5 The Company shall not be liable for interruptions, delays, errors, or defects in transmission, or for any injury whatsoever, caused by the Customer, or the Customer's agents, End Users, or by facilities or equipment provided by the Customer, another Carrier, or another service provider.

2. RULES AND REGULATIONS (Cont'd)

2.6 Liability of the Company (Cont'd)

- 2.6.6 No liability shall attach to the Company by reason of any defacement or damage to the Customer's premises resulting from the existence of the Company's equipment or facilities on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of the gross negligence or intentional misconduct of the Company or its employees.
- 2.6.7 The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- 2.6.8 The Company makes no warranties or representations, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- 2.6.9 Failure by the Company to assert its rights under a provision of this tariff does not preclude the Company from asserting its rights under other provisions.

2. RULES AND REGULATIONS (Cont'd)

2.7 Liability of the Customer

- 2.7.1 The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- 2.7.2 To the extent caused by the acts or omissions of the Customer as described in 2.7.1, preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by any third party pursuant to this or any other tariff of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided to such third party.
- 2.7.3 A Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this tariff including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this tariff is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.
- 2.7.4 The Customer shall be fully liable for any damages, including, without limitation, usage charges, that the Customer may incur as a result of the unauthorized use of services provided to a Customer. Unauthorized use occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's services provided under this tariff. The unauthorized use of the Company's services includes, but is not limited to, the placement of calls from the Customer's premises, and the placement of calls through equipment controlled and/or provided by the Customer, that are transmitted over the Company's network without the authorization of the Customer. The Customer shall be fully liable for all such usage charges.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer

- 2.8.1 The Customer is responsible for making proper application for service; for placing any necessary orders; for complying with tariff regulations; and for payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:
- A. reimbursing the Company for damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the non-compliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer premises, unless caused by the gross negligence or intentional misconduct of the employees or agents of the Company;
 - B. providing at no charge, as specified from time to time by the Company, any needed equipment, secured space, power, supporting structures, and conduit to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
 - C. obtaining, maintaining and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of cable and associated equipment used to provide communications services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.8.1.B. Any and all costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company provided facilities, shall be borne entirely by, or may be charged by the Company, to the Customer; the Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
 - D. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment; the Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company; the Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., friable asbestos) prior to any construction or installation work;

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

- E. 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 Company facilities and equipment in any Customer Premises or the rights-of-way for which Customer is responsible under Section 2.8.1.C.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- F. not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities;
- G. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer, such agreement not to be reasonably withheld or denied. No allowance will be made for the period during which service is interrupted for such purposes;
- H. taking all steps necessary to cancel or otherwise discontinue any service(s) to be replaced by any of the Company's service(s) as described herein;
- I. ensuring that any Customer provided equipment and/or systems are properly interfaced with Company facilities or services, that the signals emitted into Company's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Customers; and
- J. to the extent that the Customer network is being used for dial-up access to the Internet, the Customer shall provide to the Company in advance and prior to any subsequent network changes by the Customer, the physical locations of the ISP servers to which calls are routed through the Customer's network along with the other information that would enable the Company to distinguish between ISP-bound calls originated within the local calling area of the ISP and those originated from outside of such local calling area. Such information is necessary in order for the Company to identify toll-substitute calls that are generated by the virtual-NXX ("vNXX") dialing arrangements made available by the Customer to its ISP customers. Any compensation for local traffic due to either the Company or the Customer shall, consistent with FCC rules, be pursuant to an agreement negotiated between the parties.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

2.8.2 With regard to access services provided by the Company, specific Customer responsibilities include, but are not limited to the following:

A. Design of Customer Services

The Customer shall be responsible for its own expense for the overall design of its services and for any redesigning or rearrangements of its services which may be required because of changes in facilities, operations or procedures of the Company, minimum protection criteria, or operating or maintenance characteristics of the facilities.

B. Network Contingency Coordination

The Customer shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following natural or man-made disasters which affect telecommunications service.

C. Jurisdictional Reports

(1) Report Requirements for Access Services

All charges (i.e. monthly rates, usage rates, and nonrecurring charges) are prorated between interstate and intrastate based on industry practices as set forth in this section.

(2) Procedure for Determining Call Jurisdiction

For traffic originated by the Customer and terminated by the Company, the Company shall compare the terminating NPA-NXX of the called the Company local service customer to the Local Routing Number ("LRN") field of the EMI access records, where such LRN field is properly populated. Where such LRN field is not properly populated, and for all other traffic, the Company shall compare its local service customer's NPA-NXX to the originating Automatic Number Identification ("ANI") or to the calling NPA-NXX, except that the Company shall use the Percent Interstate Use ("PIU") when the originating ANI is not available or when the jurisdiction of the call cannot otherwise be determined.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

2.8.2 (continued)

E. Jurisdictional Percentages and Determination of Access Charges

Usage-sensitive and non-usage-sensitive rates and nonrecurring charges, including those associated with optional features, shall be prorated based on the call jurisdiction determined through the procedure set forth in 2.8.2.C.(2), above. When a PIU must be used, it shall be expressed as a whole number between 0 and 100. The sum of the PIU and the intrastate jurisdictional percentage (IJP) must equal 100%. The IJP is determined by subtracting the PIU from 100. When a PIU must be used, the PIU factor and IJP factor serve as the basis for development of interstate and intrastate charges to the Customer pursuant to the procedure identified in 2.8.2.C.(2), above. When a PIU must be used for non-usage sensitive and nonrecurring rates, the quantity of service is multiplied by the PIU and IJP factors and by the applicable tariff rate to develop the charge. When a PIU must be used for usage sensitive rates, the quantity of usage-sensitive units is multiplied by the PIU and IJP factors and by the applicable tariff rate to develop the charge.

Separate PIU factors, when PIU factors are applicable pursuant to 2.8.2.C.(2) above, are required for originating or terminating usage.

F. Interstate PIU

The PIU will be established by the Company or provided by the interexchange carrier (IC) customer as described following:

(1) the Company-Developed PIU

Where the Company can, pursuant to 2.8.2.C.(2), above, adequately determine the jurisdiction of an originating or terminating call from the call detail, the Company will bill according to the jurisdiction of the call as determined from that call detail.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

2.8.2 (Cont'd)

F. Interstate PIU (Cont'd)

(2) Customer-Provided PIU

Where the Company does not possess the capability to adequately determine the jurisdiction of a switched access service, a PIU factor must be reported by the customer to the Company, as follows:

The customer will provide a projected interstate usage percentage for originating (FGA, FGB, and FGD) access minutes for each LATA from which the customer may originate or terminate traffic. The specified percentage will be applied to all end offices to which the customer may originate or terminate traffic within the LATA.

All PIU factors provided in a report update must be furnished via a letter. PIU factors provided via letter will be kept on file by the Company.

For FGA and FGB, pursuant to Federal Communications Commission Order FCC 85-145 (adopted April 16, 1985), when the customer does not have sufficient data to determine jurisdiction, the PIU is to be developed as though every call that enters the Customer's network at a point within the same state as that in which the called station is situated (as designated by the called station number) is an intrastate communication. Every call for which the point of entry is in a state other than that where the called station is situated (as designated by the called station number) in an interstate communication.

G. Intrastate IJP

(1) the Company-Developed IJP

Where the Company can, pursuant to 2.8.2.C.(2), above, adequately determine the jurisdiction of an originating or terminating call from the call detail, the Company will bill according to the jurisdiction of the call as determined from that call detail.

(2) Customer-Provided IJP

Where the Company does not possess the capability to adequately determine the jurisdiction of a switched access service, the Company will determine the IJP for the service by subtracting the customer-provided PIU from 100.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

2.8.2 (Cont'd)

H. Report Updates

(1) Annual Requirements

The Customer shall provide to the Company by April 15 of each year a written report which provides the methodology utilized by the customer to develop the PIU factors provided in the quarterly report.

If the Customer does not provide the annual report by April 15 of each year, the Customer will be notified by mail that if the annual report is not received within thirty (30) calendar days of the receipt of the notice, the Company will designate its default PIU factor of 50% for each service, with the exception of originating 700 Access Service, arranged for interstate use. For originating 700 Access Service, the Company will designate a PIU factor of 0%. This factor will be applied pursuant to 2.8.2.C.(2), above, to the next billing cycle following the thirty (30) day notice period and will be utilized until the Customer provides an annual report. Once the Customer does provide an annual report, the Company will update the Customer's PIU factors within fifteen (15) business days utilizing the most current PIU reported by the Customer.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

2.8.2 (Cont'd)

I. Quarterly Update Requirements

The customer is required to provide updates to the PIU reports. Upon receipt by the Company, the revised report will serve as the basis for future billing pursuant to 2.8.2.C.(2), above, and will be effective on the next bill date for that service. No prorating or back billing will be done based on the report. The revised report will be used by the Company to apportion usage rates pursuant to 2.8.2.C.(2), above.

- (1) Effective on the first of January, April, July, and October of each year, the customer will update the PIU reports. The customer will forward to the Company, to be received no later than fifteen (15) business days after the first of each such month, a revised report showing the interstate and intrastate percentage of use for the past three months ending the last day of December, March, June and September, respectively, for each service arranged for interstate use. The revised report will serve as the basis for the next three months billing pursuant to 2.8.2.C.(2), above.
- (2) When the customer does not provide a quarterly update report, but has complied with the annual report requirements, the Company will assume the percentages to be the same as those provided in the last quarterly update report received by the Company. When the customer does not provide a quarterly update report and has not complied with the annual report requirements, the default PIU will be applied pursuant to 2.8.2.C.(2), above.

2. RULES AND REGULATIONS (Cont'd)

2.8 Obligations of the Customer (Cont'd)

2.8.2 (Cont'd)

J. Audit of Jurisdictional Accuracy

If the Company disputes the reasonableness of the PIU provided by the customer as set forth in 2.8.2.H., preceding, or the reported PIU varies by more than five percentage points over the preceding PIU, the Company may ask the customer to provide the data used by the customer to determine the projected interstate percentage. The Customer shall retain, for a minimum of one year, accurate call detail records from which the percentage of interstate and intrastate use can be derived, and shall make such records available for inspection as reasonably necessary for PIU verification. Such records shall be made available for inspection and audit within fifteen (15) days of the Company's request for verification.

The Company shall limit audits to no more than one per year, except where additional audits may be required to verify allocation changes that represent a five percent shift from the customer's most recent reported figures, and such change is not the result of seasonal shifts or other identifiable reasons. The customer may request that verification audits be conducted by an independent auditor. In such cases the associated auditing expenses will be paid by the customer.

In the event that the customer fails to provide adequate records to enable the Company or an independent auditor to conduct an audit verifying the customer's PIU, the Company will bill the usage for all the contested periods using the PIU reported by the customer for the previous period pursuant to 2.8.2.H., above. This PIU will remain in effect until the customer provides the call detail records from which the percentage of interstate and intrastate use can be derived. No prorating or back billing will be done based on the newly derived factor.

K. The rates, terms, and conditions for origination and/or termination of VoIP-PSTN Toll Traffic by the Telephone Company shall be identical to the switched access rates, terms, and conditions applicable to the corresponding functions as specified in this tariff.

2. RULES AND REGULATIONS (Cont'd)

2.9 Billing and Payment for Service

2.9.1 Responsibility for Charges

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. In particular and without limitation to the foregoing, the Customer is responsible for any and all cost(s) incurred as the result of:

- A. any delegation of authority resulting in the use of Customer's communications equipment and/or network services that result in the placement of calls via the Company;
- B. any and all use of the service arrangement provided by the Company, including calls which the Customer did not individually authorize;
- C. any calls placed by or through the Customer's equipment via any remote access feature(s);

2.9.2 Minimum Period

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this tariff. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether or not the service is used.

2. RULES AND REGULATIONS (Cont'd)

2.9 Billing and Payment for Service (Cont'd)

2.9.3 Payment for Service

- A. All charges due from the Customer are payable to the Company or any agent duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agent and subject to the rules of regulatory bodies having jurisdiction.
- B. Non-recurring charges for installations, service connections, moves or rearrangements are due and payable upon receipt of the Company's invoice by the Customer. At the Company's discretion, payment of all or a portion of any non-recurring charges may be required prior to commencement of facility or equipment installation or construction required to provide the services requested by the Customer.
- C. The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable as specified on the bill.
- D. When billing is based upon Customer usage, usage charges will be billed monthly in arrears for service provided in the preceding billing period. Charges shall be due and payable as specified on the bill.
- E. Customer billing will begin on the service commencement date, which is the day the Company determines in its reasonable sole discretion that the service or facility is available for use, except that the service commencement date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards under this tariff or the service order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- F. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 (thirty) days.
- G. Amounts not paid within 30 (thirty) days after the mailing date of invoice will be considered past due.

2. RULES AND REGULATIONS (Cont'd)

2.9 Billing and Payment for Service (Cont'd)

2.9.4 Disputed Charges

- A. Any objections to billed charges must be reported to the Company or its billing agent within sixty (60) days of the invoice of the bill issued to the Customer. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicates that such changes are appropriate.
- B. In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer must submit a documented claim for the disputed amount, including a detailed written explanation of the basis of the dispute. The Customer also will submit all documentation and data as may reasonably be required to support the claim. All claims must be submitted to the Company within sixty (60) days of the invoice date of the bill for the disputed services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.
- C. Filing a dispute does not eliminate or postpone the Customer's obligation to pay billed charges. The Company may treat any dispute of charges that have not been paid on a timely basis as a bad-faith claim, and may reject the dispute for that reason alone.
- D. If the dispute is resolved in favor of the Company and the Customer has withheld the disputed amount, any payments withheld pending settlement of the disputed amount shall be subject to the late payment penalty as set forth in 2.9.5.
- E. If the dispute is resolved in favor of the Customer after the Customer has paid the disputed amount, the Customer will receive an interest credit from the Company for the disputed amount times a late factor as set forth in 2.9.5 from the date of actual payment to the date of resolution of the dispute.
- F. If the dispute is resolved in favor of the Company and the Customer has paid the disputed amount on or before the payment due date, no interest credit or penalties will apply.
- G. If the dispute is resolved in favor of the Company, the Customer shall pay all attorney's fees, expert witness fees, and all other costs incurred by the Company to resolve the dispute.

2. RULES AND REGULATIONS (Cont'd)

2.9 Billing and Payment for Service (Cont'd)

2.9.5 Late Payment Fees

If the entire amount billed, exclusive of any amount disputed by the customer, is received by the Company after the payment date or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, then a late payment charge will apply to the unpaid balance. The late payment charge will be equal to the lesser of:

- A. the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily and applied for each month or portion thereof that an outstanding balance remains; or
- B. 0.0005 per calendar day, compounded daily and applied for each month or portion thereof that an outstanding balance remains.

2.9.6 Returned Check Charge

A service charge equal to \$20.00, or the actual fee incurred by Company from a bank or financial institution, whichever is greater, will be assessed for all checks returned by a bank or other financial institution for: insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

2. RULES AND REGULATIONS (Cont'd)

2.10 Taxes, Surcharges and Fees

- 2.10.1 All taxes, including state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax), are listed as separate line items on the Customer's bill and are not included in the quoted rates and charges set forth in this tariff. To the extent that a municipality, other political subdivision or local agency of government, or Commission imposes upon and collects from the Company a gross receipts tax, sales tax, occupation tax, license tax, permit fee, rights-of-way fee, franchise fee, or other regulatory fee or tax, such and fees and taxes shall, insofar as practicable and allowed by law, be billed pro rata to Customers receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government. It shall be the responsibility of the Customer to pay any such taxes and fees that subsequently become applicable retroactively.
- 2.10.2 The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

2. RULES AND REGULATIONS (Cont'd)**2.11 Deposits and Advanced Payments****2.11.1 General**

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures. Where a Customer's creditworthiness is unacceptable to the Company, Company may refuse to provide service, require a deposit or advance payment, or otherwise restrict or interrupt service to a Customer.

2.11.2 Deposits

- A. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or has a bad credit rating to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer that has established satisfactory credit and has no history of late payments to the Company.
- B. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
- C. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.
- D. The Company will pay interest at the rate prescribed by the Commission or as otherwise permitted by applicable law.

2.11.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to one (1) month's estimated billing. This will be applied against the next month's charges and a new advance payment may be collected for the next month, if necessary. Advance payments do not accrue interest. An advance payment may be required in addition to a deposit.

2. RULES AND REGULATIONS (Cont'd)**2.12 Cancellation by Customer****2.12.1 General**

- A. Customers of the Company's service may cancel service by providing the Company with written notification thirty (30) days prior to the requested cancellation date. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until thirty (30) days after the date that the cancellation notice is received, whichever is later.
- B. Customers seeking to cancel service have an affirmative obligation to block traffic originating from or terminating to the Company's network. By originating traffic from or terminating traffic to the Company's network, the Customer will have constructively ordered the Company's switched access service.

2.12.2 Cancellation of Contract Services

- A. If a Customer cancels a service order or terminates services before the completion of the term or where the Customer breaches the terms in the service contract, the Customer may be requested by the Company to pay to Company termination liability charges. These charges shall become due and owing as of the effective date of the cancellation or termination. Unless otherwise specified in this tariff, the termination liability shall be equal to:
 - (1) all unpaid nonrecurring charges reasonably expended by the Company to establish service to Customer, plus;
 - (2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of Customer, plus;
 - (3) all recurring charges specified in the applicable service order for the balance of the then current term.

2. RULES AND REGULATIONS (Cont'd)

2.12 Cancellation by Customer (Cont'd)

2.12.3 Cancellation of Application for Service

- A. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C. Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. The charges described above will be calculated and applied on a case-by-case basis.

2. RULES AND REGULATIONS (Cont'd)**2.13 Cancellation by Company**

- 2.13.1 Service continues to be provided until canceled by the Customer pursuant to Section 2.13 or until discontinued by the Company. The Company may render bills subsequent to the termination of service for charges incurred before termination. The Customer shall pay such bills in full in accordance with the payment terms of this tariff.
- 2.13.2 The Company may refuse or discontinue service to a Customer without notice under the following conditions:
- A. For violation of law or this tariff: Except as provided elsewhere in this tariff, the Company may refuse, suspend or cancel service, without notice, for any violation of terms of this tariff, for any violation of any law, rule, regulation, order, decree or policy of any government authority of competent jurisdiction, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service or prohibits Customer from subscribing to, using, or paying for such service.
 - B. For the Company to comply with any order or request of any governmental authority having jurisdiction: The Company may refuse, suspend or cancel service, without notice, in order to permit the Company to comply with any order or request of any governmental authority having jurisdiction.
 - C. In the event of a national or local emergency in which the Company has reason to believe that its services may be used for causing terrorist acts or harm to citizens.
 - D. In the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
 - E. In the event of tampering with the equipment or services of the Company or its agents.
 - F. In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, to the extent that Company opts to restore such service, require the Customer to make, at Customer's own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2. RULES AND REGULATIONS (Cont'd)

2.13 Cancellation by Company(Cont'd)

2.13.2 (Cont'd)

G. If any of the facilities, appliances, or apparatus on Customer's premises are found to be unsafe or causing harm to the Company's facilities, and may refuse to furnish service until the applicant or Customer shall have remedied the condition.

2.14.3 The Company may refuse or discontinue service provided that, unless otherwise stated, the Customer shall be given five (5) days written notice to comply with any rule or remedy any deficiency:

- A. For nonpayment: The Company, by written notice to the Customer and in accordance with applicable law, may refuse, suspend or cancel service without incurring any liability when there is an unpaid balance for service that is past due.
- B. For returned checks: The Customer whose check or draft is returned unpaid for any reason, after two attempts at collection, may, at the Company's discretion, be subject to refusal, suspension or cancellation of service in the same manner as provided for nonpayment of overdue charges.
- C. For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- D. For Customer use or Customer's permitting use of obscene, profane or grossly abusive language over the Company's facilities, and who, after five (5) days notice, fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.
- E. For use of telephone service for any property or purpose other than that described in the application.
- F. For Customer's breach of any contract for service between the Company and the Customer.
- G. For periods of inactivity in excess of sixty (60) days.

2. RULES AND REGULATIONS (Cont'd)**2.14 Restoration of Service**

- 2.14.1 If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes service continued, service may be restored at the Company's sole discretion, when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected. Customers whose service was disconnected for non-payment may be required to pay a deposit and/or advance payment prior to service restoration.
- 2.14.2 A restoration fee of \$25.00, or the actual costs incurred by the Company plus an administrative charge, whichever is greater, applies to Customers whose service is restored following disconnection by the Company.
- 2.14.3 Restoration of disrupted services shall be in accordance with applicable Commission and/or Federal Communications Commission Rules and Regulations specified in 47 C.F.R., Chapter I, Part 64, , Appendix A, which specify the priority system for such activities.

2.15 Provision of Company Equipment and Facilities

- 2.15.1 The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.15.2 The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided to the Customer except following required notice procedures.
- 2.15.3 Equipment the Company provides or installs at the Customer premises shall not be used for any purpose other than that for which the equipment is provided.

2. RULES AND REGULATIONS (Cont'd)

2.15 Provision of Company Equipment and Facilities (Cont'd)

2.15.4 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished under this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

- A. the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- B. the reception of signals by Customer-provided equipment; or
- C. network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.16 Interconnection

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

2.16.2 Connection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or systems with Company's facilities. Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.

2.16.3 The Customer shall ensure that the facilities or equipment provided by another carrier are properly interconnected with the facilities or equipment of the Company. If the Customer maintains or operates the interconnected facilities or equipment in a manner which results or may result in harm to the Company's facilities, equipment, personnel, or the quality of service, the Company may, upon five (5) days written notice, require the use of protective equipment at the Customer's expense. If this written notice fails to eliminate the actual or potential harm, the Company may, upon additional five (5) days written notice, terminate the existing service of the Customer.

2. RULES AND REGULATIONS (Cont'd)

2.16 Interconnection Cont'd)

- 2.16.4 If harm to the Company's network, personnel or services is imminent due to interconnection with another carrier's services, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

2.17 Customer-Provided Equipment

- 2.17.1 The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A user may transmit any form of signal that is compatible with the Company's equipment, but the Company does not represent that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.
- 2.17.2 Terminal equipment on the user's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer. The Customer is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's network.
- 2.17.3 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.
- 2.17.4 Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements under this Section 2.17 for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

2. RULES AND REGULATIONS (Cont'd)

2.17 Customer-Provided Equipment (Cont'd)

2.17.5 If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action, as it deems necessary to protect its facilities, equipment, and personnel. The Company may, upon five (5) days written notice, require the use of additional protective equipment at the Customer's expense. If this written notice fails to remedy any protective deficiencies or potential harm, the Company may, upon additional five (5) days written notice, terminate the existing service of the Customer.

2.17.6 If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

2.18 Inspection, Testing and Adjustments

2.18.1 The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment. The Company may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.

2.18.2 Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four (24) hours in length and is requested by the Customer.

2.18.3 The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period applies to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

2. RULES AND REGULATIONS (Cont'd)

2.19 Allowances for Interruptions in Service

2.19.1 General

- A. Upon the written request of the Customer, delivered to the Company no later than thirty (30) days following the date of service interruption, a credit allowance will be given when service is interrupted, except as specified in Section 2.19.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this tariff.
- B. An interruption period begins when the Customer reports to the Company a service, facility or circuit is inoperative and, if necessary, releases it for testing and repair by the Company, as determined in its sole and reasonable discretion. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, refuses access to its premises for test and repair by the Company, or continues to make voluntary use of the service, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by the Company to be impaired.
- D. The Customer shall be responsible for the payment of service charges for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2. RULES AND REGULATIONS (Cont'd)

2.19 Allowances for Interruptions in Service (Cont'd)

2.19.2 Limitations of Allowances

A. No credit allowance will be made for any interruption in service:

- (1) due to the negligence of or noncompliance with the provisions of this tariff by any person or entity other than the Company, including but not limited to the Customer;
- (2) due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (3) due to circumstances or causes beyond the reasonable control of the Company;
- (4) during any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- (5) during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (6) when the Customer is known to have planned or participated in terrorism or in acts that may cause harm to citizens;
- (7) that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- (8) that was not reported to the Company within thirty (30) days of the date that service was affected.

2.19.3 Use of Another Means of Communications

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

2. RULES AND REGULATIONS (Cont'd)

2.19 Allowances for Interruptions in Service (Cont'd)

2.19.4 Application of Credits for Interruptions in Service

- A. Except as provided in Section 2.19.2.A., if a Customer's service is interrupted, and it remains interrupted for eight (8) normal working hours or longer after access to the premises is made available and after being reported to be out of order, appropriate adjustments or refunds shall be made to the Customer, when such adjustment exceeds \$1.00.
- B. The amount of adjustment or refund shall be determined on the basis of the known period of interruption; generally beginning from the time the service interruption is first reported. The refund to the Customer shall be a pro rata part of the month's flat rate charges (if any) for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for the service.
- C. For purposes of credit computation every month shall be considered to have seven hundred and twenty (720) hours. For services with a monthly recurring charge, no credit shall be allowed for an interruption of continuous duration of less than eight (8) hours. The Customer shall be credited for an interruption of eight (8) or more hours at the rate of 1/720th of the monthly charge for the services affected for each day that the interruption continues. The formula used for computation of credits is as follows:

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

A = outage time in hours (must be 8 or more)
B = total monthly recurring charge for affected service.
- D. No credits will be provided for usage sensitive services.
- E. Cellular and other wireless transmission and Internet-based calling is subject to interruptions including but not limited to, dropped calls, interrupted calls, unintelligible calls, one-way audio and other problems created by factors beyond Company's control. Under no circumstances will Company provide credit or payment of any kind for calls that experience problems related to cellular or other wireless transmissions or for calls that experience problems related to Internet-based communications including but not limited to those calls that transcend wireline, broadband, and Voice over Internet Protocol ("VoIP") networks.

2. RULES AND REGULATIONS (Cont'd)

2.20 Notices and Communications

- 2.20.1 The Customer shall designate on the service order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.20.2 The Company shall designate on the service order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on bills for service to which the Customer shall mail payment on that bill.
- 2.20.3 Notice of a pending disconnection of a Customer's service may contain the reason for the notice, the date of the notice, a description of any remedies the Customer may make, the time allotted for the Customer to make remedies (if any), and a toll free customer service number the Customer may call to obtain additional information.
- 2.20.4 Except as otherwise stated in this tariff, all other notices or communications required to be given under this tariff will be in writing.
- 2.20.5 Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the second business day following placement of the notice, communication or bill with the U.S. mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.20.6 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2. RULES AND REGULATIONS (Cont'd)

2.21 Mixed Interstate and Intrastate Switched Access Services

- 2.22.1 When mixed interstate and intrastate switched access service is provided, all charges, including nonrecurring charges, usage charges, and optional features charges shall be determined through the procedure set forth in 2.8.2, above.

3. FEDERAL UNIVERSAL SERVICE CHARGE, ISDN LINE PORTS AND DS1 LINE PORT**3.1 Federal Universal Service Charge**

The amount of the contribution that the Telephone Company makes to the federal universal service fund, and that will be billed to end users as the Federal Universal Service Charge (FUSC), will be calculated by applying the FCC's safe harbor when VoIP is used to provide local exchange service. The Telephone Company shall apply a FUSC each month to the billed charges for interstate access services provided to end users from this Tariff. A FUSC will not apply to any billed charges for an end user when the interstate access service provided to the end user qualifies under the federal universal service guidelines for Lifeline Assistance. A FUSC will not apply to interstate access services purchased by customers that resell these services to end users as part of an interstate telecommunications service and are required to contribute to the various federal universal service funds. In case of a dispute regarding whether the customer is reselling services and contributing to the various federal universal service funds, the Telephone Company may request a signed certification to that effect from the customer.

3.2 ISDN Line Ports

When an end user is provided Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) and/or ISDN Primary Rate Interface (PRI) local exchange service by the Telephone Company under the general or local exchange tariff, ISDN Line Port rates apply. ISDN Line Port rates recover the costs of ISDN line ports to the extent these costs exceed the cost of a line port used for basic, analog service. When an end user temporarily suspends its local exchange service that is associated with ISDN BRI and/or ISDN PRI, one half of the ISDN Line Port rate per month will be temporarily suspended for the time period the local exchange service is suspended.

3.2.1 Rate Application

The monthly rate applies to each ISDN service arrangement ordered from the Telephone Company's general or local exchange tariff, as described below.

- The ISDN BRI Line Port rate applies to each ISDN BRI arrangement.
- The ISDN PRI Line Port rate applies to each ISDN PRI arrangement.

3.3 DS1 Line Port

When an end user is provided a DS1 (1.544 Mbps) local exchange service by the Telephone Company under the general and/or local exchange tariff(s), and where the end user provides the terminating channelization equipment, a DS1 Line Port rate will apply. The DS1 Line Port rate recovers the line port costs of the DS1 channel service to the extent these costs exceed the cost of a line port used for basic, analog service.

When an end user temporarily suspends its local exchange service that is associated with DS1 channel service, one-half of the DS1 Line Port rate per month will be temporarily suspended for the time period the local exchange service is suspended.

3.3.1 Rate Application

The monthly rate applies to each DS1 (1.544 Mbps) channel service ordered from the Telephone Company's general and/or local exchange tariff, where the end user provides the terminating channelization equipment.

4. END USER ACCESS SERVICE

The Telephone Company will provide End User Access Service (End User Access) to end users who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs. The highest rate band in NECA Access Service Tariff F.C.C. No. 5 shall apply to all End User Access provided by the Telephone Company.

4.1 General Description

End User Access provides for the use of an End User Common Line (EUCL). An Access Recovery Charge (ARC) will be charged for the use of an EUCL.

4.2 Limitations

4.2.1 Exclusions

Telephone number detail billing, directory listings and intercept arrangements are not included with End User Access.

4.2.2 Lifeline Service

The Federal Lifeline Service program is designed to provide a credit to monthly end user access charges for qualifying low income residential subscribers. When a carrier is designated as an eligible telecommunications carrier for Lifeline Service and when an eligible residential end user qualifies for Lifeline Service in association with local residential exchange service of that carrier, the EUCL Residence rate is waived.

4.3 Undertaking of the Telephone Company

The Telephone Company will provide End User Access at rates and charges as set forth in this Tariff as follows:

- Use of an EUCL for interstate Access Services provided under this tariff. Such use will be provided when the end user obtains local exchange service.
- The Telephone Company will be responsible for contacts and arrangements with customers for the billing of End User Access charges.

4. END USER ACCESS SERVICE (Cont'd)

4.4 Obligations of Radio Common Carriers

When the end user is a Radio Common Carrier (RCC) or provider of paging service, such end users shall designate whether the local exchange service they are provided by the Telephone Company is used as an access line for RCC or paging services, or used as an administrative line.

4.5 Payment Arrangements and Credit Allowances

4.5.1 Minimum Period

The minimum period for which EUCL End User Access is provided to an end user and for which charges are applicable is the same as that in the general and/or local exchange tariffs for the associated local exchange service.

4.5.2 Cancellation of Orders

End User Access is cancelled when the order for the associated local telephone exchange service is cancelled. No cancellation charges apply.

4.5.3 Changes to Orders

When changes are made to orders for the local exchange service associated with End User Access, any necessary changes will be made for End User Access. No charges will apply.

4.5.4 Allowance for Interruptions

When there is an interruption to an EUCL, requested End User Access credit allowances for interruptions will be provided as set forth for credit allowance for interruptions in 2.19 preceding.

4.5.5 Temporary Suspension of Service

When an end user temporarily suspends its local exchange service that is associated with an EUCL, one-half of the monthly EUCL charge will be temporarily suspended for the time period the associated local exchange service is suspended.

4. END USER ACCESS SERVICE (Cont'd)

4.6 Rate Regulations

4.6.1 Who Is Billed

EUCL per month charges will be billed to the end user of the associated Local Exchange Service.

4.6.2 Multiparty Service

The EUCL charge for each multiparty subscriber shall be assessed as if the subscriber had subscribed to single-party service.

4.6.3 Pay Telephone Service

The EUCL-Multiline Business rate will be assessed when a Payphone Service Provider obtains an exchange service line for the purposes of offering pay telephone service.

4.6.4 Business Services

(A) Single Line Service

When an end user is provided a single local business exchange service in a state, multiparty and centrex services included, and when the local business exchange service is provided under the general and/or local exchange or centrex service tariffs, the EUCL Single Line Business - Individual line or trunk rate applies to each such business individual line or trunk. In the case of multiparty service, each party is deemed to be a user of an EUCL.

(B) Multiline Service

When an end user is provided more than one local business exchange service in a state by the same Telephone Company, pay telephone, multiparty and centrex services included, and when the local exchange service is provided under the general and/or local exchange or centrex service tariffs, the EUCL-Multiline Business - Individual line or trunk rate applies to each such Multiline Business individual line or trunk. In the case of multiparty service, each party is deemed to be a user of an EUCL.

When an end user is provided local business exchange service using Voice of Internet Protocol, one multiline business end user common line (MLB EUCL) will apply for every five extensions or lines.

4. END USER ACCESS SERVICE (Cont'd)

4.6 Rate Regulations (Cont'd)

4.6.4 Business Services (Cont'd)

- (C) Centrex CO and Centrex CO-like Services Business or residence single line or multiline usage for Centrex CO and Centrex CO-like services is determined as set forth in 4.6.4 (A) and (B) preceding. Centrex CO or CO-like service provided to a college, university or school may serve both the college, university or school offices and the student or faculty dormitory (residential) quarters. When provided to residential quarters, the residential portion of the service is commonly known as dormitory service. Residential charges will apply to lines to the student or faculty dormitory (residential) quarters. Business charges for lines to the university, college or school offices will apply. Charges shall be based on the number of residence and business lines reported to the Telephone Company by the end user.

4.6.5 Radio Common Carriers

For each local exchange service used only as a path for the transmission of Radio Common Carrier (RCC) traffic between the Telephone Company serving wire center and the RCC's radio equipment, End User Access Charges do not apply. End User Access Charges will apply to the Radio Common Carrier's local exchange service used for administrative purposes. This shall also include those Radio Common Carriers providing maritime service under Part 80 of the FCC Rules and Regulations. A Radio Common Carrier is described as a common carrier engaged in the provision of commercial mobile radio service, as defined in Part 20 of the FCC Rules and Regulations, which is not also in the business of providing landline local exchange telephone service.

4.6.6 Remote Call Forwarding

For each local exchange service provided as Remote Call Forwarding (RCF) residential or business service, under the general and/or local exchange service tariffs, End User Access Charges do not apply.

4. END USER ACCESS SERVICE (Cont'd)

4.6 Rate Regulations (Cont'd)

4.6.7 Residence Services

(A) Single Line and Multiline Service

When an end user is provided local residence exchange service(s) in a state, multiparty and centrex services included, and when the local residence exchange or centrex service is provided under the general and/or local exchange or centrex service tariffs, the EUCL Residence - Individual line or trunk rate applies to each such local residence exchange trunk. In the case of multiparty service each party is deemed to be a user of an EUCL.

4.6.8 Integrated Services Digital Network (ISDN) Services

(A) ISDN Basic Rate Interface (BRI)

When an end user is provided residence or business local exchange service under any general and/or local exchange service tariff(s) using an Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) arrangement, one (1) EUCL Residence - Individual line or trunk charge, or, one (1) EUCL Single Line Business - Individual line or trunk charge applies to each ISDN BRI arrangement

(B) ISDN Primary Rate Interface (PRI)

When an end user is provided residence or business local exchange service under any general and/or local exchange service tariff(s) using an Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) arrangement, five (5) EUCL - Multiline Business Individual line or trunk charges apply to each ISDN PRI arrangement.

4.6.9 DS1 Channel Service

When an end user is provided local exchange service under any general and/or local exchange tariff(s) using a DS1 (1.544 Mbps) channel service where the customer provides the terminating channelization equipment, five (5) EUCL - Multiline Business Individual line or trunk charges apply to each DS1 channel service.

5. Access Ordering

5.1 General

- 5.1.1 Customers may order service through a Constructive Order, or through an ASR. The format and terms of the ASR will be as specified in the Industry Access Service Order Guidelines, unless otherwise specified herein. The Customer's use of the Company's service shall constitute an order for service and the Customer shall pay for all services it uses.
- 5.1.2 A Customer may order any number of services of the same type and between the same premises on a single ASR. All details for services for a particular order must be identical.
- 5.1.3 The Customer shall provide all information necessary for the Company to provide and bill for the requested service. Except for service ordered through a Constructive Order, when placing an order for Access Service, the Customer shall provide the following minimum information:
- (A) Customer name and Premises address(es);
 - (B) Billing name and address (when different from Customer name and address); and
 - (C) Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

5.2 Access Service Date Intervals

5.2.1 Access Service is provided with Standard or Negotiated Intervals

The Company will specify a firm order confirmation date and Service Commencement Date contingent on the ASR being complete as received. To the extent the Access Service can be made available with reasonable effort, the Company will provide the Access Service in accordance with the Customer's requested interval, subject to the following conditions:

- (A) For service provided under a Standard Interval: The Standard Interval for Switched Service will be sixty (60) business days from the Application Date. This interval only applies to standard service offerings where there are pre-existing facilities to the Customer Premises. Access Services provided under the Standard Interval will be installed during Company business hours.

5. Access Ordering (Cont'd)

5.2 Access Service Date Intervals (Cont'd)

5.2.1 Access Service is provided with Standard or Negotiated Intervals (Cont'd)

B. For service provided under a Negotiated Interval: The Company will offer a Service Date based on the type and quantity of Access Services the Customer has requested. The Negotiated Interval may not exceed by more than six (6) months the Standard Interval Service Date, or, when there is no Standard Interval, the Company offered Service Date, except as otherwise agreed by the Company in writing. The Company will negotiate a Service Date interval with the Customer when:

- (1) The Customer requests a Service Date before or beyond the applicable Standard Interval Service Date; or
- (2) There is no existing facility connecting the Customer Premises with the Company; or
- (3) The Customer requests a service that is not considered by the Company to be a standard service offering (for example, if additional engineering or special construction is required to complete the order); or
- (4) The Company determines that Access Service cannot be installed within the Standard Interval.

C. All services for which rates are applied on an Individual Case Basis are provided with a Negotiated Interval.

5.3 Access Service Request Modifications

The Customer may request a modification of its ASR prior to the Service Commencement Date. All modifications must be in writing using the industry ASR process. The Company, in its sole discretion, may accept a verbal modification from the Customer. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours.

5.4. Special Construction or Special Service Arrangements

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of Company facilities or development of special service arrangements may be undertaken by the Company on a reasonable-efforts basis at the request of the Customer. Such construction or arrangements will be provided pursuant to an ICB arrangement.

6. Switched Access Service

6.1 General

Switched Access Service provides for the use of Company network and network functionality to provide all or any part of the connection between a Customer's premises or point of presence and an End User's premises or equipment. An End User's premises or equipment may include, but is not limited to, a mobile handset device for services provided to an End User by a Commercial Mobile Radio Service ("CMRS") provider, a conference bridge, or functionally similar equipment collocated at the Company's switch site. Rates and charges for services other than Switched Access Service, e.g., a Customer interLATA toll message service, may also be applicable when Switched Access Service is used in conjunction with these other services. In the absence of an ASR as described in Section 5.1, delivery of calls to, or acceptance of calls from, the Customer's Point of Presence via Company-provided switched access services shall constitute a Constructive Order and an agreement by the Customer to purchase the Company's switched access services as described and priced herein.

6.2 Manner of Provision

6.2.1 Switched Access is furnished for originating and terminating Calls, or any portion thereof.

6.2.2 Switched Access is furnished on a per-line or per trunk basis.

6.2.3 Originating traffic type represents access capacity within a LATA for carrying Calls originated by an End User to the Customer; and Terminating traffic type represents access capacity within a LATA for carrying Call originated from the Customer to the End User. When ordering capacity for Switched Access, the Customer must at a minimum specify such access capacity in terms of originating traffic type and/or terminating traffic type.

6.2.4 Switched Access is provisioned, at minimum, at the DS-1 level and provides line-side or trunk-side access to End Office switches for the Customer's use in originating and terminating communications. Basic Switched Access service will be provided with Multi-Frequency In Band Signaling (SS7 is also available, where capabilities exist).

6. Switched Access Service (Cont'd)

6.2 Manner of Provision (Cont'd)

6.2.5 Two types of Switched Access are available:

- A. Tandem Connect Access: This option applies when the Customer has no direct facilities to the End Office. Traffic is routed to and from the Company's End Office via a third-party tandem provider selected by Customer. Delivery of calls to, or acceptance of calls from End User location(s) via Company-provided Tandem Connect Access services shall constitute a Constructive Order and an agreement by the Customer to purchase the Company's switched access services as described and priced herein.
- B. Direct Connect Access: This option applies when the Customer is connected by dedicated facilities to a Company End Office. The dedicated facilities may be self-provisioned by the Customer, or obtained from a third-party carrier at its own expense. Upon request between the Customer's premises and the End Office, to the extent that the Company is able to provide dedicated facilities between Customer's premises and an End Office, such arrangements would be provided on an ICB arrangement.

6.3 Applicable Rate Elements

6.3.1 Switched Transport

The switched transport rate element applies to each minute of use. As used in this Section 6.3.1, "switched transport rate elements" include (without limitation) tandem switched termination rate elements, tandem switched facility rate elements, tandem switching rate elements, and common transport multiplexing rate elements.

6.3.2 8YY Database Query Charge

The 8YY Database Query charge applies to all originating calls to toll-free numbers.

6.3.3 Other Rate Elements

The Carrier Common Line rate element and the End Office Switching rate element each apply to minutes of use for both Tandem Connect and Direct Connect Access. The following rate elements apply to the End Office Switching rate category: Local Switching, Common Trunk Port, and Information Surcharge. In addition, if applicable, the following Host-Remote charges apply to the End Office Switching rate category: Host-Remote Termination, Host-Remote Facility, Host-Remote Trunk Port, and Host-Remote Multiplexing.

6. Switched Access Service (Cont'd)

6.4 Obligations of the Company

With regard to access services provided by the Company, specific Company responsibilities are as follows:

6.4.1 Network Management

The Company will administer its network to ensure that provision of acceptable service levels to all telecommunications users of the Company's network services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with minimal delay encountered within the Company network. The Company maintains the right to apply protective controls, i.e., those actions, such as call gapping, which selectively cancel the completion of traffic, over any traffic carried over its network, including that associated with a Customer's Switched Access Service. Generally, such protective measures would only be taken as a result of occurrences such as a failure or overload of Company or Customer facilities, natural disasters, mass calling or national security demands.

6.4.2 Design and Traffic Routing of Switched Access Service

The Company shall design and determine the routing of Switched Access Service, including the selection of the first point of switching and the selection of facilities from the interface to any switching point and to the End Offices. The Company shall also decide if capacity is to be provided by originating only, terminating only, or two-way trunk groups. Finally, the Company will decide whether trunk side access will be provided through the use of two-wire or four-wire trunk terminating equipment. Selection of facilities and equipment and traffic routing of the service are based on standard engineering methods, available facilities and equipment and the Company's traffic routing plans. If the Customer desires different routing or directionality than that determined by the Company, the Company will work cooperatively with the Customer in determining (1) whether the service is to be routed directly to an end office or through an access tandem switch and (2) the directionality of the service.

6. Switched Access Service (Cont'd)

6.5 Obligations of the Customer

6.5.1 The Customer has certain specific obligations pertaining to the use of Switched Access Service. These obligations are in addition to obligations specified in Section 2.8 of this tariff and are as follows:

A. Report Requirements

All charges (i.e. monthly rates, usage rates, and nonrecurring charges) are prorated between interstate and intrastate based on industry practices as set forth in this section.

Customers are responsible for providing the following reports to the Company, when applicable:

Jurisdictional Reports

When a Customer orders Switched Access Service that may be used for both interstate and intrastate traffic, the Customer is responsible for providing reports as set forth in Section 2.9.2, preceding. Charges will be apportioned in accordance with those reports.

Procedures for Determining Call Jurisdiction

For traffic originated by the Customer and terminated by Sage, Sage shall compare the terminating NPA-NXX of the called Sage local service customer to the Local Routing Number ("LRN") field of the EMI access records, where such LRN field is properly populated. Where such LRN field is not properly populated, and for all other traffic, Sage shall compare its local service customer's NPA-NXX to the originating Automatic Number Identification ("ANI") or to the calling NPA-NXX, except that Sage shall use the Percent Interstate Use ("PIU") when the originating ANI is not available or when the jurisdiction of the call cannot otherwise be determined.

B. On and Off-Hook Supervision

The Customer's facilities shall provide the necessary on and off-hook supervision for accurate timing of calls.

6. Switched Access Service (Cont'd)

6.6 Rate Regulations

6.6.1 General

There are three types of rates and charges that apply to Switched Access Service provided by the Company. These are monthly recurring charges, usage charges, and nonrecurring charges.

6.6.2 Types of Charges

- A. Nonrecurring charges are one-time charges that apply for a specific work activity (e.g., installation or change to an existing service). Non-recurring charges may apply for installation of service, installation of optional features and service rearrangements.
- B. Recurring Charges are flat monthly rates that apply for each month or fraction thereof that a specific rate element is provided. For billing purposes, each month is considered to have thirty (30) days.
- C. Usage Charges are rates that apply only when a specific rate element is used. These are applied on a per-access minute, a per-call or per-query basis. Usage rates are accumulated over a monthly period.

6. Switched Access Service (Cont'd)

6.6 Rate Regulations (Cont'd)

6.6.3 Measurement of Access Minutes

- A. When recording originating calls over Switched Access Service with multi-frequency address signaling, usage measurement begins when the first wink supervisory signal is forwarded from the Customer's facilities. The measurement of originating call usage over Switched Access Service ends when the originating Switched Access Service entry switch receives disconnect supervision from either the originating End User's End Office (indicating that the originating End User has disconnected), or from the Customer's facilities, whichever is recognized first by the entry switch.
- B. For terminating calls over Switched Access Service with multi-frequency address signaling, the measurement of access minutes begins when a seizure signal is received from the Customer's trunk group at the Point of Presence within the LATA. The measurement of terminating call usage over Switched Access Service ends when a disconnect signal is received, indicating that either the originating or terminating user has disconnected.
- C. When recording originating calls over Switched Access Service with SS7 signaling, usage measurement begins with the transmission of the initial address message by the switch for direct trunk groups and with the receipt of an exit message by the switch for tandem trunk groups. The measurement of originating Switched Access Service usage ends when the entry switch receives or sends a release message, whichever occurs first.
- D. For terminating calls over Switched Access Service with SS7 signaling, the measurement of access minutes begins when the terminating recording switch receives the initial address message from the terminating End User. On directly routed trunk groups or on tandem routed trunk groups, the Company switch receives the initial address message and sends the indication to the Customer in the form of an answer message. The measurement of terminating Switched Access Service call usage ends when the entry switch receives or sends a release message, whichever occurs first.
- E. Mileage, where applicable, will be measured in accordance with standard industry practices.

6. Switched Access Service (Cont'd)

6.6 Rate Regulations (Cont'd)

6.6.3 Measurement of Access Minutes (Cont'd)

- F. The Company will use the Small Exchange Carrier Access Billing ("SECAB") guidelines, or the Carrier Access Billing System ("CABS") guidelines, or other system that emulates or otherwise produces a reasonable substitute for the output of SECAB or CABS, for billing all charges under this tariff. The Company will provide billing using a hardcopy format or upon request, a mechanized medium (e.g., cartridge tape, CD ROM, etc.). Bills will be accurate and contain sufficient supporting details to allow customers to account for the charges and to verify their accuracy in a reasonable and timely fashion. Requests for additional bill detail will be handled and priced on an Individual Case Basis (ICB).

6.6.4 Moves

- A. A move of services involves a change in the physical location of one of the following:

- (1) The point of termination at the Customer's Premises, or
- (2) The Customer's Premises

- B. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building as described below:

- (1) Moves within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring charge for the capacity affected. There will be no change in the minimum period requirements.

- (2) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new service. The Customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

6. Switched Access Service (Cont'd)

6.6 Rate Regulations (Cont'd)

6.6.5 Installation of Optional Features

- A. If a separate nonrecurring charge applies for the installation of an optional feature available with Switched Access Service, the charge applies whether the feature is installed coincident with the initial installation of service or at any time subsequent to the initial installation of service.
- B. For all other changes, including the addition of, or modifications to, optional features without separate nonrecurring charges, a charge equal to one half the Switched Transport nonrecurring (i.e. installation) charge will apply. When an optional feature is not required on each transmission path, but rather for an entire transmission path group, an end office or an access tandem switch, only one such charge will apply.

6.6.6 Service Rearrangements

- A. Service rearrangements are changes to existing services which do not result in either a change in the minimum period requirements or a change in the physical location of the point of termination at the Customer's premises or the Customer's End User's premises. Changes, which result in the establishment of new minimum period obligations, are treated as disconnects and starts.
- B. The charge to the Customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves an actual physical change to the service.
- C. Administrative changes will be made without charge(s) to the Customer. Such changes require the continued provision and billing of the Access Service to the same entity or change in jurisdiction.

7. Special Access Service

7.1 General

Special Access Service provide a transmission path to connect two or more customer premises when all designated premises can be connected with facilities provided by the Telephone Company. If only a portion of the facilities can be provided by the Telephone Company, Special Access Service provides the transmission path necessary to connect customer premises in the Telephone Company's serving area with the interconnection point with another exchange telephone company. Special Access Service includes all exchange access which does not utilize Telephone Company end office switching.

Special Access Service is offered subject to available facilities of the Telephone Company and will be provided on an individual case basis. The rates, terms, and conditions for Special Access Service that are set forth in a contract with the Customer or service order are incorporated herein by reference.

8. Digital Subscriber Line Access Services

Digital Subscriber Line Access Services provide transmission services over local exchange service copper facilities that can be used for simultaneous voice and data communications. Service is provided, where available, between customer premises and designated Telephone Company Serving Wire Centers.

8.1 Asymmetric Digital Subscriber Line Access Service

8.1.1 General

Asymmetric Digital Subscriber Line (ADSL) Access Service enables data traffic generated by a customer-provided modem to be transported to a DSL Access Service Connection Point using the Telephone Company's local exchange service facilities. A DSL Access Service Connection Point is an interconnection point designated by the Telephone Company that aggregates data traffic from and to Telephone Company ADSL-equipped Serving Wire Centers (SWCs). The DSL Access Service Connection Point may be located within the operating territory of the Telephone Company or in the operating territory of another telephone company, provided both telephone companies agree to such an arrangement.

At the DSL Access Service Connection Point, the customer's ADSL Access Service must be connected to a telecommunications service provider's customer premises using either the Telephone Company's Special Access Services when the Connection Point is located within the Telephone Company's operating territory. When the Connection Point is located in the operating territory of another telephone company, the customer's ADSL Access Service must be connected to a telecommunications service provider's customer premises using equivalent access services provided by that telephone company.

A generic view of how ADSL Access Service would be interconnected with a telecommunications service provider's network is as follows: the customer's ADSL-equipped serving wire center is designated as a DSL Access Service Connection Point. The customer orders ADSL Access Service pursuant to the provisions specified in this section. The ADSL Access Service customer's telecommunications service provider orders Special Access Service pursuant to the provisions specified in Section 7, to connect its customer premises to the DSL Access Service Connection Point.

8. Digital Subscriber Line Access Services (Cont'd)

8.1 Asymmetric Digital Subscriber Line Access Service (Cont'd)

8.1.2 Limitations

Unless otherwise specified, ADSL Access Service is available at a maximum upstream (i.e., from the customer's equipment up to the DSL Access Service Connection Point) and a maximum downstream (from the DSL Access Service Connection Point down to the customer's equipment) speeds listed in Section 8.1.5(e), below. These listed speeds are maximum peak speeds and are not guaranteed by the Telephone Company due to factors that may affect the actual speeds delivered, including loop distance from the Telephone Company Serving Wire Center, condition of the facilities, and limitations in the telecommunications service provider's network design. The Telephone Company does not provide customer premises equipment (CPE) in conjunction with the ADSL Access Service offering.

ADSL Access Service may not be used in conjunction with multi-point Special Access Service configurations. ADSL Access Service will be furnished where suitable facilities exist as determined by the Telephone Company. The Telephone Company will identify its ADSL-equipped Serving Wire Centers and DSL Access Service Connection Points will be identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. Tariff F.C.C. No. 4.

ADSL Access Service will be provided over existing Telephone Company local exchange service lines. Rates and regulations for ADSL Access Service are in addition to any rates and regulations that apply for the associated local exchange service line provided under the terms and conditions in the Telephone Company's general and/or local exchange service tariffs. The Telephone Company will automatically disconnect ADSL Access Service when the associated local exchange service line is disconnected for any reason.

Rates and regulations for Special Access Service provided under this tariff will apply for the access service(s) provided between the telecommunications service provider's customer premises and the DSL Access Service Connection Point.

8. Digital Subscriber Line Access Services (Cont'd)

8.1 Asymmetric Digital Subscriber Line Access Service (Cont'd)

8.1.3 Undertaking of the Telephone Company

The Telephone Company will provide ADSL Access Service at rates and charges as set forth in 8.1.6, as follows:

- (A) The Telephone Company will determine if the associated local exchange service line is suitable for use with ADSL Access Service. Service will not be provided on lines that the Telephone Company determines are not suitable for ADSL Access Service or on lines that produce interference with other services provided by the Telephone Company.
- (B) The Telephone Company, after determining if the local exchange service line is suitable for ADSL Access Service, will notify the customer if any additional CPE is necessary to support ADSL Access Service.
- (C) The Telephone Company will provision and maintain ADSL Access Service from the DSL Connection Point to the Point of Termination at the ADSL Access Service customer's premises.

8.1.4 Obligations of the Customer

In addition to the regulations described in other sections of this tariff, the following provisions apply to ADSL Access Service:

- (A) The customer is responsible for providing the Telephone Company with the necessary information to provision ADSL Access Service (e.g., customer name, telephone number and premises address; billing name and address when different from the customer name and premises address; customer contact name and telephone number and the contact name and telephone number of the telecommunications service provider with which the customer's ADSL Access Service will interconnect).
- (B) The customer is responsible for providing and maintaining all required customer provided equipment (CPE), which is compatible with ADSL Access Service and complies with the standards specified in Technical Reference ANSI T1.413-1998.

8. Digital Subscriber Line Access Services (Cont'd)

8.1 Asymmetric Digital Subscriber Line Access Service (Cont'd)

8.1.5 Rate Regulations

This section contains the regulations governing the rates and charges that apply for ADSL Access Service. Regulations governing the rates and charges for the Special Access Services provided under this tariff used in conjunction with ADSL Access Service are as specified in Section 7, preceding.

(A) Minimum Period

The minimum period for which ADSL Access Service is provided to a customer and for which charges are applicable is one month.

(B) Moves

(1) A move involves a change in the physical location of one of the following:

- The Point of Termination at the ADSL Access Service customer premises
- The ADSL Access Service customer premises

(C) Temporary Suspension of Service

When the associated local exchange service line over which ADSL Access Service is provided is temporarily suspended, the ADSL Access Service and one-half of the ADSL Line Charge monthly rate will be temporarily suspended for the time period that the associated local exchange service is suspended.

(D) Rate Categories

There are two types of rates and charges applicable to ADSL Access Service. These are a monthly rate and a nonrecurring charge.

The monthly rate applies each month or fraction thereof for each local exchange service line equipped with ADSL Access Service. Monthly rate levels depend upon the Class of Service utilized by the Customer.

A nonrecurring charge applies per local exchange service line for the installation of ADSL Access Service.

Rates and charges for ADSL Access Service are as set forth in 8.1.6 following.

8. Digital Subscriber Line Access Services (Cont'd)

8.1 Asymmetric Digital Subscriber Line Access Service (Cont'd)

8.1.5 Rate Regulations (Cont'd)

(E) Service Classes

ADSL Access Service is offered in different Service Classes. Service Classes are distinguished by the maximum possible bit rate of the purchased Service Class as measured in kilobits per second (kbps).

9. [RESERVED FOR FUTURE USE]

10. [RESERVED FOR FUTURE USE]

11. [RESERVED FOR FUTURE USE]

12 [RESERVED FOR FUTURE USE]

13. [RESERVED FOR FUTURE USE]

14. [RESERVED FOR FUTURE USE]

15. [RESERVED FOR FUTURE USE]

16. [RESERVED FOR FUTURE USE]

17. Rates and Charges

17.1 General

All Tariff Section References contained herein are referenced to the National Exchange Carrier Association, Inc.(NECA) Access Service Tariff F.C.C. No. 5.

The rates and charges for the services offered in this section are shown separately for each element.

17. Rates and Charges (Cont'd)

17.2 Rates

17.2.1 End User Access Service

End User Common Line rates are set forth in Section 17.1.2 of NECA Tariff F.C.C. No. 5, assuming the highest rate band for End User Access Service.

17. Rates and Charges (Cont'd)17.2 Rates17.2.2 Switched Access Service

The rates and charges for the switched access services offered in this tariff are the same as those set forth in NECA Tariff F.C.C. No. 5 for the rate elements listed below, assuming the highest rate band for local transport and local switching.

(A) Nonrecurring Charges

(1) Local Transport-Installation

Per Entrance Facility

- (a) Voice Grade Two Wire
- (b) Voice Grade Four Wire
- (c) High Capacity DS1
- (d) High Capacity DS3
- (e) Synchronous Optical Channel OC3
- (f) Synchronous Optical Channel OC12

(B) Interim NXX Translation

(C) FGC and FGD Conversion of Multifrequency Address Signaling to SS7 Signaling or SS7 Signaling to Multifrequency Address Signaling

17. Rates and Charges (Cont'd)

17.2 Rates (Cont'd)

17.2.2 Switched Access Service (Cont'd)(D) Trunk Activation(E) Flexible ANI(F) Local Transport
Premium Access(1) Entrance Facility

Per Termination

-Voice Grade Two-Wire

-Voice Grade Four-Wire

-High Capacity DS1

-High Capacity DS3

-Synchronous Optical Channel OC3

-Synchronous Optical Channel OC12

(2) Direct Trunked Transport(a) Direct Trunked Facility

Per Mile

- Voice Grade

- High Capacity DS1

-High Capacity DS3

-Synchronous Optical Channel OC3

-Synchronous Optical Channel OC12

(b) Direct Trunked Termination

Per Termination

-Voice Grade

- High Capacity DS1

- High Capacity DS3

- Synchronous Optical Channel OC3

- Synchronous Optical Channel OC12

(3) Multiplexing

17. **Rates and Charges** (Cont'd)

17.2 (Cont'd)

17.2.2 Switched Access Service (Cont'd)(F) Local Transport (Cont'd)
Premium Access (Cont'd)

- (4) Customer Node
- (5) Customer Premises Port
- (6) Add/Drop Multiplexing Central Office Port
- (7) Tandem Switched Transport
- (8) Tandem Switched Facility
- (9) Tandem Switched Termination
- (10) Tandem Switching
- (11) Transport Interconnection Charge
- Rate Band 5
- (12) Network Blocking Per Blocked Call

(G) End Office

- (1) Local Switching
Premium
- (2) Information Surcharge

17. Rates and Charges (Cont'd)

17.2 (Cont'd)

17.2.2 Switched Access Service (Cont'd)

(H) Toll Free Number Data
Base Access Service

1. Base Rate
per query
2. Vertical Features Rate
Per query (replaces
basic rate)

17.2.3 Special Access

Individual Case Basis

17. Rates and Charges (Cont'd)17.2 Rates17.2.4 Miscellaneous Services

The rates and charges for miscellaneous services offered in this tariff are the same as those set forth in NECA Tariff F.C.C. No. 5.

(A) Additional EngineeringAdditional Engineering Periods

- (1) Basic Time, per engineer
normally scheduled working hours
- (2) Overtime, per engineer
outside of normally
scheduled working hours

(B) Additional Labor

- (1) Installation or Repair

Basic Time, per technician
normally scheduled working hours

Overtime, per technician
outside of normally
scheduled working hours
- (2) Stand By

Basic Time, per technician
normally scheduled working hours

Overtime, per technician
outside of normally
scheduled working hours
- (3) Testing and Maintenance With Other
Telephone Companies, or Other Labor

Basic Time, normally scheduled
working hours
- per technician
- per programmer

Overtime, outside of normally
scheduled working hours
- per technician
- per programmer

17. Rates and Charges (Cont'd)17.2 Rates17.2.4 Miscellaneous Services (Cont'd)(B) Additional Labor (Cont'd)

- (4) Additional Cooperative
Acceptance Testing –
Switched Access
- (5) Additional Automated Testing -
Switched Access
- (6) Additional Manual Testing -
Switched Access
- (7) Additional Cooperative
Acceptance Testing –
Special Access
- (8) Additional Manual Testing -
Special Access
- (9) Maintenance of Service -
- (10) Telecommunications Service
Priority

Per service arranged
- (11) Controller Arrangement

Per Arrangement

(C) Access Order Charge
Per Order(D) USF Contribution Charge
To be charged accordingly to the FCC's quarterly public notices regarding the federal USF contribution factor.

17. Rates and Charges (Cont'd)17.2 Rates17.2.4 Miscellaneous Services (Cont'd)(E) Service Date Change Charge

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The Access Order Charge as specified in 17.2.4(C) preceding does not apply. The applicable charge is:

Service Date Change Charge, per order

(F) Design Change Charge

The design Change Charge will apply on a per Order per occurrence basis, for each order Requiring design change. The applicable Charge is:

Design Change Charge, per order

(G) Miscellaneous Service Order Charge
Per Occurrence(H) Presubscription

Per Telephone Exchange
Service line or trunk*

* This charge is generally billed to the End Users who is the subscriber to the Telephone Exchange Service. In those instances where the IC both requests the presubscription changes, and requests the associated charge be billed to it, the Telephone Company will bill the IC. In the event a subscriber is incorrectly presubscribed due to misassignment on the part of the Telephone Company, no charge shall apply. In the event a subscriber denies requesting a presubscription change, the Telephone Company will credit the subscriber's account for the presubscription change charge associated with the alleged unauthorized change, if such charge was billed to the subscriber. The Telephone Company will then bill the IC responsible for the alleged unauthorized change a presubscription change charge to return the subscriber to its previously authorized carrier, and if initially billed to the subscriber, the presubscription change charge for the alleged unauthorized change.

** In those instances where the customer or IC requests a change of both their InterLATA primary exchange carrier (IPIC) and IntraLATA primary exchange carrier (LPIC) only 50% of the rate will apply.

17. Rates and Charges (Cont'd)17.2 Rates17.2.4 Miscellaneous Services (Cont'd)(I) Blocking Service *International Blocking Service

Per Exchange Service Line
or Trunk and/or Per Feature
Group A Switched Access Line

(J) Billing Name and Address Service

Per BNA Order

Per BNA Record

Optical Magnetic Tape Charge
Per Magnetic Tape

Optional Format
Programming Charge
Per each half hour or fraction thereof

(K) Originating Line Screening
(OLS) Service

Per Exchange Service Line

(L) Coin Supervision Additive Service

Per Exchange Service Line

* Blocking access to 900 Service is offered to all subscribers at no charge at the time telephone service is established at a new number and for 60 days thereafter.

17. Rates and Charges (Cont'd)17.2 Rates17.2.5 Special Federal Government Access Services

Regulations concerning Special Federal Government Access Services are set forth in Section 10 of the NECA Tariff F.C.C. No. 5.

(A)	Voice Grade Secure Communications	Monthly <u>Rates</u>	Non- recurring <u>Charges</u>	Termination <u>Charges</u>
	Type I, each T-3 Conditioning			ICB rates and charges apply
	Additional Conditioning, Per Service Termination			ICB rates and charges apply
	Type II, each G-1 Conditioning Per Service Termination			ICB rates and charges apply
	Type III, each G-2 Conditioning Per Service Termination			ICB rates and charges apply
	Type IV, each G-3 Conditioning Per Service Termination			ICB rates and charges apply

17. Rates and Charges (Cont'd)

17.2 Rates

17.2.6 Special Facilities Routing

For each service provided in accordance with Section 11 of the NECA Tariff F.C.C. No. 5, the rates and charges will be developed on an individual case basis (ICB).

17. Rates and Charges (Cont'd)

17.2 Rates

17.2.7 Access Recovery Charge

The Telephone Company will bill the highest ARC for the applicable service set forth in Section 17.8 of the NECA Tariff F.C.C. No. 5.