

**ACCESS SERVICE**

**ISSUING CARRIER**

Mr. John Summersett  
Chief Executive Officer (T)  
Great Lakes Comnet, Inc. (GLC)  
OCN 5164  
1515 Turf Lane  
Suite 100  
East Lansing, MI 48823

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Transmittal No. 14

Issued: November 30, 2015

Effective: December 1, 2015

John Summersett - Chief Executive Officer  
Great Lakes Comnet, Inc.  
1515 Turf Lane, Suite 100  
East Lansing, MI 48823

## ACCESS SERVICE

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42*	2nd	2-33.1	Original	2-73	Original
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**ACCESS SERVICE**2. General Regulations (Cont'd)2.4 Payment Arrangements and Credit Allowances (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)(C) Payment Dates and Late Payment Penalties (Cont'd)

- (2) Further, if no payment is received by the payment date or if a payment or any portion of a payment is received by the Telephone Company after the payment date as set forth in (1) preceding, or if a payment or any portion of a payment is received by the Telephone Company in funds which are not immediately available to the Telephone Company, then a late payment penalty will be due to the Telephone Company. The late payment penalty will be the payment or the portion of the payment not received by the payment date times a late factor. The late factor will be the lesser of:
- (a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Telephone Company, or
  - (b) 0.000292 per day, compounded daily for the number of days from the payment date to and including the date that the customer actually makes the payment to the Telephone Company.

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**ACCESS SERVICE**2. General Provisions (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)(D) Billing Disputes(1) Bona Fide Dispute

A bona fide dispute is defined as written notification to the Telephone Company by a current customer stating the specific basis for disputing certain charges rendered to the customer by the Telephone Company. Such dispute, including all requests for refunds or adjustments, must be made in writing to the Telephone Company within two (2) years after the date when the bill containing the charges that the Customer seeks to dispute was rendered. No refunds or adjustments will be made for billing disputes that occurred more than two (2) years before the date a customer makes a written request to the Company for adjustments/refunds.

Specific instructions for submitting a dispute including any claim of refund can be obtained by calling the billing inquiry number shown on the customer's bill or by accessing such information on the Telephone Company's website as shown on the customer's bill.

The Customer shall not, under any circumstances, unilaterally withhold any charges due to the Telephone Company, regardless of notice being given to the Telephone Company that the customer disputes such charges.

(2) Information Required to be Provided by Customer

Such bona fide dispute must contain all of the following information in order to be accepted and processed by the Telephone Company:

- a. The account number(s) associated with the disputed charges.
- b. The date of the bill containing the charges in dispute.
- c. The date of the dispute.
- d. The specific charge(s) being disputed.
- e. A written explanation detailing the customer's basis for disputing the charges, including the legal basis for the dispute.
- f. A calculation showing, in specific detail, the computation of any claim, refund, or change to the bill in dispute.
- g. Any other details or information in support of the dispute.

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**ACCESS SERVICE**2. General Provisions (Cont'd)2.4.1 Payment of Rates, Charges and Deposits (Cont'd)(D) Billing Disputes (Cont'd)(3) Validity of Dispute

Once the Telephone Company receives the written dispute notification from the customer, Telephone Company will begin an investigation into the basis of the dispute. The initial review will consist of an examination of the written dispute notification for completeness, in which the requirements specified in 2.4.1 (D)(2), above, will be analyzed. If the Telephone Company determines the dispute notification complies with the requirements of 2.4.1(D)(2), the Telephone Company will make a determination of the validity of such dispute, and will provide the customer written notification of such determination within 30 days.

If the Telephone Company determines that the dispute notification lacks any of the requirements set forth in 2.4.1 (D)(2), above, the dispute will be rejected, and the Telephone Company will notify the customer, in writing, of such rejection.

(4) Disputes Resolved in Favor of Telephone Company

In the event that a billing dispute involving charges rendered to the customer is resolved in favor of the Telephone Company, the Telephone Company will notify the customer of the same within 30 days of such a determination.

(5) Disputes Resolved in Favor of Customer

In the event that a billing dispute is resolved in favor of the customer, the Telephone Company will provide the customer with written notification within 30 days of such a determination, and any applicable credit will be reflected in the bill rendered for the next billing cycle.

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**ACCESS SERVICE**

2. General Provisions (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(D) Billing Disputes (Cont'd)

(6) Withholding Payment of Charges

In the event the customer withholds any charges rendered by the Telephone Company or a portion thereof, all amounts due, as well as late charges, will be immediately due and payable by the customer.

In the event the customer withholds any amounts it disputes, a penalty will be assessed based on the amount of the payment or the portion of the payment withheld times a late factor of 0.000292 per day, compounded daily until payment is remitted to Telephone Company, beginning with and including the first day of withholding, through and including the last day of withholding.

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**ACCESS SERVICE**2      General Regulations (Cont'd)2.4      Payment Arrangements and Credit Allowances (Cont'd)2.4.1      Payment of Rates, Charges and Deposits (Cont'd)(E)      Held for Future Use

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(F)      Proration of Charges

Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of this tariff will be prorated to the number of days based on a 30-day month. The Telephone Company will, upon request, furnish within 30 days of a request and at no charge to the customer such detailed information as may reasonably be required for verification of any bill.

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**ACCESS SERVICE**5. Access Ordering5.1 General

This section sets forth the regulations and order related charges for services set forth in other sections of this tariff. Order related charges are in addition to other applicable charges for the services provided by Telephone Company.

An Access Order is an order to provide the customer with Switched Access, Special Access, or Access Related Service or to provide changes to existing services.

The regulations, rates and charges for special construction are set forth in Section 2.1.12 preceding and are in addition to the regulations, rates and charges specified in this section.

A customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

The customer will provide to the Telephone Company the order information required in 5.2 following, and in addition the customer must also provide:

- Customer name and premise address(es).
- Billing name and address (when different from customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

(A) Submitting Orders for Access Service

A customer wishing to place an Access Order for Switched Access Services or Special Access Services must first submit an Access Service Request (ASR) to the Telephone Company.

The customer must complete all fields in the ASR and provide all information required by Telephone Company. If any of the required fields in the ASR are blank or contain insufficient information, the Telephone Company may reject the ASR as incomplete.

If Telephone Company rejects the ASR as incomplete, the customer's Access Order will be considered ineffective unless, within 10 days of receiving notification from Telephone Company that the ASR was rejected, the customer provides Telephone Company, in writing, with the information required to allow Telephone Company to process the customer's request under the ASR.

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**ACCESS SERVICE**5. Access Ordering5.1 General (Cont'd)(A) Submitting Orders for Access Service (Cont'd)

Once the Telephone Company receives and processes the ASR, upon confirmation that the ASR is complete and all required information has been provided by the customer, the Telephone Company will issue a Firm Order Confirmation (FOC) which provides the customer with certain non-design information, such as critical dates and circuit identification.

The issuance of a FOC by the Telephone Company creates a binding obligation on the customer to pay for the services ordered at the tariffed rates. Failure of the customer to pay for services ordered may result in fees and penalties, including discontinuance of service, discussed in Section 2.1.8, above.

Where access service is jointly provided by multiple carriers, the customer is responsible for submitting identical common ASRs to all known carriers involved with the provision of access services on the particular route for which the customer is requesting service.

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**ACCESS SERVICE**

16. Special Contracts and Arrangements (T)
- 16.1 Special Contract Arrangements (N)
- At the option of the Telephone Company, switched or special access services may be offered on a contract basis to meet specialized pricing requirements of the customer not contemplated by this tariff. The terms of each contract shall be mutually agreed upon between the customer and the Telephone Company and may include discounts off of rates contained herein and waiver of recurring, nonrecurring, or usage charges. The terms of the contract may be based partially or completely on the term and volume commitment, type of access arrangement, mixture of services, or other distinguishing features. (N)
- 16.2 Individual Case Basis (ICB) Arrangements (N)
- Arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such service in this tariff. ICB arrangements will be offered to the customer in writing. (N)

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ACCESS SERVICE

17ATC2. Rates and Charges

Section 17ATC2 contains the rates and charges billable by concurring carrier Ace Telephone Company of Michigan, Inc., d/b/a AcenTek (OCN 736B) (ATC2) for interstate access services whose terms and conditions are spelled on in Section 1 through Section 16 of this tariff. (T)  
(T)

17ATC2.1 Common Line Access Service, Federal Universal Service Charge, ISDN Line Ports and DS 1 Line Port

17ATC2.1.1 Intentionally left blank.

17ATC2.1.2 End User Access Service

Regulations concerning End User Access Service are set forth in Section 4, preceding. The rates for End User Common Line Access Service are as shown below.

(A) End User Common Line (EUCL)

Residence

The rates charged by ATC2 are the current rates shown in NECA Tariff F.C.C. No. 5 Section 17.1.2(A), for Study Area 310692.

(B) End User Common Line (EUCL)

Single Line Business

The rates charged by ATC2 are the current rates shown in NECA Tariff F.C.C. No. 5 Section 17.1.2(B), for Study Area 310692.

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## ACCESS SERVICE

17ATC2. Rates and Charges (Cont'd)17ATC2.2 Switched Access Service (Cont'd)

17ATC2.2.2	<u>Local Transport</u> (Cont'd)		Section <u>Reference</u> 6.1.3(A)(3)
	<u>-Tandem Switched Transport</u>		
	<u>-Tandem Switched Facility</u>	<u>Rate</u>	
	Per Access Minute Per Mile		
	<u>Originating</u>	\$0.000013	(C)
	<u>Terminating</u>	\$0.000013	(C)
	<u>-Tandem Switched Termination</u>		
	Per Access Minute Per Termination		
	<u>Originating</u>	\$0.000103	(C)
	<u>Terminating</u>	\$0.000103	(C)
	<u>-Tandem Switching</u>		
	Per Access Minute Per Tandem		
	<u>Originating</u>	\$0.001118	(C)
	<u>Terminating</u>	\$0.001118	(C)
			(D)
			(D)

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John Summersett – Chief Executive Officer (T)  
Great Lakes Comnet, Inc.  
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## ACCESS SERVICE

17ATC2. Rates and Charges (Cont'd)17ATC2.2 Switched Access Service (Cont'd)17ATC222 Local Transport (Cont'd)RateTariff  
Section  
Reference(A) Held for Future Use

(D)

(D)

(B) 800 Data Base Access Service Queries

6.10.3

Basic

\$0.00

(C)

Vertical

\$0.00

(C)

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## ACCESS SERVICE

17ATC2 Rates and Charges (Cont'd)17ATC2.2 Switched Access Service (Cont'd)17ATC2.2.3 End OfficeRate(A) Local Switching  
- Per Access MinuteOriginating \$0.003487 (C)Terminating \$0.001827 (C)(B) Information Surcharge  
- Per 100 Access Minutes

\$0.00 (C)

17ATC2.2.4 Held for Future Use

17ATC2.2.5 Held for Future Use

17ATC2.2.6 Held for Future Use

17ATC2.2.7 Held for Future Use

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