

ACCESS SERVICE**CHECK SHEET**

The title page and pages 1 through 12-1 inclusive of this Tariff are effective as of the dates shown. Original and revised pages, as named below, comprise all changes from the original Tariff in effect on the date indicated.

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
Title Page 1	Original	2-24	Original	5-5	First Revised
1	Second Revised*	2-25	Original	5-6	First Revised
2	Original	2-26	Original	6-1	Original
3	Original	2-27	Original	6-2	Original
4	First Revised	3-1	First Revised*	6-3	Original
5	First Revised	3-2	Original	7-1	Original
6	First Revised*	3-3	First Revised*	8-1	Original
7	Original	3-4	First Revised*	8-2	Original
8	Original	3-5	Original	8-3	Original
9	First Revised*	3-6	First Revised*	8-4	Original
1-1	Original	3-7	Original	8-5	Original
1-2	Original	3-8	Original	8-6	First Revised*
1-3	Original	3-9	Original	8-7	Original
1-4	Original	3-10	Original	8-8	First Revised*
1-5	First Revised*	4-1	Original	8-9	Original
2-1	First Revised*	4-2	Original	8-10	Original
2-2	Original	4-3	Original	8-11	Original
2-3	Original	4-4	Original	8-12	Original
2-4	Original	4-5	Original	8-13	Original
2-5	Original	4-6	Original	9-1	First Revised*
2-6	Original	4-7	Original	10-1	Original
2-7	Original	4-8	Original	11-1	Original
2-8	Original	4-9	First Revised*	12-1	Second Revised*
2-9	Original	4-10	Original		
2-10	Original	4-11	Original		
2-11	Original	4-12	Original		
2-12	Original	4-13	Original		
2-13	Original	4-14	Original		
2-14	Original	4-15	Original		
2-15	Original	4-16	Original		
2-16	Original	4-17	Original		
2-17	Original	4-18	Original		
2-18	Original	4-19	Original		
2-19	Original	4-20	Original		
2-20	Original	5-1	First Revised		
2-21	Original	5-2	First Revised		
2-22	Original	5-3	First Revised		
2-23	Original	5-4	First Revised		

*Issued July 30, 2020

Issued: July 30, 2020

Effective: July 31, 2020

Jonathan West, GM/CEO
Twin Lakes Communications, Inc.
201 West Gore Avenue
Gainesboro, TN 38562

TABLE OF CONTENTS (Cont'd)

8.	<u>MISCELLANEOUS SERVICES</u>	8-1	
8.1	Additional Engineering	8-1	
8.2	Additional Labor	8-2	
8.3	Testing Services	8-3	
8.3.1	Switched Access Service	8-3	
			(D)
8.4	Maintenance of Service	8-7	
8.5	Telecommunications Service Priority-TSP	8-8	
8.6	Presubscription	8-9	
8.7	Billing Name and Address - BNA	8-11	
8.7.1	Undertaking of the Company	8-11	
8.7.2	Obligations of the Customer	8-12	
8.7.3	Usage Rates	8-12	
8.8	Originating Line Screening (OLS) Service	8-13	
8.9	Service Provider Number Portability (SPNP) Fee	8-13	
9.	<u>RESERVED FOR FUTURE USE</u>	9-1	(C)
10.	<u>RESERVED FOR FUTURE USE</u>	10-1	
11.	<u>RESERVED FOR FUTURE USE</u>	11-1	
12.	<u>RATES AND CHARGES</u>	12-1	

ACCESS SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of interstate Switched Access service and miscellaneous services related to the provision of facilities-based Switched Access Service by the Competitive Local Exchange Carrier (CLEC) operations of Twin Lakes Communications, Inc. (hereinafter “the Company”).

(C)
(C)

Special Access Service is provided outside this tariff. Special Access Services may be referred to in this tariff in general terms to assist in understanding the services that encompass an entire circuit. Terms and conditions for Special Access Services will be provided under individual commercial agreements or under terms and conditions found at the Company’s website.

(N)
—
(N)

ACCESS SERVICE

1. **DEFINITIONS** (Cont'd)

Signaling Point of Interface: The customer designated location where the SS7 signaling information is exchanged between the Company and the Customer.

Signaling System 7 (SS7): The common Channel Out of Band Signaling protocol developed by the Consultative Committee for International Telephone and Telegraph (CCITT) and the American National Standards Institute (ANSI).

Signaling Transfer Point Access: Allows the Customer to access a specialized switch which provides SS7 network access and performs SS7 messaging routing and screening.

(D)
|
(D)

Switched Access Service: Access to the switched network of an Exchange Carrier for the purpose of originating or terminating communications. Switched Access is available to carriers, as defined in this tariff.

Terminating Direction: The term "Terminating Direction" denotes the use of Access Service for the completion of calls from a Customer's premises to an End User Premises.

Toll VoIP PSTN 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. "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.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

ACCESS SERVICE

2. REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

Access Services consist of furnishing communications service in connection with one-way or two-way information transmission between points within the United States under the terms of this tariff. Access Services provided under this tariff include Switched Access Services described in Section 4 following.

(C)

2.1.2 Shortage of Equipment or Facilities

- (A) 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.
- (B) The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers from time to time, to furnish service as required at the sole discretion of the Company.
- (C) The provisioning and restoration of service in emergencies shall be in accordance with Part 64, Subpart D, Appendix A of the Federal Communication Commission's Rules and Regulations, which specifies the priority system for such activities.

2.1.3 Terms and Conditions

- (A) Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, in writing, in not less than 30 days notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days.
- (B) Customers may be required to enter in written Service Orders which shall contain or reference the name of the Customer, 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. The Customer will also be required to execute any other documents as may be reasonably requested by the Company.

ACCESS SERVICE

3. ORDERING OPTIONS FOR ACCESS SERVICE

3.1 General

This section sets forth the regulations and order related charges for Access Service Requests (ASR) for Access Services comprising Switched Access Service as defined in this tariff. These charges are in addition to other applicable charges set forth in other sections of this tariff. (C)

3.1.1 Ordering Conditions

All services offered under this tariff will be ordered using an ASR. The format and terms of the ASR will be as specified in the industry Access Service Order Guidelines, unless otherwise specified herein. 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.

The Customer shall provide all information necessary for the Company to provide and bill for the requested service. When placing an order for Access Service, the Customer shall provide the following minimum information:

- (A) Customer name and Premise(s) address;
- (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.

The order date (Application Date) is the date on which the Company receives a firm commitment and sufficient information from the Customer to allow processing of the ASR. The Customer is advised of the critical events in the provisioning process, the Application Date, the Plant Test Date and the Service Commencement Date, at the time the Company gives the Customer a Firm Order Confirmation (FOC).

3.1.2 Provision of Other Services

Unless otherwise specified herein, all services offered under this tariff shall be ordered with an ASR.

With the agreement of the Company, other services may subsequently be added to the ASR at any time, up to and including the service date for the Access Service. When added subsequently, charges for a Design Change rates in the appropriate section of Section 12 will apply when an engineering review is required.

ACCESS SERVICE

3. ORDERING OPTIONS FOR ACCESS SERVICE (Cont'd)

3.2 Access Order

3.2.1 Access Service Requests

An Access Order in the form of an Access Service Request (ASR) is required by the Company to provide a Customer Switched Access Service as described herein. An ASR will be required for each new similar service arrangement or group of common circuits. (C)

When a Customer requests new or additional Switched Access Service one or more ASR's may be required. The number of orders required is dependent on the type of services and/or facilities being requested. (C)

In the event constructive ordering of Switched Access Service under Section 3.1.3, an ASR is not required.

3.2.2 Access Service Date Intervals

The Company will provide a FOC and the 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) Customer Requested Interval

If none of the conditions described in Section 3.2.2.(B) below apply, the Service Date interval shall be based on provision of access service by the Customer's requested Service Date.

(B) Negotiated Interval

The Company will negotiate a Service Date interval with the Customer when one of the following conditions exists. In such cases, the Company will offer a Service Date based on the type and quantity of Access Service the Customer has requested.

- (1) There is no existing facility connecting the Customer premises with the Company; or
- (2) The Customer requests a service that is not considered by the Company to be a standard service offering (for example, if Additional Engineering is required to complete the order); or

ACCESS SERVICE

3. ORDERING OPTIONS FOR ACCESS SERVICE (Cont'd)

3.2 Access Order (Cont'd)

3.2.2 Access Service Date Intervals (Cont'd)

B. Negotiated Interval (Cont'd)

- (3) The Customer requests a service that requires provision of facilities by a connecting local exchange carrier in addition to facilities provided by the Company and the connecting local exchange carrier is unable to place connecting facilities in service by Customer's requested Service Date.
- (4) The Company determines that Access Service cannot be installed within the time frame requested by the Customer.
- (5) All services for which rates are applied on an Individual Case Basis are provided with a Negotiated Interval.

3.2.3 Access Order Charge

The Access Order Charge, will apply as set forth in the appropriate section of Section 12 following is applied to all Customer requests for new Switched Access Service. In addition, the Access Order Charge is applicable to Customer requests for additions, changes or rearrangements to existing Switched Access Service with the following exceptions:

(C)

(C)

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable;
- When a Design Change Charge is applicable;
- When a change to a pending order does not result in the cancellation of the pending order and the issuance of a new order;
- When a Miscellaneous Service Order Charge is applicable;
- When a Presubscription Charge is applicable;
- When a Company initiated network reconfiguration requires a Customer's existing access service to be reconfigured;
- When a service with an Individual Case Basis (ICB) rate is converted to a similar service with a non-ICB tariff rate prior to the expiration of the ICB; or
- When a Billing Name and Address Order charge is applicable.

The Access Order Charge will be applied on a per order basis to each order received by the Company or copy of an order received by the Company pursuant to Sections 3.1 and 3.2 above is in addition to other applicable charges as set forth in this and other sections of this tariff.

ACCESS SERVICE**3. ORDERING OPTIONS FOR ACCESS SERVICE (Cont'd)****3.2 Access Order (Cont'd)****3.2.4 Access Service Request Modifications (Cont'd)****(B) Design Change Charge**

The Customer may request a design change to the service ordered prior to the requested service date. A design change is any change to an Access Order which requires engineering review. An engineering review is a review by Company personnel, of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the Customer. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of Transport Termination (Switched Access only), type of channel interface. Design changes do not include a change of Customer-designated premises, first point of switching. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

(C)

The Company will review the requested change, notify the Customer whether the change is a design change, if the change can be accommodated and if a new service date is required. If the Customer authorizes the Company to proceed with the design change, a Design Change Charge as set forth in Section 7.3 following will apply in addition to the charge for Additional Engineering as set forth in the appropriate section of Section 12 following. If a change of service date is required, the Service Date Change Charge as set forth in the appropriate section of Section 12 following will also apply. The Access Order Charge as specified in the appropriate section of Section 12 following does not apply.

ACCESS SERVICE**4. SWITCHED ACCESS SERVICE (Cont'd)****4.2 Provision and Description of Switched Access Service Arrangements (Cont'd)****4.2.3 Rate Categories (Cont'd)****(A) Local Transport (Cont'd)****(3) Tandem Switched Transport (Cont'd)**

- (c) The Tandem Switched Termination rate recovers a portion of the costs of the circuit equipment that is necessary for the termination of each end of the Tandem Switched Facility. The Tandem Switched Termination rate specified in the appropriate section of Section 12 following is applied on a per access minute basis (for all originating and terminating minutes of use routed over the facility) at each end of each measured segment of Tandem Switched Facility (e.g., at the end office, host office, tandem, and serving wire center) provided by the Company. When the Tandem switched Facility mileage is zero, neither the Tandem Switched Facility rate nor the Tandem Switched Termination rate will apply.

(4) Multiplexing

DS3 to DS1 Multiplexing charges specified in the appropriate section of Section 12 following apply when a High Capacity DS3 Entrance Facility or High Capacity DS3 Direct Trunked Facility is connected with High Capacity DS1 Direct Trunked Transport. The DS3 to DS1 multiplexer will convert a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing. DS1 to Voice Grade Multiplexing charges apply when a High Capacity DS1 Entrance Facility or High Capacity DS1 Direct Trunked Facility is connected with Voice Grade Direct Trunked Transport. However, a DS1 to Voice Grade Multiplexing charge does not apply when a High Capacity DS1 Entrance Facility or High Capacity DS1 Direct Trunked Transport is terminated at an electronic end office and only Switched Access Service is provided over the DS1 facility. The DS1 to Voice Grade multiplexer will convert a 1.544 Mbps channel to 24 Voice Grade channels.

(C)

Multiplexing is only available at wire centers identified in NECA Tariff F.C.C No. 4, Wire Center Information.

ACCESS SERVICE

8. MISCELLANEOUS SERVICES (Cont'd)

8.3. Testing Services (Cont'd)

(D)

(D)

ACCESS SERVICE

8. MISCELLANEOUS SERVICES (Cont'd)

8.5 Telecommunications Service Priority – TSP

- 8.5.1 Priority installation and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCSH 3-1-2) dated July 9, 1990, and "Telecommunications Service Priority System for National Security Emergency Preparedness Service User Manual" (NCSM 3-1-1) .

The TSP System is a service, developed to meet the requirements of the Federal Government, as specified in the Service Vendor's Handbook and Service User's Manual which provides the regulatory, administrative and operational framework for the priority installation and/or restoration of NSEP telecommunications services. This includes Switched Access Services. The TSP System applies only to NSEP telecommunications services, and requires and authorizes priority action by the Telephone Company providing such services. (C)

For Switched Access Service, the TSP System's applicability is limited to those services which the Company can discreetly identify for priority provisioning and/or restoration.

- 8.5.2 A Telecommunications Service Priority charge applies as set forth in the appropriate section of Section 12 when a request to provide or change a Telecommunications Service Priority is received subsequent to the issuance of an Access Order to install the service.

Additionally, a Miscellaneous Service Order Charge as set forth in the appropriate section of Section 12 will apply to Telecommunications Service Priority requests that are ordered subsequent to the initial installation of the associated access service.

A Telecommunications Service Priority charge does not apply when a Telecommunications Service Priority is discontinued or when ordered coincident with an Access Order to install or change service.

In addition, Additional Labor rates as set forth in the appropriate section of Section 12 may be applicable when provisioning or restoring Switched Access Services with Telecommunications Service Priority. (C)

When the customer requests an audit or a reconciliation of the Telephone Company's Telecommunications Service Priority records, a Miscellaneous Service Order Charge as set forth in the appropriate section of Section 12 and Additional Labor rates as set forth in the appropriate section of Section 12 are applicable.

ACCESS SERVICE

9. RESERVED FOR FUTURE USE

(C)

(D)

(D)

ACCESS SERVICE

12. RATES AND CHARGES

12.1 Switched Access

The rates in Section 12 of this Tariff for Switched Access Services are the applicable current rates in National Exchange Carrier Association, LLC (NECA) Tariff F.C.C. No. 5. For purposes of references to the rates of NECA. Tariff F.C.C. No. 5, "current rate" shall mean the NECA tariffed rate in effect at the time the service is provided by the Company.

12.2 Reserved for Future Use

(C)

(D)

(D)

12.3 Federal Universal Service Charge

Federal Universal Service Charge Surcharge Factor
- Percentage of Interstate Access Services billed to End User

The Federal Universal Service Charge (FUSC) recurring rate charged by the Company for interstate services billed to end user customers under this tariff will be determined by application of the current USF Surcharge factor at NECA Tariff F.C.C. No. 5, Section 17.1.3.