
ACCESS SERVICE

ACCESS SERVICE

Regulations, Rates and Charges
applying to the provision of Access Services
within a Local Access and Transport Area (LATA) or
equivalent Market Area for connection to interstate
communications facilities for Interstate Customers within
the operating territories of the following Issuing Carriers:

Consolidated Communications of Colorado Company d/b/a Consolidated Communications
(formerly Big Sandy Telecom, Inc. and Columbine Acquisition Corp. d/b/a Columbine)

Consolidated Communications of Kansas Company
(formerly Sunflower Telephone Company, Inc. and Bluestem Telephone Company)

Consolidated Communications of Florida Company (formerly GTC, Inc.)

Consolidated Communications of Central Illinois Company
(formerly El Paso Telephone Company, C-R Telephone Company and Odin Telephone Exchange, Inc.)

Consolidated Communications of Maine Company (formerly Community Service Telephone Company)

Consolidated Communications of Missouri Company
(formerly FairPoint Communications Missouri, Inc.)

Taconic Telephone Corp.

Chautauqua & Erie Tel. Corp.

Berkshire Telephone Corporation

Consolidated Communications of Ohio Company, LLC
(formerly Orwell Telephone Company, Germantown Independent Tel. Co. and
Columbus Grove Telephone Company)

Consolidated Communications of Oklahoma Company (formerly Chouteau Telephone Company)

Consolidated Communications of Pennsylvania Company, LLC
(formerly known as Bentleyville Communications Corporation and Marianna and Scenery Hill Telephone
Company)

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Consolidated Communications of Washington Company, LLC
(formerly YCOM Network, Inc. and Ellensburg Telephone Company)

Access Services are provided by means of wire, fiber optics, radio or any other suitable technology or a
combination thereof.

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350 South Loop 336 West
Conroe, TX 77304-3308

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CHECK SHEET

The Title Page and Pages 1 through 19-1 inclusive of this tariff are effective as of the date shown.

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ISSUING CARRIERS

Consolidated Communications of Colorado Company d/b/a Consolidated Communications
(formerly Big Sandy Telecom, Inc. and Columbine Acquisition Corp. d/b/a Columbine)

Consolidated Communications of Kansas Company
(formerly Sunflower Telephone Company, Inc. and Bluestem Telephone Company)

Consolidated Communications of Florida Company (formerly GTC, Inc.)

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CONCURRING CARRIERS

No Concurring Carriers

CONNECTING CARRIERS

No Connecting Carriers

OTHER PARTICIPATING CARRIERS

No Other Participating Carriers

REGISTERED SERVICE MARKS

None

REGISTERED TRADEMARKS

None

ACCESS SERVICE

EXPLANATION OF SYMBOLS

C - to signify changed regulation.

D - to signify discontinued rate or regulation.

I - to signify increase to a rate or charge.

M - to signify matter relocated without change.

N - to signify new rate or regulation.

R - to signify reduction to a rate or charge.

S - to signify matter reissued without change.

T - to signify a change in text but no change in rate or regulation.

Z - to signify a correction.

 ACCESS SERVICE

EXPLANATION OF ABBREVIATIONS

ACR	-	Alternate Carrier Routing
ADA	-	Abbreviated Dialing Arrangement
ADM	-	Add/Drop Multiplexing
ADSL	-	Asymmetric Digital Subscriber Line
AIN	-	Advanced Intelligent Network
AML	-	Actual Measured Loss
ANI	-	Automatic Number Identification
AP	-	Program Audio
ARC	-	Access Recovery Charge
ATM	-	Asynchronous Transfer Mode
ATM-CRS	-	Asynchronous Transfer Mode Cell Relay Access Service
BHMC	-	Busy Hour Minutes of Capacity
BIAS	-	Broadband Internet Access Service
CBOL	-	Consumer Broadband-Only Loop
CBR	-	Constant Bit Rate
CCS	-	Common Channel Signaling
CDP	-	Customer Designated Premises
CI	-	Channel Interface
CIR	-	Committed Information Rate
CN	-	Charge Number
CNP	-	Charge Number Parameter
CO	-	Central Office
Cont'd	-	Continued
CoS	-	Class of Service
CPE	-	Customer Provided Equipment
CPN	-	Calling Party Number
CSP	-	Carrier Selection Parameter
DA	-	Directory Assistance
dB	-	decibel
dBrnC	-	Decibel Reference Noise C-Message Weighting
dBrnC0	-	Decibel Reference Noise C-Message Weighted O
dc	-	direct current
DDD	-	Direct Distance Dialing
DSL	-	Digital Subscriber Line

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EXPLANATION OF ABBREVIATIONS (Cont'd.)

EAS	-	Extended Area Service
EDD	-	Envelope Delay Distortion
EML	-	Expected Measured Loss
EPL	-	Echo Path Loss
ERL	-	Echo Return Loss
ESALT	-	Ethernet Switched Access Local Transport
ESS	-	Electronic Switching System
ESSX	-	Electronic Switching System Exchange
ETS	-	Ethernet Transport Service
EVC	-	Ethernet Virtual Connection
E-EVC	-	Extended Ethernet Virtual Connection
f	-	frequency
F.C.C.	-	Federal Communications Commission
FRAS	-	Frame Relay Access Service
GETS	-	Government Emergency Telecommunications Service
HC	-	High Capacity
HPC	-	High Probability of Completion
Hz	-	Hertz
IC	-	Interexchange Carrier
ICB	-	Individual Case Basis
ICL	-	Inserted Connection Loss
I-EVC	-	Interconnected Ethernet Virtual Connection
IP	-	Internet Protocol
IPG	-	Internet Protocol Gateway Access Service
ISDN BRI	-	Integrated Services Digital Network Basic Rate Interface
ISDN PRI	-	Integrated Services Digital Network Primary Rate Interface
kbps	-	kilobits per second
kHz	-	kilohertz
LAN	-	Local Area Network
LATA	-	Local Access and Transport Area
LBR-VCC	-	Low Bit Rate-Virtual Circuit Channel
LNP	-	Local Number Portability
LRN	-	Location Routing Number
ma	-	milliamperes
Mbps	-	Megabits per second
mcs	-	Microsecond

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EXPLANATION OF ABBREVIATIONS (Cont'd.)

MHz	-	Megahertz
MM-VCC	-	MultiMedia Virtual Circuit Channel
MRC	-	Monthly Recurring Charge
MT	-	Metallic
MTS	-	Message Telecommunications Service(s)
NNI	-	Network to Network Interface
NPA	-	Numbering Plan Area
NRC	-	Nonrecurring Charge
NNX	-	Three-Digit Central Office Prefix
OC	-	Optical Carrier
OLT	-	Optical Line Termination
PBX	-	Private Branch Exchange
PIC	-	Presubscribed Interexchange Carrier
POT	-	Point of Termination
PSTN	-	Public Switched Telephone Network
PVC	-	Permanent Virtual Connection
SAC	-	Service Access Code
SDSL	-	Symmetric Digital Subscriber Line
SNAL	-	Signaling Network Access Line
SONET	-	Synchronous Optical Network
SP	-	Signaling Point
SPOI	-	Signaling Point of Interface
SRL	-	Singing Return Loss
SSP	-	Service Switching Point
SS7	-	Signaling System 7
STP	-	Signal Transfer Point
STS	-	Synchronous Transport Signal
SWC	-	Serving Wire Center

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EXPLANATION OF ABBREVIATIONS (Cont'd.)

TDM	-	Time Division Multiplexing
TG	-	Telegraph Grade
TLP	-	Transmission Level Point
TV	-	Television
UBR	-	Unspecified Bit Rate
UNI	-	User Network Interface
V & H	-	Vertical & Horizontal
VRB-nrt	-	Variable Bit Rate – non-real time
VBR-rt	-	Variable Bit Rate – real time
VCC	-	Virtual Circuit Channel
VG	-	Voice Grade
VP	-	Virtual Path
WATS	-	Wide Area Telecommunications Service(s)
WSC	-	Wireless Switching Center
WSO	-	WATS Serving Office

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REFERENCE TO OTHER TARIFFS

Whenever reference is made in this tariff to other tariffs of the Telephone Company, the reference is to the tariffs in force as of the effective date of this tariff, and to amendments thereto and successive issues thereof.

The following tariffs are referenced in this tariff and may be obtained from the Federal Communications Commission's commercial contractor:

National Exchange Carrier Association, Inc.
Wire Center Information
Tariff F.C.C. No. 4

National Exchange Carrier Association, Inc.
Access Services
Tariff F.C.C. No. 5

REFERENCE TO TECHNICAL PUBLICATIONS

The following technical publications are referenced in this tariff and may be obtained from Telcordia Technologies, Inc. dba iconectiv (formerly Bell Communications Research, Inc. – Bellcore), 100 Somerset Corporate Blvd., Bridgewater, N.J. 08807. (<http://telecom-info.telcordia.com>).

Technical Reference:

GR-253-CORE Issue 5 Synchronous Optical Network (SONET)
Transport Systems: Common Generic Criteria
Issued: October, 2009

GR-1374-CORE Issue 1 SONET Inter-Carrier Interface Physical
Layer Generic Criteria for Carriers
Issued: December 1994

PUB 62310 (MDP-326-726) Digital Data System Channel Interface
Specification
Issued: September 1983

TR-NPL-000258 Compatibility Information for Feature Group D Switched Access Service
Issued: October 1985

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

GR-334-CORE Issue 1 Switched Access Service:

Transmission Parameter Limits and Interface Combinations

Issued: June 1994

TR-NWT-000335, Issue 3 Voice Grade Special Access Service –

Transmission Parameter Limits and Interface Combinations

Issued: May 1993

TR-NPL-000336 Metallic and Telegraph Grade Special Access Service

- Transmission Parameter Limits and Interface Combinations

Issued: October 1987

GR-337-CORE, Issue 1 Program Audio Special Access Service and

Local Channel Services

Issued: December 1995

GR-338-CORE, Issue 1 Television Special Access and Local Channel Services –

Transmission Parameter Limits and Interface Combinations

Issued: December 1995

TR-NWT-000341 Digital Data Special Access Service –

Transmission Parameter Limits and Interface Combinations

Issued: Issue 2, February 1993

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

GR-342-CORE, Issue 1 High Capacity Digital Special Access Service –
Transmission Parameters Limits and Interface Combinations
Issued: December 1995

SR-307 Common Language NC/NCI Dictionary
Issued: Issue 7, September 2008

GR-506-CORE, Issue 3 Signaling for Analog Interfaces (LSSGR)
Issued: December 2011

GR-54-CORE, Issue 1 DS1 High Capacity Digital Service End User Metallic Interface Specifications
Issued: December 1995

GR-905-CORE, Issue 20 Common Channel Signaling Network Interface
Specification (CCSNIS) Supporting Network Interconnection, Message Transfer Part (MTP), and
Integrated Services Digital Network User Part (ISDNUP)
Available: December 2017

TR-TSV-001370 Generic Requirements for Exchange Access Frame Relay PVC Service
Issued: Issue 1, May 1993

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

GR-394-CORE Issue 8 Switching System Generic Requirements for Interexchange Carrier Interconnection Using the Integrated Services Digital Network User Part (ISDNUP)
Issued: December 2007

GR-2936-CORE Issue 3 Local Number Portability (LNP) Capability
Specification Service Provider Portability
Issued: November 1997

ST-TEC-000053 Telecommunications Transmission Engineering
Volume 3 - Networks and Services (Chapters 6 and 7) Third Edition
Issued: August 1989

The following technical publication is referenced in this tariff and may be obtained from the National Exchange Carrier Association, Inc., Director - Access Tariffs, 80 So. Jefferson Road, Whippany, NJ 07981 and the Federal Communications Commission's commercial contractor.

PUB AS No. 1, Issue II Access Service
Issued: May 1984
Addendum: March 1987

The following publication is referenced in this tariff and may be obtained from the Department of Homeland Security Office of Emergency Communications Priority Telecommunications Service Center at 866-627-2255 or <https://www.dhs.gov/publication/tsp-documents>.

Office of Emergency Communications Telecommunications Service Priority
Operations Guide

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

The following technical publications are referenced in this tariff and may be obtained from the Alliance for Telecommunications Industry Solutions (ATIS), 1200 G Street N.W., Suite 500, Washington, DC 20005 (www.atis.org).

ATIS-0600410.2001 (R2011), Network to Customer Installation Interfaces – Digital Data at 64 Kbit/s and Subrates

ATIS-0900102.1993 (R2010), Digital Hierarchy - Electrical Interfaces.

ATIS-0900105.2015, Synchronous Optical Network (SONET) - Basic Description including Multiplex Structure, Rates and Formats.

ATIS-1000602.1996 (R2009), Integrated Services Digital Network (ISDN) – Data-Link Layer Signaling Specification for Application at the User-Network Interface.

ATIS-1000618.1991 (R2008), Integrated Services Digital Network (ISDN) – Core Aspects of Frame Protocol for Use with Frame Relay Bearer Service.

ATIS-0600413.2009, Network To Customer Installation Interfaces – Asymmetric Digital Subscriber Line (ADSL) Metallic Interface.

Multiple Exchange Carrier Access Billing (MECAB) Guidelines
Issued: September 2010

Multiple Exchange Carrier Ordering and Design (MECOD) Guidelines
Issued: March 2018

The following technical publication is referenced in this tariff and may be obtained from the Institute of Electrical and Electronics Engineers, Inc. (IEEE), 445 Hoes Lane, Piscataway, NJ 08854-4141 (www.ieee.org).

IEEE Std. 802.1D – 2004, Local and Metropolitan Area Networks Media Access Control (MAC) Bridges, Sections 7, 9, 17 and Annex G.

IEEE Std. 802.1Q - 2018, Local and Metropolitan Area Networks Virtual Bridged Local Area Networks, Sections 5 through 12 and Annexes E and G.

IEEE Std. 802.3 - 2015, Information Technology – Telecommunications and Information Exchange Between Systems – Local and Metropolitan Area Networks – Specific Requirements, Part 3: Carrier Sense Multiple Access with Collision Detection (CSMA/CD) Access Method and Physical Layer Specifications, Sections 1 through 5.

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

The following IP/MPLS technical publications are referenced in this tariff and may be obtained from the Broadband Forum, 48377 Fremont Blvd. Suite 117, Fremont, CA 94538 (www.broadband-forum.org).

The ATM Forum Technical Committee, ATM User-Network Interface (UNI) Signaling Specification, Version 4.1, af-sig-0061.002, April 2002.

The ATM Forum Technical Committee, BISDN Inter Carrier Interface (B-ICI) Specification, Version 2.0 (Integrated), af-bici-0013.003, December 1995.

The ATM Forum Technical Committee, Private Network – Network Interface Specification, Version 1.1 (PNNI 1.1) af-pnni-0055.002, April 2002.

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The following technical publications are referenced in this tariff and may be viewed online without charge on the Internet Engineering Task Force web site (www.ietf.org) using the “RFC Pages” link.

Request For Comments (RFC) 791, Internet Protocol, DARPA Internet Program Protocol Specification, September 1981.

Request For Comments (RFC) 1483, Multiprotocol Encapsulation over ATM Adaptation Layer 5, July 1993.

Request for Comments (RFC) 3261, SIP: Session Initiation Protocol, June 2002.

Request for Comments (RFC) 3262, Reliability of Provisional Responses in the Session Initiation Protocol (SIP), June 2002.

Request for Comments (RFC) 3263, Session Initiation Protocol (SIP): Locating SIP Servers, June 2002.

Request for Comments (RFC) 3264, An Offer/Answer Model with the Session Description Protocol (SDP), June 2002.

Request for Comments (RFC) 3265, Session Initiation Protocol (SIP) – Specific Event Notification, June 2002.

Request for Comments (RFC) 3550, RTP: A Transport Protocol for Real-Time Applications, July 2003.

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

The following technical publications are referenced in this tariff and may be obtained from the International Telecommunication Union Telecommunication Standardization Sector (ITU-T) Place des Nations, 1211 Geneva 20, Switzerland (www.itu.int/rec/T-REC-G/e).

ITU-T G.711 – November 1988, Pulse Code Modulation (PCM) of Voice Frequencies.

ITU-T G.723.1 – May 2006, Dual Rate Speech Coder for Multimedia Communications Transmitting at 5.3 and 6.3 kbit/s.

ITU-T G.729 – June 2012, Coding of Speech at 8 kbit/s Using Conjugate-Structure Algebraic-Code-Excited Linear Prediction (CS-ACELP).

ITU-T G.7041/Y.1303 – August 2016, Generic Framing Procedure (GFP).

ITU-T G.983.1-January 2005, Broadband Optical Access Systems Based on Passive Optical Networks (PON).

ITU-T G.983.2-July 2005, ONT Management and Control Interface Specification for B-PON.

ITU-T G.983.3-March 2001, A Broadband Optical Access System with Increased Service Capability by Wavelength Allocation.

ITU-T G.983.4-November 2001, A Broadband Optical Access System with Increased Service Capability Using Dynamic Bandwidth Assignment.

ITU-T G.984.1-March 2008, Gigabit-Capable Passive Optical Networks (GPON): General Characteristics.

ITU-T G.984.2-March 2003, Gigabit-Capable Passive Optical Networks (GPON): Physical Media Dependent (PMD) Layer Specification.

ITU-T G.984.3-January 2014, Gigabit-Capable Passive Optical Networks (GPON): Transmission Convergence Layer Specification.

ITU-T G.984.4-February 2008, Gigabit-Capable Passive Optical

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

Networks (GPON): ONT Management and Control Interface Specification.

ITU-T G.992.1-June 1999, Asymmetric Digital Subscriber Line (ADSL) Transceivers.

ITU-T G.992.3-April 2009, Asymmetric Digital Subscriber Line
Transceivers 2 (ADSL2).

ITU-T G.992.4-July 2002, Splitterless Asymmetric Digital Subscriber
Line Transceivers 2 (Splitterless ADSL2).

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

ITU-T G.992.5-January 2009, Asymmetric Digital Subscriber Line (ADSL) Transceivers–Extended Bandwidth ADSL2 (ADSL2+).

ITU-T G.993.1-June 2004, Very High Speed Digital Subscriber Line Transceivers 2.

ITU-T G.993.2-January 2015, Very High Speed Digital Subscriber Line Transceivers 2 (VDSL2).

ITU-T G.8040/Y.1340 – September 2005, GFP Frame Mapping into Plesiochronous Digital Hierarchy (PDH).

ITU-T G.9700-April 2014, Fast Access to Subscriber Terminals (G.fast)-Power Spectral Density Specification.

ITU-T G.9701-December 2014, Fast Access to Subscriber Terminals (G.fast)-Physical Layer Specification.

The following technical publications are referenced in this tariff and maybe obtained from the International Telecommunications Union Telecommunication Standardization Sector (ITU-T) Place des Nations, 1211 Geneva 20, Switzerland (www.itu.int/rec/T-Rec-H/e).

ITU-T H.225.0 – December 2009, Call Signaling Protocols and Media Stream Packetization for Packet-Based Multimedia Communication Systems.

ITU-T H.245 – May 2011, Control Protocol for Multimedia Communication.

ITU-T H.323 – December 2009, Packet-Based Multimedia Communications Systems.

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REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd.)

The following technical publications are referenced in this tariff and may be obtained from the International Telecommunication Union Telecommunication Standardization Sector (ITU-T) Place des Nations, 1211 Geneva 20, Switzerland (www.itu.int/rec/T-REC-I/e).

ITU-CCITT I.233.1-1992, Integrated Services Digital Network (ISDN) General Structure and Service Capabilities, Frame Mode Bearer Services.

ITU-CCITT I.233.2-1992, Integrated Services Digital Network (ISDN) General Structure and Service Capabilities, ISDN Frame Switching Bearer Service.

ITU-CCITT I.370-1991, Integrated Services Digital Network (ISDN) Overall Network Aspects and Functions, ISDN User-Network Interfaces, Congestion Management for the ISDN Frame Relaying Bearer Service.

The following technical publications are referenced in this tariff and may be obtained from the International Telecommunication Union Telecommunication Standardization Sector (ITU-T) Place des Nations, 1211 Geneva 20, Switzerland (www.itu.int/rec/T-REC-Q/e).

ITU-T Q.933-February 2003, Series Q: Switching and Signaling Digital Subscriber Signaling System No.1 – Network Layer, ISDN Digital Subscriber Signaling System No.1 (DSS1) – Signaling Specifications from Frame Mode Switched and Permanent Virtual Connection Control and Status Monitoring.

The following technical publication is referenced in this tariff and may be obtained from the Metro Ethernet Forum (MEF) 6033 W. Century Boulevard, Suite 1107, Los Angeles, CA 90045 (www.metroethernetforum.org).

Implementation Agreement MEF 23.1, Carrier Ethernet Class of Service – Phase 2, January 2012.

ACCESS SERVICE

1. Application of Tariff

- 1.1 This tariff contains regulations, rates and charges applicable to the provision of End User Access, certain Special Access services and other miscellaneous services hereinafter referred to collectively as service(s). These services are provided to customers by the Issuing Carriers of this tariff, hereinafter the Telephone Company. This tariff also contains Access Ordering regulations and charges that are applicable when these services are ordered or modified by the customer.

The regulations, rates and charges applicable to the provision of the Telephone Company's Switched Access Services, the Access Recovery Charge, Presubscription and Directory Assistance services are found in National Exchange Carrier Association, Inc. ("NECA") Tariff F.C.C. No. 5.

- 1.2 The provision of such services by the Telephone Company as set forth in this tariff does not constitute a joint undertaking with the customer for the furnishing of any service.

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2. General Regulations**2.1 Undertaking of the Telephone Company****2.1.1 Scope**

- (A) The Telephone Company does not undertake to transmit messages under this tariff.
- (B) The Telephone Company shall be responsible only for the installation, operation and maintenance of the services it provides.
- (C) The Telephone Company will, for maintenance purposes, test its service only to the extent necessary to detect and/or clear troubles.
- (D) Services are provided 24 hours daily, seven days per week, except as set forth in other applicable sections of this tariff.
- (E) The Telephone Company does not warrant that its facilities and services meet standards other than those set forth in this tariff.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.2 Limitations

(A) Assignment or Transfer of Services

The customer may assign or transfer the use of services provided under this tariff only where there is no interruption of use or relocation of the services. Such assignment or transfer may be made to:

- (1) another customer, whether an individual, partnership, association or corporation, provided the assignee or transferee assumes all outstanding indebtedness for such services, and the unexpired portion of the minimum period and the termination liability applicable to such services, if any; or
- (2) a court-appointed receiver, trustee or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation or other similar proceedings, provided the assignee or transferee assumes the unexpired portion of the minimum period and the termination liability applicable to such services, if any.

In all cases of assignment or transfer, the written acknowledgement of the Telephone Company is required prior to such assignment or transfer. This acknowledgement shall be made within 15 days from the receipt of notification. All regulations and conditions contained in this tariff shall apply to such assignee or transferee.

The assignment or transfer of services does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

(B) Use and Restoration of Services

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

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.2 Limitations (Cont'd.)

(C) Sequence of Provisioning

Subject to compliance with the rules mentioned in (B) preceding, the services offered herein will be provided to customers on a first-come, first-served basis.

The first-come, first-served sequence shall be based upon the received time and date recorded, by stamp or other notation, by the Telephone Company on customer access orders. These orders must contain all the information as required for each respective service as delineated in other sections of this tariff. Customer orders shall not be deemed to have been received until such information is provided. Should questions arise which preclude order issuance due to missing information or the need for clarification, the Telephone Company will attempt to seek such missing information or clarification on a verbal basis.

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2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.3 Liability

(A) Limits of Liability

The Telephone Company's liability, if any, for its willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, and subject to the provisions of (B) through (G) following, the Telephone Company's liability if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may otherwise be due the customer under this tariff as a Credit Allowance for a Service Interruption.

(B) Acts or Omissions

The Telephone Company shall not be liable for any act or omission of any other carrier or customer providing a portion of a service, nor shall the Telephone Company for its own act or omission hold liable any other carrier or customer providing a portion of a service.

(C) Damages to Customer Premises

The Telephone Company is not liable for damages to the customer premises resulting from the furnishing of a service, including the installation and removal of equipment and associated wiring, unless the damage is caused by the Telephone Company's negligence.

(D) Indemnification of Telephone Company

(1) By the End User

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

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2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.3 Liability (Cont'd.)

(D) Indemnification of Telephone Company (Cont'd.)

(1) By the End User (Cont'd.)

- (a) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the end user's own communications;
- (b) Claims for patent infringement arising from the end user's acts combining or using the service furnished by the Telephone Company in connection with facilities or equipment furnished by the end users or customer; or
- (c) All other claims arising out of any act or omission of the end user in the course of using services provided pursuant to this tariff.

(2) By the Customer

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

- (a) Claims for libel, slander, invasion of privacy, or infringement of copyright arising from the customer's own communications;
- (b) Claims for patent infringement arising from the customer's acts combining or using the service furnished by the Telephone Company in connection with facilities or equipment furnished by the end user or customer or;
- (c) All other claims arising out of any ae course of using services provided pursuant to this tariff.

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2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.3 Liability (Cont'd.)

(E) Explosive Atmospheres

The Telephone Company does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The Telephone Company shall be indemnified, defended and held harmless by the customer from any and all claims by any person relating to such customer's use of services so provided.

(F) No License Granted

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

(G) Circumstances Beyond the Telephone Company's Control

The Telephone Company's failure to provide or maintain services under this tariff shall be excused by labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and other circumstances beyond the Telephone Company's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 2.4.4 following.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.1 Undertaking of the Telephone Company (Cont'd.)****2.1.4 Provision of Services**

The Telephone Company will provide to the customer, upon reasonable notice, services offered in other applicable sections of this tariff at rates and charges specified therein. Services will be made available to the extent that such services are or can be made available with reasonable effort, and after provision has been made for the Telephone Company's telephone exchange services.

2.1.5 Facility Terminations

The services provided under this tariff will include any entrance cable or drop wiring and wire or intrabuilding cable to that point where provision is made for termination of the Telephone Company's outside distribution network facilities at a suitable location inside a customer-designated premises. Such wiring or cable will be installed by the Telephone Company to the Point of Termination. Moves of the Point of Termination at the customer designated premises will be as set forth in 7.2.3 following.

2.1.6 Service Maintenance

The services provided under this tariff shall be maintained by the Telephone Company. The customer or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by the Telephone Company, other than by connection or disconnection to any interface means used, except with the written consent of the Telephone Company.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.1 Undertaking of the Telephone Company (Cont'd.)****2.1.7 Changes and Substitutions**

Except as provided for equipment and systems subject to FCC Part 68 Regulations at 47 C.F.R. Section 68.110(b), the Telephone Company may, where such action is reasonably required in the operation of its business, substitute, change or rearrange any facilities used in providing service under this tariff. Such actions may include, without limitation:

- substitution of different metallic facilities,
- substitution of carrier or derived facilities for metallic facilities used to provide other than metallic facilities,
- substitution of metallic facilities for carrier or derived facilities used to provide other than metallic facilities, - substitution of fiber or optical facilities,
- change of minimum protection criteria,
- change of operating or maintenance characteristics of facilities, or
- change of operations or procedures of the Telephone Company.

In case of any such substitution, change or rearrangement, the transmission parameters will be within the range as set forth in Section 15. following. The Telephone Company shall not be responsible if any such substitution, change or rearrangement renders any customer furnished services obsolete or requires modification or alteration thereof or otherwise affects their use or performance. If such substitution, change or rearrangement materially affects the operating characteristics of the facility, the Telephone Company will provide reasonable notification to the customer in writing. Reasonable time will be allowed for any redesign and implementation required by the change in operating characteristics. The Telephone Company will work cooperatively with the customer to determine reasonable notification procedures.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.1 Undertaking of the Telephone Company (Cont'd.)****2.1.8 Refusal and Discontinuance of Service**

(A) If a customer fails to comply with Section 2.1.6, preceding (Service Maintenance) or Sections 2.3.1, 2.3.4, 2.3.6, 2.3.11, 2.4.1 or 2.5, following (respectively, Damages; Availability for Testing; Balance; Jurisdictional Report and Certification Requirements; Payment of Rates, Charges or Deposits; or Connections), including any customer's failure to make payments on the date and times therein specified, the Telephone Company may, on thirty (30) calendar days written notice by Certified U.S. Mail or overnight delivery to the person designated by that customer to receive such notices of noncompliance, take the following actions:

- refuse additional applications for service and/or refuse to complete any pending orders for service, and/or
- discontinue the provision of service to the customer.

In the case of discontinuance all applicable charges, including termination charges, shall become due.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.8 Refusal and Discontinuance of Service (Cont'd.)

(B) In addition to and not in limitation of the provisions in (A), above, if a customer fails to comply with Section 2.4.1, following (Payment of Rates, Charges and Deposits), including any payments to be made by it on the dates and times therein specified, the Telephone Company may take the actions specified in (A), above, with regard to services provided hereunder to that customer on fifteen (15) calendar days written notice to the person designated by that customer to receive such notices of noncompliance, such notice period to start the day after the notice is sent by overnight delivery, if the customer has not complied with respect to amounts due in a subject bill or subject deposit request and either:

- (1) the Telephone Company has sent the subject bill to the customer within seven (7) business days of the bill date; or
- (2) the Telephone Company has sent the subject bill to the customer more than thirty (30) calendar days before notice under this section is given; or
- (3) the Telephone Company has sent the subject deposit request to the customer more than fifteen (15) business days before notice under this section is given.

In all other cases, the Telephone Company will give thirty (30) calendar days written notice pursuant to (A), above. The Telephone Company will maintain records sufficient to validate the date upon which a bill or deposit request was sent to the customer. Action specified in (A), above, will not be taken with regard to the subject bill or subject deposit request if the customer cures the noncompliance prior to the expiration of the fifteen (15) or thirty (30) days notice period, as applicable.

(C) If notice is given by overnight delivery under (A) or (B), above, it shall be performed by a reputable overnight delivery service such as, or comparable to, the U.S. Postal Service Express Mail, United Parcel Service, or Federal Express.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.1 Undertaking of the Telephone Company (Cont'd.)****2.1.8 Refusal and Discontinuance of Service (Cont'd.)**

(D) The provisions in (A) and (B), above, shall not apply to charges that a customer does not pay based on the submission of a good faith dispute pursuant to Section 2.4.1(D), following (Billing Disputes).

(E) If a customer fails to comply with Section 2.2.2, following (Unlawful and Abusive Use), the Telephone Company may, upon written request from a customer, or another exchange carrier, terminate service to any subscriber or customer identified as having utilized service provided under this tariff in the completion of abusive or unlawful telephone calls. Service shall be terminated by the Telephone Company as provided for in its general and/or local exchange service tariffs.

In such instances when termination occurs the Telephone Company shall be indemnified, defended and held harmless by any customer or Exchange Carrier requesting termination of service against any claim, loss or damage arising from the Telephone Company's actions in terminating such service, unless caused by the Telephone Company's negligence.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.8 Refusal and Discontinuance of Service (Cont'd.)

- (F) Except as provided for equipment or systems subject to the FCC Part 68 Rules in 47 C.F.R. Section 68.108, if the customer fails to comply with Section 2.2.1, following (Interference or Impairment), the Telephone Company will, where practicable, notify the customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, the Telephone Company may temporarily discontinue service forthwith if such action is reasonable in the circumstances. In case of such temporary discontinuance, the customer will be notified promptly and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.4.4, following, is not applicable.
- (G) When access service is provided by more than one Telephone Company, the companies involved in providing the joint service may individually or collectively deny service to a customer for nonpayment. Where the Telephone Company(s) affected by the nonpayment is incapable of effecting discontinuance of service without cooperation from the other joint providers of Switched Access Service, such other Telephone Company(s) will, if technically feasible, assist in denying the joint service to the customer. Service denial for such joint service will only include calls originating or terminating within, or transiting, the operating territory of the Telephone Companies initiating the service denial for nonpayment. When more than one of the joint providers must deny service to effectuate termination for nonpayment, in cases where a conflict exists in the applicable tariff provisions, the tariff regulations of the end office Telephone Company shall apply for joint service discontinuance.
- (H) If the Telephone Company does not refuse additional applications for service and/or does not discontinue the provision of the services as specified for herein, and the customer's noncompliance continues, nothing contained herein shall preclude the Telephone Company's right to refuse additional applications for service and/or to discontinue the provision of the services to the non-complying customer without further notice.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.1 Undertaking of the Telephone Company (Cont'd.)

2.1.9 Notification of Service-Affecting Activities

The Telephone Company will provide the customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to the following:

- equipment or facilities additions,
- removals or rearrangements,
- routine preventative maintenance, and
- major switching machine change-out.

Generally, such activities are not individual customer service specific, but may affect many customer services. No specific advance notification period is applicable to all service activities. The Telephone Company will work cooperatively with the customer to determine reasonable notification requirements.

2.1.10 Coordination with Respect to Network Contingencies

The Telephone Company intends to work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services.

2.1.11 Provision and Ownership of Telephone Numbers

The Telephone Company reserves the reasonable right to assign, designate or change telephone numbers, any other call number designations associated with Access Services, or the Telephone Company serving central office prefixes associated with such numbers, when necessary in the conduct of its business. Should it become necessary to make a change in such number(s), the Telephone Company will furnish to the customer six (6) months' notice, by Certified U.S. Mail, of the effective date and an explanation of the reason(s) for such change(s).

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.2 Use****2.2.1 Interference or Impairment**

The characteristics and methods of operation of any circuits, facilities or equipment provided by other than the Telephone Company and associated with the facilities utilized to provide services under this tariff shall not:

- interfere with or impair service over any facilities of the Telephone Company, its affiliated companies, or its connecting and concurring carriers involved in its services,
- cause damage to their plant,
- impair the privacy of any communications carried over their facilities, or
- create hazards to the employees of any of them or the public.

2.2.2 Unlawful and Abusive Use

- (A) The service provided under this tariff shall not be used for an unlawful purpose or used in an abusive manner.

Abusive use includes:

- (1) The use of the service of the Telephone Company for a call or calls, anonymous or otherwise, in a manner reasonably expected to frighten, abuse, torment, or harass another;
- (2) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.3 Obligations of the Customer****2.3.1 Damages**

The customer shall reimburse the Telephone Company for damages to Telephone Company facilities utilized to provide services under this tariff caused by the negligence or willful act of the customer or resulting from the customer's improper use of the Telephone Company facilities, or due to malfunction of any facilities or equipment provided by other than the Telephone Company. Nothing in the foregoing provision shall be interpreted to hold one customer liable for another customer's actions. The Telephone Company will, upon reimbursement for damages, cooperate with the customer in prosecuting a claim against the person causing such damage and the customer shall be subrogated to the right of recovery by the Telephone Company for the damages to the extent of such payment.

2.3.2 Ownership of Facilities and Theft

Facilities utilized by the Telephone Company to provide service under the provisions of this tariff shall remain the property of the Telephone Company. Such facilities shall be returned to the Telephone Company by the customer, whenever requested, within a reasonable period. The equipment shall be returned in as good condition as reasonable wear will permit.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.3 Obligations of the Customer (Cont'd.)****2.3.3 Equipment Space and Power**

The customer shall furnish or arrange to have furnished to the Telephone Company, at no charge, equipment space and electrical power required by the Telephone Company to provide services under this tariff at the points of termination of such services. The selection of ac or dc power shall be mutually agreed to by the customer and the Telephone Company. The customer shall also make necessary arrangements in order that the Telephone Company will have access to such spaces at reasonable times for installing, testing, repairing or removing Telephone Company facilities used to provide services.

2.3.4 Availability for Testing

Access to facilities used to provide services under this tariff shall be available to the Telephone Company at times mutually agreed upon in order to permit the Telephone Company to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. As set forth in 2.4.4(C)(4) following, no credit will be allowed for any interruptions involved during such tests and adjustments.

2.3.5 Limitation of Use of Metallic Facilities

Signals applied to a metallic facility shall conform to the limitations set forth in Technical Reference Publication AS No. 1. In the case of application of dc telegraph signaling systems, the customer shall be responsible, at its expense, for the provision of current limiting devices to protect the Telephone Company facilities from excessive current due to abnormal conditions and for the provision of noise mitigation networks when required to reduce excessive noise.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.3 Obligations of the Customer (Cont'd.)****2.3.6 Balance**

All signals for transmission over the facilities used to provide services under this tariff shall be delivered by the customer balanced to ground except for ground start, duplex (DX) and McCulloch-Loop (Alarm System) type signaling and dc telegraph transmission at speeds of 75 baud or less.

2.3.7 Design of Customer Services

Subject to the provisions of 2.1.7 preceding (Changes and Substitutions), the customer shall be solely responsible, at its own expense, for the overall design of its services and for any redesigning or rearrangement of its services which may be required because of changes in facilities, operations or procedures of the Telephone Company, minimum protection criteria or operating or maintenance characteristics of the facilities.

2.3.8 References to the Telephone Company

The customer may advise end users that certain services are provided by the Telephone Company in connection with the service the customer furnishes to end users; however, the customer shall not represent that the Telephone Company jointly participates in the customer's services.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.3 Obligations of the Customer (Cont'd.)

2.3.9 Claims and Demands for Damages

- (A) With respect to claims of patent infringement made by third persons, the customer shall defend, indemnify, protect and save harmless the Telephone Company from and against all claims arising out of the combining with, or use in connection with, the services provided under this tariff, any circuit, apparatus, system or method provided by the customer.
- (B) The customer shall defend, indemnify and save harmless the Telephone Company from and against any suits, claims, losses and damages, including punitive damages, attorney fees and court costs by third persons arising out of the construction, installation, operation, maintenance, or removal of the customer's circuits, facilities, or equipment connected to the Telephone Company's services provided under this tariff including, without limitation, Worker's Compensation claims, actions for infringement of copyright and/or unauthorized use of program material, libel and slander actions based on the content of communications transmitted over the customer's circuits, facilities or equipment, and proceedings to recover taxes, fines, or penalties for failure of the customer to obtain or maintain in effect any necessary certificates, permits, licenses, or other authority to acquire or operate the services provided under this tariff; provided, however, the foregoing indemnification shall not apply to suits, claims, and demands to recover damages for damage to property, death, or personal injury unless such suits, claims or demands are based on the tortious conduct of the customer, its officers, agents or employees.
- (C) The customer shall defend, indemnify and save harmless the Telephone Company from and against any suits, claims, losses or damages, including punitive damages, attorney fees and court costs by the customer or third parties arising out of any act of omission of the customer in the course of using services provided under this tariff.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.3 Obligations of the Customer (Cont'd.)

2.3.10 Coordination with Respect to Network Contingencies

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

2.3.11 Jurisdictional Report and Certification Requirements

(A) Certification Requirements - Special Access Services

When the customer orders Special Access Service and the customer certifies to the Telephone Company in writing that more than ten percent of the traffic is interstate, the service is considered to be interstate and is provided under this Tariff.

Following initial certification, should the jurisdictional nature of the customer's Special Access Services change, the customer should inform the Telephone Company in writing of the change. The effective date of the change will be the date the Telephone Company receives the customer's notice of change. No charge applies for the jurisdictional change.

(B) Disputes Involving Jurisdictional Certification - Special Access

If a dispute arises concerning the certification of projected interstate traffic as described in (A) above, the Telephone Company will ask the customer to provide the data the customer used to determine that more than 10% of the traffic is interstate. The customer shall supply the data within thirty (30) days of the Telephone Company request. If the reply results in a jurisdictional change of a Special Access, the effective date of the change will be the date the Telephone Company receives the customer's reply. There is no charge when the customer's reply results in a jurisdictional change in the Special Access Service.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.4 Payment Arrangements and Credit Allowances****2.4.1 Payment of Rates, Charges and Deposits****(A) Deposits**

The Telephone Company will only require a customer that has a proven history of late payments to the Telephone Company or that does not have established credit to make a deposit as a guarantee of the payment of rates and charges. Such deposit may be required prior to establishing a service or at any time after the provision of a service to the customer. For purposes of this section, a proven history of late payments is defined as two (2) or more occasions within the preceding twelve (12) months in which payment for undisputed charges was not received within three (3) business days following the payment due date, provided the outstanding undisputed amount of each such individual unpaid bill represented at least ten (10) percent of the total charges on that individual bill. The Telephone Company will provide notice via overnight delivery to the person designated by the customer to receive such notice of the requirement to pay a deposit. The customer will be required to make payment of such deposit prior to the provision of service in those cases where the customer has not established credit with the Telephone Company, or otherwise within fifteen (15) business days of such notice. Such notice period will start the day after the notice is sent by overnight delivery.

No such deposit will be required of a customer which is a successor of a company which has established credit and has no history of late payments to the Telephone Company. For new services(s) being established such deposit will not exceed the estimated rates and charges for a two-month period. For existing service(s) such deposit will not exceed the actual rates and charges for a two-month period associated with each individual bill that met the criteria for late payments specified above. The fact that a deposit has been made in no way relieves the customer from complying with the Telephone Company's regulations as to the prompt payment of bills. At such time as the provision of the service to the customer is terminated, the amount of the deposit will be credited to the customer's account and any credit balance which may remain will be refunded.

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.)

(A) Deposits (Cont'd.)

Such a deposit will be refunded or credited to the account when the customer has established credit or, in any event, after the customer has established a one-year prompt payment record at any time prior to the termination of the provision of the service to the customer. In case of a cash deposit, for the period the deposit is held by the Telephone Company, the customer will receive interest at the same percentage rate as that set forth in (C)(2)(a) or in (C)(2)(b), following, whichever is lower.

The rate will be compounded daily for the number of days from the date the customer deposit is received by the Telephone Company to and including the date such deposit is credited to the customer's account or the date the deposit is refunded by the Telephone Company. Should a deposit be credited to the customer's account, as indicated above, no interest will accrue on the deposit from the date such deposit is credited to the customer's account.

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.)****(B) Bill Dates**

The Telephone Company shall bill on a current basis all charges incurred by and credits due to the customer under this tariff attributable to services established or discontinued during the preceding billing period. In addition, the Telephone Company shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associated with service usage and for the Federal Government which will be billed in arrears. The bill day (i.e., the billing date of a bill for a customer for service under this tariff), the period of service each bill covers and the payment date will be as follows:

(1) End User Access Service, Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port

For End User Access Service, Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port, the Telephone Company will establish a bill day each month for each end user account or advise the customer in writing of an alternate billing schedule. Alternate billing schedules shall not be established on less than 60 days notice or initiated by the Telephone Company more than twice in any consecutive 12 month period.

The bill will cover End User Access Service, Federal Universal Service Charge, ISDN Line Ports, and DS1 Line Port for the ensuing billing period except for End User Access Service, Federal Universal Service Charge, ISDN Line Ports, and DS1 Line Port for the Federal Government which will be billed in arrears. Any applicable PIC Change Charges, any known unbilled charges for prior periods and any known unbilled adjustments for prior periods for End User Access Service, Federal Universal Service Charge, ISDN Line Ports, and DS1 Line Port will be applied to this bill. Such bills are due when rendered.

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.)(B) Bill Dates (Cont'd.)(2) Services Other Than End User, Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port

For Services other than End User Access Service, Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port, the Telephone Company will establish a bill day each month for each customer account or advise the customer in writing of an alternate billing schedule. Alternate billing schedules shall not be established on less than 60 days notice or initiated by the Telephone Company more than twice in any consecutive 12 month period.

The bill will cover non-usage sensitive service charges for the ensuing billing period for which the bill is rendered, any known unbilled non-usage sensitive charges for prior periods and unbilled usage charges for the period after the last bill day through the current bill day.

Any known unbilled usage charges for prior periods and any known unbilled adjustments will be applied to this bill. Payment for such bills is due in immediately available funds by the payment date, as set forth in (C) following. If payment is not received by the payment date, a late payment penalty will apply as set forth in (C) following.

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

- (1) All bills dated as set forth in (B)(2) preceding for service, other than End User Service, Federal Universal Service Charge, ISDN Line Ports, and DS1 Line Port provided to the customer by the Telephone Company are due 31 days (payment date) after the bill day or by the next bill date (i.e., same date in the following month as the bill date), whichever is the shortest interval, except as provided herein, and are payable in immediately available funds. If the customer does not receive a bill at least 20 days prior to the 31 day payment due date, then the bill shall be considered delayed.

When the bill has been delayed, upon request of the customer the due date will be extended by the number of days the bill was delayed. Such request of the customer must be accompanied with proof of late bill receipt.

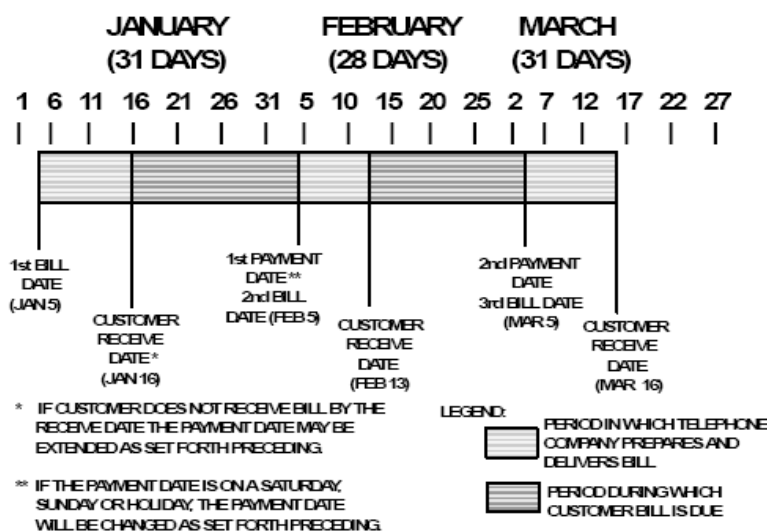
ACCESS SERVICE

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.)

(1) (Cont'd.)

If such payment date would cause payment to be due on a Saturday, Sunday or Legal Holiday, payment for such bills will be due from the customer as follows:

- If the payment date falls on a Sunday or on a Legal Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Legal Holiday.
- If the payment date falls on a Saturday or on a Legal Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Legal Holiday.

EXAMPLE: CALCULATION OF PAYMENT DATES

Transmittal No. 89

Issued: July 2, 2019

Effective: July 2, 2019

Vice President, Regulatory and Public Policy
350 South Loop 336 West
Conroe, TX 77304-3308

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 shall be due to the Telephone Company. The late payment penalty shall be the payment, or the portion of the payment not received by the payment date times a late factor. The late factor shall 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.

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.)

(D) Billing Disputes

- (1) A good faith dispute requires the customer to provide a written claim to the Telephone Company. Instructions for submitting a dispute can be obtained by calling the billing inquiry number shown on the customer's bill, or, when available, by accessing such information on the Telephone Company's website also shown on the customer's bill. Such claim must identify in detail the basis for the dispute, and if the customer withholds the disputed amounts, it must identify the account number under which the bill has been rendered, the date of the bill, and the specific items on the bill being disputed to permit the Telephone Company to investigate the merits of the dispute.
- (2) The date of the dispute shall be the date on which the customer furnishes the Telephone Company the account information required in (D)(1), above.
- (3) The date of resolution is the date the Telephone Company completes its investigation, provides written notice to the customer regarding the disposition of the claim, i.e., resolved in favor of the customer or resolved in favor of the Telephone Company, and credits the customer's account, if applicable.
- (4) In the event that a billing dispute concerning any charges billed to the customer by the Telephone Company is resolved in favor of the Telephone Company, any payments withheld pending settlement of the dispute shall be subject to the late payment penalty set forth in (C)(2), above.

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.)

(D) Billing Disputes (Cont'd.)

(5) If the customer pays the bill in full by the payment due date, and later initiates a billing dispute within ninety (90) days of the payment due date, penalty interest may be applicable.

(a) If the billing dispute is resolved in favor of the customer, the customer shall receive a credit from the Telephone Company.

This credit will be an amount equal to the disputed amount resolved in the customer's favor times a penalty factor.

This amount will apply from the date of the customer's payment through the date on which the customer receives the disputed amount credit from the Telephone Company

The penalty factor shall be the lesser of:

(i) 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 first date to and including the last date of the period involved, or

(ii) 0.000292 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

(b) If the dispute is resolved in favor of the Telephone Company, neither a late payment charge nor a penalty interest charge is applicable.

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Conroe, TX 77304-3308

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.)

(D) Billing Disputes (Cont'd.)

(6) If the customer pays the bill in full by the payment due date, and later initiates a billing dispute after (90) days of the payment due date, penalty interest may be applicable.

(a) If the billing dispute is resolved in favor of the customer, the customer shall receive a credit from the Telephone Company. This credit will be an amount equal to the disputed amount resolved in the customer's favor times a penalty factor. This amount will apply from the date of the dispute through the date on which the customer receives the disputed amount credit from the Telephone Company. The penalty factor shall be the lesser of:

(i) 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 first date to and including the last date of the period involved, or

(ii) 0.000292 per day, compounded daily for the number of days from the first date to and including the last date of the period involved.

(b) If the dispute is resolved in favor of the Telephone Company, neither a late payment charge nor a penalty interest charge is applicable.

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) 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.

(F) Rounding of Charges

When a rate as set forth in this tariff is shown to more than two decimal places, the charges will be determined using the rate shown. The resulting amount will then be rounded to the nearest penny (i.e., rounded to two decimal places).

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.4 Payment Arrangements and Credit Allowances (Cont'd.)****2.4.2 Minimum Periods**

The minimum period for which services are provided and for which rates and charges are applicable is one month except for the following, or as otherwise specified:

- Special Access Part-time Video
- Special Access Program Audio
- Special Access High Capacity Service

For a list of applicable services by company, please refer to the NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4, WIRE CENTER INFORMATION.

The minimum period for which service is provided and for which rates and charges are applicable for a Specialized Service or Arrangement provided on an individual case basis as set forth in Section 12 following, is one month unless a different minimum period is established with the individual case filing.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.4 Payment Arrangements and Credit Allowances (Cont'd.)****2.4.2 Minimum Periods (Cont'd.)**

When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not, as follows:

- (A) When a service with a one-month minimum period is discontinued prior to the expiration of the minimum period, a one-month charge will apply at the rate level in effect at the time service is discontinued.
- (B) When a service with a minimum period greater than one month is discontinued prior to the expiration of the minimum period, except for Special Access High Capacity Service Optional Rate Plans as set forth in 7.2.8 following, the applicable charge will be the lesser of (1) the Telephone Company's total nonrecoverable costs less the net salvage value for the discontinued service or (2) the total monthly charges, at the rate level in effect at the time service is discontinued, for the remainder of the minimum period.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.3 Cancellation of an Order for Service

Provisions for the cancellation of an order for service are set forth in other applicable sections of this tariff.

2.4.4 Credit Allowance for Service Interruptions

(A) General

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this tariff.

An interruption period starts when an inoperative service is reported to the Telephone Company and ends when the service is operative.

(B) When a Credit Allowance Applies

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be provided.

For the following services, any period during which the error performance is below that specified for the service will be considered as an interruption.

- Digital Data (DA1 through DA6)
- High Capacity (DS1)

Service interruptions for Specialized Service or Arrangements provided under Section 12 following shall be administered in the same manner as those set forth in this section (2.4.4) unless other regulations are specified with the individual case filing.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(B) When a Credit Allowance Applies (Cont'd.)

Credit allowances are computed as follows:

(1) Special Access Service other than Program Audio and Video

For Special Access Services other than Program Audio and Video Services, no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or Major Fraction Thereof that the interruption continues.

The monthly charges used to determine the credit shall be as follows:

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(B) When a Credit Allowance Applies (Cont'd.)

Credit allowances are computed as follows: (Cont'd.)

(1) Special Access Service other than Program Audio and Video
(Cont'd.)

(a) Two-point Services

For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two channel terminations, channel mileage and optional features and functions).

(b) Multipoint Services

For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a channel termination per customer designated premises, channel mileage and optional features and functions).

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(B) When a Credit Allowance Applies (Cont'd.)

Credit allowances are computed as follows: (Cont'd.)

(1) Special Access Service other than Program Audio and Video
(Cont'd.)

(c) Multiplexed Services

For multiplexed services, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service that is inoperative. When the facility which is multiplexed or the multiplexer itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the service to the hub and any individual services from the hub. For Special Access, those charges include Channel Termination, Channel Mileage, and optional features and functions.

When the service which rides a channel of the multiplexed facility is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service from the hub or wire center equipped for Add/Drop Multiplexing to a customer premises, Telephone Company central office, WATS office, or Public Packet Data Network Service.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(B) When a Credit Allowance Applies (Cont'd.)

Credit allowances are computed as follows: (Cont'd.)

(2) Program Audio and Video Special Access Services

For Program Audio and Video Special Access Services, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows:

- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or fraction thereof that the interruption continues.
- (c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for each channel termination, channel mileage and optional features and functions that are inoperative for each period of 5 minutes or fraction thereof that the interruption continues.

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2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(B) When a Credit Allowance Applies (Cont'd.)

Credit allowances are computed as follows: (Cont'd.)

(2) Program Audio and Video Special Access Services (Cont'd.)

- (d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for channel termination, channel mileage and optional features and functions that are inoperative for each period of 5 minutes or fraction thereof that the interruption continues.
- (e) For multipoint services, the credit for the monthly or daily charges includes the charges for the distribution amplifier only when the distribution amplifier is inoperative.
- (f) When two or more interruptions occur during a period of 5 consecutive minutes, such multiple interruptions shall be considered as one interruption.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(B) When a Credit Allowance Applies (Cont'd.)

Credit allowances are computed as follows: (Cont'd.)

(3) Credit Allowances Cannot Exceed Monthly Rate

The credit allowance(s) for an interruption or for a series of interruptions shall not exceed any monthly rate for the service interrupted in any one monthly billing period.

(C) When a Credit Allowance Does Not Apply

No credit allowance will be made for:

- (1) Interruptions caused by the negligence of the customer.
- (2) Interruptions of a service due to the failure of equipment or systems provided by the customer or others.
- (3) Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated.
- (4) Interruptions of a service when the customer has released that service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service. Thereafter, a credit allowance as set forth in (B) preceding applies.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(C) When a Credit Allowance Does Not Apply (Cont'd.)

No credit allowance will be made for: (Cont'd.)

- (5) Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction, as set forth in Section 18 following.

The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt by the Telephone Company of the customer's written authorization for such replacement.

- (6) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (7) An interruption or a group of interruptions, resulting from a common cause, that would result in credit in an amount less than one dollar.

(D) Use of an Alternative Service Provided by the Telephone Company

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the tariffed rates and charges for the alternative service used.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.4 Credit Allowance for Service Interruptions (Cont'd.)

(E) Temporary Surrender of a Service (Cont'd.)

In certain instances, the customer may be requested by the Telephone Company to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit allowance will be granted. The credit allowance will be 1/1440 of the monthly rate for each period of 30 minutes or fraction thereof that the service is surrendered. In no case will the credit allowance exceed the monthly rate for the service surrendered in any one monthly billing period.

2.4.5 Re-establishment of Service Following Fire, Flood or Other Occurrence

(A) Nonrecurring Charges Do Not Apply

Charges do not apply for the re-establishment of service following a fire, flood or other occurrence attributed to an Act of God provided that:

- (1) The service is of the same type as was provided prior to the fire, flood or other occurrence.
- (2) The service is for the same customer.
- (3) The service is at the same location on the same premises.
- (4) The re-establishment of service begins within 60 days after Telephone Company service is available. (The 60 day period may be extended a reasonable period if the renovation of the original location on the premises affected is not practical within the allotted time period).

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.5 Re-establishment of Service Following Fire, Flood or Other Occurrence (Cont'd.)

(B) Nonrecurring Charges Apply

Nonrecurring Charges apply for establishing service at a different location on the same premises or at a different premises pending re-establishment of service at the original location.

2.4.6 Title or Ownership Rights

The payment of rates and charges by customers for the services offered under the provisions of this tariff does not assign, confer or transfer title or ownership rights to proposals or facilities developed or utilized, respectively, by the Telephone Company in the provision of such services.

2.4.7 Access Services Provided By More Than One Telephone Company

When an Access Service is provided by more than one Telephone Company, the Telephone Companies involved will mutually agree upon one of the billing methods as set forth in (A) (1) and (2) following based on the service being provided. The Telephone Companies will notify the customer in writing of the billing method being used.

The customer will place the order for the service as set forth in 5.3 following dependent upon the billing method.

(A) Meet Point Billing

Meet Point Billing is required when an access service is provided by multiple Telephone Companies for Special Access.

Each Telephone Company jointly providing the access service will receive an order or a copy of the order from the customer as specified in 5.3.2 following and arrange to provide the service.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd.)

(A) Meet Point Billing (Cont'd.)

The name of the Bill Rendering Company will be included in the meet point billing notification provided to the customer by all the telephone companies on all meet point billed services.

The non-Bill Rendering Company(s) is any Telephone Company(s) in whose territory a segment of the Channel Mileage is provided and/or where the customer's Point of Termination is located.

There are two Meet Point Billing Options, Single Bill and Multiple Bill. These billing options are explained in (1) and (2) following. The Single Bill option is the preferred method. However, when a single bill option cannot be agreed to by all telephone companies providing service, the multiple bill option is the default.

Each telephone company must provide meet point billing notification to the customer, in writing, when new service is ordered or thirty days prior to changing an existing meet point arrangement. The notification should include the following:

- The Meet Point Billing Option that will be used,
- The Telephone Company(s) that will render the bill(s),
- The Telephone Company(s) to whom payment(s) should be remitted, and
- The Telephone Company(s) that will provide the bill inquiry function.

A Telephone Company that renders a meet point bill, the Bill Rendering Company, will render the bill in accordance with the industry standards as described in the Multiple Exchange Carrier Access Billing (MECAB) Guidelines and the Multiple Exchange Carrier Ordering and Design (MECOD) Guidelines. The bill will identify the other Telephone Company(s) providing service (when applicable) and include cross reference(s) to common circuit identifiers. Should a billing dispute arise, the terms and conditions of the Bill Rendering Company will apply.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd.)

(A) Meet Point Billing (Cont'd.)

(1) Single Bill Option

The single bill option allows the customer to receive one bill for access services that are provided by more than one company. The single bill option provides the following two billing alternatives:

- Single Bill/Multiple Tariff, and
- Single Bill/Single Tariff

These options are described following in (a) and (b) respectively.

(a) Single Bill/Multiple Tariff

The single bill/multiple tariff bill is prepared by the Bill Rendering Company but reflects all rates and charges for each connecting company's part of the service based on each company's access tariff.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd.)

(A) Meet Point Billing (Cont'd.)

(1) Single Bill Option (Cont'd.)

(a) Single Bill/Multiple Tariff (Cont'd.)

The Bill Rendering Company will:

- determine and include all recurring and nonrecurring rates and charges for each involved Telephone Company;
 - identify each involved Telephone Company's rates and charges separately on the bill;
- forward the bill to the customer and provide a copy of the bill or other substantiation of the charges to the connecting Telephone Companies; and
- advise the customer how to remit the payment, either directly to each Telephone Company involved in the provision of this meet point billed service, or, as a single payment made to the Bill Rendering Company. If payments are to be sent directly to the Bill Rendering Company, the non-Bill Rendering Company(s) will provide the customer with written authorization for the payment arrangement.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd.)

(A) Meet Point Billing (Cont'd.)

(1) Single Bill Option (Cont'd.)

(b) Single Bill/Single Tariff

The single bill/single tariff bill provides a meet point bill that is billed completely at the Billing Rendering Company's tariff rates and regulations.

The Bill Rendering Company will:

- determine and include on the access bill all usage data and all other recurring and nonrecurring rates and charges per its access tariff; and
- forward the bill to the customer. The customer will remit the payment to the Bill Rendering Company.

(2) Multiple Bill Option

Under the Multiple Bill Option each company providing the access service will render an access bill to the customer for its portion of the service based on its access tariff rates and regulations.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd.)

(A) Meet Point Billing (Cont'd.)

(2) Multiple Bill Option (Cont'd.)

Each company will:

- prepare its own bill;
- determine its charge(s) for Channel Mileage as set forth in (3) following;
- determine and include all recurring and nonrecurring rates and charges of its access tariff;
- forward its bill to the customer.

The customer will remit payment directly to each Bill Rendering Company

(3) Determination of Meet Point Billed Channel Mileage Charges

Each Telephone Company's portion of the Channel Mileage will be developed as follows:

- (a) Determine the appropriate Channel Mileage by computing the number of airline miles between the Telephone Company premises (serving wire centers) using the V&H method set forth in 7.2.5 following.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.4 Payment Arrangements and Credit Allowances (Cont'd.)

2.4.7 Access Services Provided By More Than One Telephone Company (Cont'd.)

(A) Meet Point Billing (Cont'd.)

(3) Determination of Meet Point Billed Channel Mileage Charges
(Cont'd.)

- (b) Determine the billing percentage (BP), as set forth in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4, which represents the portion of the service provided by each Telephone Company.
- (c) For Special Access, multiply the number of airline miles, as set forth in (a) preceding, times the BP for each Telephone Company, as set forth in (b) preceding, times the Channel Mileage Facility rate and add the Channel Mileage Termination rate.

The Special Access Channel Mileage Termination rate and nonrecurring charges are applied as set forth in 7.2.1(B)(2) and 7.2.2(C) following. (Note: The BP is not applied to either the Channel Mileage Termination Recurring Rate or any Nonrecurring Charge.)

- (d) When three or more Telephone Companies are involved in providing an Access Service, the intermediate Telephone Company(s) will determine the charges as set forth in (c) preceding. Additionally, when a segment of the Channel Mileage Facility is measured to the intermediate office(s), the Channel Mileage Termination rates are also applied at the intermediate Telephone Company(s) office(s).

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.5 Connections**

Equipment and systems (i.e., terminal equipment, multiline terminating systems and communications systems) may be connected with Special Access Services furnished by the Telephone Company where such connection is made in accordance with the provisions specified in Technical Reference Publication AS No. 1 and in 2.1 preceding.

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2. General Regulations (Cont'd.)**2.6 Definitions**

Certain terms used herein are defined as follows:

Add/Drop Multiplexing

The term "Add/Drop Multiplexing" denotes a multiplexing function offered in connection with SONET that allows lower level signals to be added or dropped from a high-speed optical carrier channel in a wire center. The connection to the add/drop multiplexer is via a channel to a Central Office Port at a specific digital speed (i.e., DS3, DS1, etc.).

Asynchronous Transfer Mode (ATM)

The term "Asynchronous Transfer Mode (ATM)" denotes a high-speed networking technology that utilizes fixed-length cells. ATM is connection-oriented and provides traffic routing prioritization parameters which enable different types of traffic such as voice, data and video to be carried over the same network.

Attenuation Distortion

The term "Attenuation Distortion" denotes the difference in loss at specified frequencies relative to the loss at 1004 Hz, unless otherwise specified.

Balance (100 Type) Test Line

The term "Balance (100 Type) Test Line" denotes an arrangement in an end office which provides for balance and noise testing.

Bit

The term "Bit" denotes the smallest unit of information in the binary system of notation.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Business Day**

The term "Business Day" denotes the times of day that a company is open for business. Generally, in the business community, these are 8:00 or 9:00 a.m. to 5:00 or 6:00 p.m., respectively, with an hour for lunch, Monday through Friday, resulting in a standard forty (40) hour work week. However, Business Day hours for the Telephone Company may vary based on company policy, union contract and location.

Carrier or Common Carrier

See Interexchange Carrier

CCS

The term "CCS" denotes a hundred call seconds, which is a standard unit of traffic load that is equal to 100 seconds of usage or capacity of a group of servers (e.g., trunks).

Cell

The term "Cell" denotes the fixed-length packet used to carry data across an Asynchronous Transfer Mode (ATM) network. A "Cell" consists of 53 bytes, five of which carry header information.

Central Office

See End Office.

Central Office Maintenance Technician

The term "Central Office Maintenance Technician" denotes a Telephone Company employee who performs installation and/or repair work, including testing and trouble isolation, within the Telephone Company Central Office.

Channel(s)

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Channel Service Unit**

The term "Channel Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format error, and remote loop back.

Channelize

The term "Channelize" denotes the process of multiplexing- demultiplexing wider bandwidth or higher speed channels into narrower bandwidth or lower speed channels.

Clear Channel Capability

The term "Clear Channel Capability" denotes the ability to transport twenty-four 64 Kbps over a DS1 Mbps High Capacity service via a B8ZS line code format.

C-Message Noise

The term "C-Message Noise" denotes the frequency weighted average noise within an idle voice channel. The frequency weighting, called C-message, is used to simulate the frequency characteristic of the 500-type telephone set and the hearing of the average subscriber.

C-Notched Noise

The term "C-Notched Noise" denotes the C-message frequency weighted noise on a voice channel with a holding tone, which is removed at the measuring end through a notch (very narrow band) filter.

Committed Information Rate

The term "Committed Information Rate" denotes the transmission speed specified by the customer at which the Frame Relay Access Service network commits to transfer data between two ports.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Common Channel Signaling**

The term "Common Channel Signaling" (CCS) denotes a high-speed packet switched communications network which is separate (out of band) from the public packet switched and message networks. Its purpose is to carry addressed signaling messages for individual trunk circuits and/or database related services between Signaling Points in the CCS network.

Common Line

The term "Common Line" denotes a line, trunk, pay telephone line or other facility provided under the general and/or local exchange service tariffs of the Telephone Company, terminated on a central office switch. A common line-residence is a line or trunk provided under the residence regulations of the general and/or local exchange service tariffs. A common line-business is a line provided under the business regulations of the general and/or local exchange service tariffs.

Communications System

The term "Communications System" denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Telephone Company.

Competitive Study Area

The term "Competitive Study Area" denotes the geographic unit of a Telephone Company Study Area that passes or has passed a competitive market test specified by the FCC.

Customer(s)

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation, or governmental entity or other entity which subscribes to the services offered under this tariff, including but not limited to End Users, Interexchange Carriers (ICs) and other telecommunications carriers or providers originating or terminating Toll VoIP-PSTN Traffic.

Customer Designated Premises

The term "Customer Designated Premises" denotes the premises specified by the customer for the provision of Access Service.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.6 Definitions (Cont'd.)

Customer Node

The term "Customer Node" denotes Telephone Company provided equipment located at a customer designated premises that terminates a high-speed optical channel.

Data Transmission (107 Type) Test Line

The term "Data Transmission (107 Type) Test Line" denotes an arrangement which provides for a connection to a signal source which provides test signals for one-way testing of data and voice transmission parameters.

Decibel

The term "Decibel" denotes a unit used to express relative difference in power, usually between acoustic or electric signals, equal to ten (10) times the common logarithm of the ratio of two signal powers.

Decibel Reference Noise C-Message Weighting

The term "Decibel Reference Noise C-Message Weighting" denotes noise power measurements with C-Message Weighting in decibels relative to a reference 1000 Hz tone of 90 dB below 1 milliwatt.

Decibel Reference Noise C-Message Referenced to 0

The term "Decibel Reference Noise C-Message Referenced to 0" denotes noise power in "Decibel Reference Noise C-Message Weighting" referred to or measured at a zero transmission level point.

Detail Billing

The term "Detail Billing" denotes the listing of each message and/or rate element for which charges to a customer are due on a bill prepared by the Telephone Company.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Echo Control**

The term "Echo Control" denotes the control of reflected signals in a telephone transmission path.

Echo Path Loss

The term "Echo Path Loss" denotes the measure of reflected signal at a 4-wire point of interface without regard to the send and receive Transmission Level Point.

Echo Return Loss

The term "Echo Return Loss" denotes a frequency weighted measure of return loss over the middle of the voiceband (approximately 500 to 2500 Hz), where talker echo is most annoying.

Effective 2-Wire

The term "Effective 2-Wire" denotes a condition which permits the simultaneous transmission in both directions over a channel, but it is not possible to insure independent information transmission in both directions. Effective 2-wire channels may be terminated with 2-wire or 4-wire interfaces.

Effective 4-Wire

The term "Effective 4-Wire" denotes a condition which permits the simultaneous independent transmission of information in both directions over a channel. The method of implementing effective 4-wire transmission is at the discretion of the Telephone Company (physical, time domain, frequency-domain separation or echo cancellation techniques). Effective 4-wire channels may be terminated with a 2-wire interface at the customer's premises. However, when terminated 2-wire, simultaneous independent transmission cannot be supported because the two wire interface combines the transmission paths into a single path.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****End Office**

The term "End Office" denotes a local Telephone Company switching system where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks. This term includes Remote Switching Modules/Systems served by a Host Central Office in a different wire center.

End User

The term "End User" means any customer of an interstate or foreign telecommunications service 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 service 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 Channel Termination (EU Chan Term)

The term "End User Channel Termination" denotes a channel termination connecting a dedicated channel between a Local Exchange Carrier and an end-user customer premise for the purpose of carrying special access traffic. All other Channel Terminations will be denoted as a Non-End User Channel Termination.

Enhanced Service

The term "Enhanced Service", as defined in Part 64 of the F.C.C.'s Rules and Regulations, are services "offered over common carrier transmission facilities used in interstate communications, which employ computer processing applications that act on the format, content, code, protocol or similar aspects of the subscriber's transmitted information; provide the subscriber additional, different, or restructured information; or involve subscriber interaction with stored information."

Envelope Delay Distortion

The term "Envelope Delay Distortion" denotes a measure of the linearity of the phase versus frequency of a channel.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Equal Level Echo Path Loss**

The term "Equal Level Echo Path Loss" (ELEPL) denotes the measure of Echo Path Loss (EPL) at a 4-wire interface which is corrected by the difference between the send and receive Transmission Level Point (TLP). [ELEPL = EPL - TLP (send) + TLP (receive)].

Ethernet

The term "Ethernet" denotes a high-speed networking technology utilizing a packet-based Ethernet protocol. Ethernet enables broadband multimedia traffic (i.e., voice, data and video) to be carried over the same network.

Exchange

The term "Exchange" denotes a unit generally smaller than a local access and transport area, established by the Telephone Company for the administration of communications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated facilities used in furnishing communications service within that area. The exchange includes any Extended Area Service area that is an enlargement of a Telephone Company's exchange area to include nearby exchanges. One or more designated exchanges comprise a given local access and transport area.

Expected Measured Loss

The term "Expected Measured Loss" denotes a calculated loss which specifies the end-to-1004-Hz loss on a terminated test connection between two readily accessible manual or remote test points. It is the sum of the inserted connection loss and test access loss including any test pads.

Extended PVC

The term "Extended PVC" denotes the interconnection of a port on a Telephone Company's frame relay network with a port on another interconnected Telephone Company's frame relay network.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****First Point of Switching**

The term "First Point of Switching" denotes the first Telephone Company or centralized equal access provider location at which switching occurs on the terminating path of a call proceeding from the customer designated premises to the terminating end office and, at the same time, the last Telephone Company or centralized equal access provider location at which switching occurs on the originating path of a call proceeding from the originating end office to the customer designated premises.

Frame

The term "Frame" denotes a group of data bits in a specific format, which enables network equipment to recognize the meaning and purpose of the specific bits.

Frame Relay Access Connection

The Term "Frame Relay Access Connection" denotes the physical facility, including the associated port, between the end user's data terminal equipment and the Telephone Company's frame relay switch.

Frequency Shift

The term "Frequency Shift" denotes the change in the frequency of a tone as it is transmitted over a channel.

Grandfathered

The term "Grandfathered" denotes Terminal Equipment, Multiline Terminating Systems and Protective Circuitry directly connected to the facilities utilized to provide services under the provisions of this tariff, and which are considered grandfathered under Part 68 of the F.C.C.'s Rules and Regulations.

Host Central Office

The term "Host Central Office" denotes an electronic local Telephone Company End Office where Telephone Exchange Service customer station loops are terminated for purposes of interconnection to each other and to trunks. Additionally, this type of End Office contains the central call processing functions which service itself and its Remote Switching Modules/Systems.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Hub**

The term "Hub" denotes a wire center at which bridging or multiplexing functions are performed for customers served out of any wire center.

Immediately Available Funds

The term "Immediately Available Funds" denotes a corporate or personal check drawn on a bank account and funds which are available for use by the receiving party on the same day on which they are received and include U.S. Federal Reserve bank wire transfers, U.S. Federal Reserve notes (paper cash), U.S. coins, U.S. Postal Money Orders and New York Certificates of Deposit.

Impedance Balance

The term "Impedance Balance" denotes the method of expressing Echo Return Loss and Singing Return Loss at a 4-wire interface whereby the gains and/or loss of the 4-wire portion of the transmission path, including the hybrid, are not included in the specification.

Impulse Noise

The term "Impulse Noise" denotes any momentary occurrence of the noise on a channel over a specified level threshold. It is evaluated by counting the number of occurrences which exceed the threshold.

Individual Case Basis

The term "Individual Case Basis" denotes a condition in which the regulations, if applicable, rates and charges for an offering under the provisions of this tariff are developed based on the circumstances in each case.

Inserted Connection Loss

The term "Inserted Connection Loss" denotes the 1004 Hz power difference (in dB) between the maximum power available at the originating end and the actual power reaching the terminating end through the inserted connection.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Installation and Repair Technician**

The term "Installation and Repair Technician" denotes a Telephone Company employee who performs installation and/or repair work, including testing and trouble isolation, outside of the Telephone Company Central Office and generally at the customer designated premises.

Interexchange Carrier (IC) or Interexchange Common Carrier

The terms "Interexchange Carrier" (IC) or "Interexchange Common Carrier" denotes any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged for hire in interstate or foreign communication by wire or radio, between two or more exchanges.

Intermediate Hub

The term "Intermediate Hub" denotes a wire center at which bridging or multiplexing functions are performed only for customers served by that wire center and wire centers that subtend the hub, as specified in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Intermodulation Distortion

The term "Intermodulation Distortion" denotes a measure of the nonlinearity of a channel. It is measured using four tones and evaluating the ratios (in dB) of the transmitted composite four-tone signal power to the second-order products of the tones (R2), and the third-order products of the tones (R3).

Internet Protocol (IP) Signaling

The term "Internet Protocol (IP) Signaling" denotes a packet data-oriented protocol used for communicating call signaling information.

Interstate Communications

The term "Interstate Communications" denotes both interstate and foreign communications.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Intrastate Communications**

The term "Intrastate Communications" denotes any communications within a state subject to oversight by a state regulatory commission as provided by the laws of the state involved.

Legal Holiday

The term "Legal Holiday" denotes days other than Saturday or Sunday for which the Telephone Company is normally closed. These include New Year's Day, Independence Day, Thanksgiving Day, Christmas Day and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed and other locally observed holidays when the Telephone Company is closed.

Local Access and Transport Area (LATA)

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

Local Area Network

The term "Local Area Network" denotes a network permitting the interconnection and intercommunication of a group of computers.

Local Number Portability (LNP)

The term "Local Number Portability (LNP)" denotes the ability of an end user of local exchange telecommunications service to retain an existing telephone number without impairment of quality, reliability, or convenience when switching from one local exchange telecommunications carrier to another.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Location Routing Number (LRN)**

The term "Location Routing Number (LRN)" denotes a unique NPA-NXX-XXXX that serves as a routing number associated with a central office switch that has subscribers that have transferred their telephone numbers from one local exchange telecommunications carrier to another.

Loss Deviation

The term "Loss Deviation" denotes the variation of the actual loss from the designed value.

Major Fraction Thereof

The term "Major Fraction Thereof" denotes any period of time in excess of 1/2 of the stated amount of time. As an example, in considering a period of 24 hours, a major fraction thereof would be any period of time in excess of 12 hours exactly. Therefore, if a given service is interrupted for a period of thirty-six hours and fifteen minutes, the customer would be given a credit allowance for two twenty-four hour periods for a total of forty-eight hours.

Message

The term "Message" denotes a "call" as defined preceding.

Milliwatt (102 Type) Test Line

The term "Milliwatt (102 Type) Test Line" denotes an arrangement in an end office which provides a 1004 Hz tone at 0 dBm0 for one-way transmission measurements towards the customer's premises from the Telephone Company end office.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.6 Definitions (Cont'd.)

N-1 Carrier

The term "N-1 Carrier" denotes the telecommunications carrier, prior to the terminating carrier, responsible for querying an LNP database to determine the routing of a call for a number portable NXX code.

Network Control Signaling

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charge signals), address signaling (e.g., dialing), calling and called number identifications, rate of flow, service selection error control and audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of the telecommunications system.

Non-Competitive Study Area

The term "Non-Competitive Study Area" denotes the geographic unit of a Telephone Company study area that failed a competitive market test specified by the FCC.

Non-End User Channel Termination (Non-EU Chan Term)

The term "Non-End User Channel Termination" denotes all other channel terminations excluded by the definition of End User Channel Termination.

Nonsynchronous Test Line

The term "Nonsynchronous Test Line" denotes an arrangement in step-by-step end offices which provides operational tests which are not as complete as those provided by the synchronous test lines but can be made more rapidly.

North American Numbering Plan

The term "North American Numbering Plan" denotes a three-digit area code (Numbering Plan Area - NPA) and a seven-digit telephone number made up of a three-digit Central Office prefix plus a four-digit station number.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Open Circuit Test Line**

The term "Open Circuit Test Line" denotes an arrangement in an end office which provides an ac open circuit termination of a trunk or line by means of an inductor of several Henries.

Pay Telephone

The term "Pay Telephone" denotes a coin or coinless instrument provided in a public or semipublic place where Payphone Service Provider customers can originate telephonic communications and pay the applicable charges by (1) inserting coins into the equipment, or (2) using a credit card, or (3) third party billing the call or (4) calling collect.

Payphone Service Provider

The term "Payphone Service Provider" denotes an entity that provides pay telephone service, which is the provision of public, semi-public or inmate pay telephone service.

Permanent Virtual Connection (PVC)

The term "PVC" denotes a software defined communications path between two port connections within the Frame Relay Access Service network.

Phase Jitter

The term "Phase Jitter" denotes the unwanted phase variations of a signal.

Point of Termination

The term "Point of Termination" denotes the point of demarcation within a customer-designated premises at which the Telephone Company's responsibility for the provision of Access Service ends.

Premises

The term "Premises" denotes a building or buildings on continuous property (except Railroad Right-of-Way, etc.) not separated by a public highway.

ACCESS SERVICE

2. General Regulations (Cont'd.)

2.6 Definitions (Cont'd.)

Return Loss

The term "Return Loss" denotes a measure of the similarity between the two impedances at the junction of two transmission paths. The higher the return loss, the higher the similarity.

Registered Equipment

The term "Registered Equipment" denotes the customer's premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the F.C.C.'s Rules and Regulations.

Serving Wire Center

The term "Serving Wire Center" denotes the wire center from which the customer designated premises would normally obtain dial tone from the Telephone Company.

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(N)

Shortage of Facilities or Equipment

The term "Shortage of Facilities or Equipment" denotes a condition which occurs when the Telephone Company does not have appropriate cable, switching capacity, bridging or, multiplexing equipment, etc., necessary to provide the Access Service requested by the customer.

Special Order

The term "Special Order" denotes an order for a Directory Assistance Service.

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(N)

Study Area

The term "Study Area" denotes a geographic area within a state in which a Telephone Company operates. This geographic area normally does not cross state lines.

Super Intermediate Hub

The term "Super Intermediate Hub" denotes a wire center at which bridging or multiplexing functions are performed for Customers served by all wire centers in the LATA. A Super Intermediate Hub can be restricted to one or more designated NPAs within a LATA and/or to wire centers that are owned by the same telephone company as the hub. Super Intermediate Hubs and the wire centers they serve are identified in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Synchronous Optical Network (SONET)**

The term "SONET" denotes a North American Standard for high speed synchronous optical channels having minimum transmission rates of 51.84 Mbps. The standard SONET optical carrier rate of 51.84 Mbps. is called OC1; the equivalent electrical signal rate is called STS-1. SONET standardizes higher transmission bit rates, "OCN", as exact multiples of OC1 (N X 51.84 Mbps.). For example, OC3 equals 3 X 51.84 Mbps.

Synchronous Transport Signal (STS)

The term "Synchronous Transport Signal" denotes a 51.84 Mbps. electrical signal used within the SONET optical carrier network. The signal consists of the information content and the overhead used by SONET. The overhead is used for controlling, framing and maintaining the STS signal so it can be directly connected to other SONET carrier channels. STS signals are in exact multiples of 51.84 Mbps. (STS-1 is 51.84 Mbps., STS-3 is 155.52 Mbps., etc.).

Terminus Hub

The term "Terminus Hub" denotes a wire center at which bridging or multiplexing functions are performed only for Customers served directly by the same wire center.

Throughput

The term "Throughput" denotes the number of data bits successfully transferred in one direction per unit of time.

Transmission Path

The term "Transmission Path" denotes an electrical path capable of transmitting signals within the range of the service offering, e.g., a voice grade transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant typically used in the telecommunications industry.

ACCESS SERVICE

2. General Regulations (Cont'd.)**2.6 Definitions (Cont'd.)****Two-Wire to Four-Wire Conversion**

The term "Two-Wire to Four-Wire Conversion" denotes an arrangement which converts a four-wire transmission path to a two-wire transmission path to allow a four-wire facility to terminate in a two-wire entity (e.g., a central office switch).

V and H Coordinates Method

The term "V and H Coordinates Method" denotes a method of computing airline miles between two points by utilizing an established formula which is based on the vertical and horizontal coordinates of the two points.

WATS Serving Office

The term "WATS Serving Office" denotes a Telephone Company designated serving wire center where switching, screening and/or recording functions are performed in connection with the closed-end of WATS or WATS-type services.

Wireless Switching Center

The term "Wireless Switching Center" (WSC) denotes a Wireless Service Provider (WSP) switching system that is used to terminate wireless stations for purposes of interconnection to each other and to trunks interfacing with the public switched network.

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Telephone Exchange Services, are located.

ACCESS SERVICE

3. Federal Universal Service Charge, ISDN Line Ports, and DS1 Line Port Charge**3.1 Federal Universal Service Charge**

The Federal Universal Service Charge (FUSC) recovers the Telephone Company's contribution to various federal universal service funds. Except as specified below, the Telephone Company will apply a surcharge factor each month to the billed charges for interstate access services provided to end users from this Tariff.

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 Support. 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.

3.1.1 Rate Regulations

The Telephone Company will bill FUSC each month as described below. The FUSC Surcharge Factor is set forth in Section 17.1.3(A), following.

ACCESS SERVICE

3. Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port Charge (Cont'd.)

3.1 Federal Universal Service Charge (Cont'd.)

3.1.1 Rate Regulations (Cont'd.)

(A) FUSC Surcharge Factor

The Telephone Company will multiply the FUSC Surcharge Factor set forth in Section 17.1.3(A), following, against the end user's billed interstate access services charges.

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3. Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port Charge (Cont'd.)**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

Rates for ISDN Line Ports are set forth in Section 17.1.4, following.

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.

ACCESS SERVICE

3. Federal Universal Service Charge, ISDN Line Ports and DS1 Line Port Charge (Cont'd.)**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 DS1 Line Port rate is set forth in Section 17.1.5, following.

This 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.

ACCESS SERVICE

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.

4.1 General Description

End User Access provides for the use of an End User Common Line (EUCL).

4.2 Limitations

(A) Exclusions

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

(B) Lifeline Support

Pursuant to Part 54, Subpart E – Universal Service Support for Low-Income Consumers of the FCC’s rules, the federal Lifeline program is designed to provide a discount on monthly end user access charges when a qualified low-income residential subscriber obtains a Lifeline-supported service from the Telephone Company. When the Telephone Company seeks Lifeline reimbursement for an eligible voice telephony service provided to a qualified low-income residential subscriber as either: 1) a standalone local exchange service line or 2) a local exchange service line bundled with a broadband Internet access service, the Telephone Company will waive the End User Common Line Residence rate set forth in Section 17.1.2(A), following.

4.3 Undertaking of the Telephone Company

The Telephone Company will provide End User Access at rates and charges as set forth in 17.1.2 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.

ACCESS SERVICE

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 2.4.4 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

ACCESS SERVICE

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 Access Recovery Charge (ARC)

The Access Recovery Charge is assessed on End User common lines to recover some or all of the Telephone Company's eligible recovery of access charge reductions resulting from the Federal Communication Commission's intercarrier compensation reform required pursuant to its Report and Order in WC Docket Nos. 10-90 et. al., FCC No. 11-161 (November 18, 2011) and related rules. The Rates, Terms and Conditions associated with this charge are found in National Exchange Carrier Association Tariff F.C.C. No. 5.

4.6.5 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 as set forth in 17.1.2(B) following, 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.

ACCESS SERVICE

4. End User Access Service (Cont'd.)

4.6 Rate Regulations (Cont'd.)

4.6.5 Business Services (Cont'd.)

(B) Multiline Service

When an end user is provided more than one localbusiness 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 as set forth in Section 17.1.2(C), following, 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.

(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 4.6.5 (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 as set forth in 17.1.2(A) following. Business charges for lines to the university, college or school offices will apply as set forth in 17.1.2(C) following. Charges shall be based on the number of residence and business lines reported to the Telephone Company by the end user.

ACCESS SERVICE

4. End User Access Service (Cont'd.)**4.6 Rate Regulations (Cont'd.)****4.6.6 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 Public Mobile Service, as defined in Part 22 of the FCC Rules and Regulations which is not also in the business of providing landline local exchange telephone service.

4.6.7 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.

ACCESS SERVICE

4. End User Access Service (Cont'd.)

4.6 Rate Regulations (Cont'd.)

4.6.8 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 as set forth in Section 17.1.2(A) following, 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.

4.6.9 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 as set forth in Section 17.1.2(A), following, or, one (1) EUCL Single Line Business - Individual line or trunk charge as set forth in Section 17.1.2(B), following, 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 as set forth in Section 17.1.2(C), following, apply to each ISDN PRI arrangement.

ACCESS SERVICE

4. End User Access Service (Cont'd.)**4.6 Rate Regulations (Cont'd.)****4.6.10 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 as set forth in Section 17.1.2 (C), following, apply to each DS1 channel service.

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ACCESS SERVICE

5. Access Ordering**5.1 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.

An Access Order is an order to provide the customer with 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 18 following 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 shall provide to the Telephone Company the order information required in 5.2 following, and in addition the customer must also provide:

- Customer name and premises 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.

ACCESS SERVICE

5. Access Ordering (Cont'd.)

5.1 General (Cont'd.)

5.1.1 Service Installation

The Telephone Company will provide the Access Service in accordance with the customer's requested service date, subject to the constraints established by the Telephone Company schedule of applicable service dates.

The Telephone Company shall make available to all customers, upon request, a schedule of applicable service intervals for Special Access Services. The schedule shall specify the applicable service interval for services and the quantities of services that can be provided by a requested service date. Any associated material will be provided upon request and within a reasonable period of time.

The Telephone Company will not accept orders for service dates which exceed the applicable service date by more than six months.

Access Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 17.4.3(A) following.

ACCESS SERVICE

5. Access Ordering (Cont'd.)5.1 General (Cont'd.)5.1.2 Expedited Orders

When placing an Access Order, a customer may request a service date that is prior to the applicable service date. Additionally, a customer may also request an earlier service date on a pending Access Order. In this case, an Access Order modification as set forth in 5.4 following would be required. If the Telephone Company determines that the service can be provided on the requested date and that additional labor cost or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. Charges will be billed at actual cost, not to exceed 10 percent over estimated charges. Such additional charges will be determined and billed to the customer as explained following.

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable Additional Labor charges as set forth in 17.4.3(A) following.

To develop, determine and bill the customer the extraordinary costs which may be involved, the Special Construction terms and conditions as set forth in Section 18 following will be used by the Telephone Company. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions Section 18 following.

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When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as set forth in 17.4.1(B) following also applies.

ACCESS SERVICE

5. Access Ordering (Cont'd.)**5.1 General (Cont'd.)****5.1.3 Selection of Facilities for Access Orders**

The option to request a specific transmission path or channel is only provided for High Capacity Facilities Special Access, or as provided for under Special Facilities Routing as set forth in Section 11. following.

When there are High Capacity facilities to a hub on order or in service for the customer's use, the customer may request a specific channel or transmission path be used to provide the Special Access Service requested in an Access Order. The Telephone Company will make a reasonable effort to accommodate the customer request.

ACCESS SERVICE

5. Access Ordering (Cont'd.)

5.2 Ordering Requirements

5.2.1 Special Access Service

When placing an order for Special Access Service the customer must specify:

- the customer designated premises or hubs or ADM equipped wire centers involved
- type of service (e.g., Voice Grade, High Capacity, etc.)
- the channel interface(s)
- technical specification package
- options desired
- for multipoint services, the channel interface at each customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.
- that the traffic consists of more than ten percent interstate traffic.

All part-time Video and Program Audio services are subject to a service inquiry. A service inquiry is a request to the Telephone Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

Where the Special Access Service is exempt from the Special Access Surcharge, as set forth in 7.3 following the customer shall furnish written certification to that effect as set forth in 7.3.3 following.

When ordering bridging and/or multiplexing, the Customer must specify the telephone company hub(s) from which they desire service. The Customer must specify only those hubs that provide the type of service ordered and interconnect with the wire center(s) from which the customer requires service. The Wire Center section of National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4 identifies hub types and multiplexing functions (e.g., Digital Data, High Capacity Multiplexing, Add/Drop Multiplexing) as well as hub levels (i.e., Hub, Terminus Hub, Intermediate Hub and Super-Intermediate Hub). Additionally, the Subtending section of Tariff F.C.C. No. 4 identifies wire centers and the Intermediate and/or Super-Intermediate Hubs with which they interconnect.

ACCESS SERVICE

5. Access Ordering (Cont'd.)**5.2 Ordering Requirements (Cont'd.)****5.2.1 Special Access Service (Cont'd.)**

There is one Special Access Optional Rate Plans that offers term discounts: the High Capacity Optional Rate Plan, as described in Sections 7.2.8(A) following.

When ordering the High Capacity Term Discount Optional Rate Plan, an upgrade to the plan, or a High Capacity Service Optional Rate Plan Replacement, discontinuance charges, as specified in Section 7.2.8(A)(1), following, will not apply if the conditions set forth in Section 7.2.8(A)(1), following, are met and the customer provides the following ordering information:

Term Discounts - Upgrades in Capacity (DS1 to DS3)

- The customer's order for the disconnect of the existing DS1 Service and the installation of the new DS3 Service are received at the same time and specifically reference the application of upgrade in capacity.
- The customer's disconnect order for the existing DS1 Service must reference the DS3 Service installation order.

Customer orders to install and disconnect DS1 or DS3 services provided under a Term Discount plan where the number of DS1s or DS3s remains constant and the customer wishes to maintain the existing Term Discount period and minimum service period must:

- Be received at the same time.
- Reference continuation of the existing Term Discount period and the minimum service period on both the installation and disconnect orders.

ACCESS SERVICE

5. Access Ordering (Cont'd.)

5.2 Ordering Requirements (Cont'd.)

5.2.2 WATS or WATS-Type Services

Special Access Service may be ordered for connection with FGA, FGB, FGC or FGD Switched Access Service at Telephone Company designated WATS Serving Offices (WSOs) for the provision of WATS or WATS-type Services and may be ordered separately by a customer other than the customer which orders the FGA, FGB, FGC or FGD Switched Access Service. For the Special Access Service, the customer shall specify:

- the customer designated premises at which the Special Access service terminates
- the type of line (i.e., two-wire or four-wire)
- the type of calling (i.e., originating, terminating or two-way)
- type of Supervisory Signaling.

When the optional screening, switching and/or recording functions are not provided at the customer serving wire center, Channel Mileage, as set forth in 7.2.1 following, must be ordered between that wire center and the nearest WSO where the screening, switching and/or recording functions can be provided.

5.2.3 Mixed Use Facilities

Mixed use is the provision of both Switched and Special Access Services over the same High Capacity facilities. Mixed use facilities to a hub or ADM equipped wire center will be ordered and provided as Special Access Service. Where mixed use is employed, individual services utilizing these facilities must be ordered either as Switched Access Service or Special Access Service as further elaborated and set forth in Section 6.4.7 of National Exchange Carriers Association Tariff F.C.C. No. 5 and Section 7.2.7, following. When placing the order for the individual service(s), the customer must specify a channel assignment for each service ordered.

ACCESS SERVICE

5. Access Ordering (Cont'd.)**5.2 Ordering Requirements (Cont'd.)****5.2.4 Miscellaneous Services**

Testing Service, Additional Labor, Telecommunications Service Priority and Special Facilities Routing shall be ordered with an Access Order or may subsequently be added to a pending order at any time up to and including the service date for the access service.

When miscellaneous services are added to a pending order a service date change may be required. When a service date change is required, the service date change charge as set forth in 17.4.1(A) following will apply. When miscellaneous services are added to a pending order, charges for a design change as set forth in 17.4.1(C) following will apply when an engineering review is required. If both a service date change and an engineering review are required, both the Service Date Change Charge and the Design Change Charge will apply as set forth in 5.4.3(B) following.

The rates and charges for these services, as set forth in Section 17. of this tariff, will apply in addition to the ordering charges set forth in Section 17. and the rates and charges for the Access Service with which they are associated.

Additional Engineering is not an ordering option but will be applied to an Access Order when the Telephone Company determines that Additional Engineering is necessary to accommodate a customer request. Additional Engineering will only be required as set forth in 13.1 following. When it is required, the customer will be so notified and will be furnished with a written statement setting forth the justification for the Additional Engineering as well as an estimate of the charges. If the customer agrees to the Additional Engineering, a firm order will be established. If the customer does not want the service or facilities after being notified that Additional Engineering of Telephone Company facilities is required, the order will be withdrawn and no charges will apply. Once a firm order has been established, the total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%.

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5. Access Ordering (Cont'd.)**5.3 Access Orders For Services Provided By More Than One Telephone Company**

Access Services provided by more than one Telephone Company are services where one end of the Local Transport, Directory Transport or Channel Mileage element is in the operating territory of one Telephone Company and the other end of the element is in the operating territory of a different Telephone Company or where the Interim NXX Translation service and the end office are not provided by the same Telephone Company.

The ordering procedure for this service is dependent upon the billing arrangement, as set forth in 2.4.7 preceding, to be used by the Telephone Companies involved in providing the Access Service. The Telephone Company will notify the customer which of the ordering procedures will apply.

5.3.1 Meet Point Billing Ordering

Each Telephone Company will provide its portion of the Access Service within its operating territory to an interconnection point(s) with the other Telephone Company(s). Billing Percentages will be determined by the Telephone Companies involved in providing the Access Service and listed in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4. Each Telephone Company will bill the customer for its portion of the service as set forth in 2.4.7. All other appropriate charges in each Telephone Company tariff are applicable.

For the service(s) ordered as set forth following, the customer must also supply a copy of the order to the Telephone Company in whose operating territory a customer designated premises is located and any other Telephone Company(s) involved in providing the service. Additionally, when service is provided through a centralized equal access provider, the customer must supply a copy of the order to that provider.

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5. Access Ordering (Cont'd.)

5.3 Access Orders For Services Provided By More Than One Telephone Company (Cont'd.)

5.3.1 Meet Point Billing Ordering (Cont'd.)

- (A) Customers ordering Special Access Service to be interconnected with Switched Access Services at Telephone Company designated WATS Serving Offices for the provision of WATS or WATS-type Services must place an order with each Telephone Company in whose territory the end office and the WATS Serving Office are located, if they are not collocated.
- (B) Except for Special Access Service as set forth in (A) above or as set forth in (C) below, the customer may place the order for a Special Access Service with either Exchange Telephone Company. (T)
(T)
- (C) For Special Access Service involving a hub(s) the customer must place the order with the Telephone Company(s) in whose territory the hub(s) is located.

ACCESS SERVICE

5. Access Ordering (Cont'd.)**5.4 Charges Associated with Access Ordering****5.4.1 Access Order Charge**

The Access Order Charge is applied to all customer requests for new Special Access Services and to customer requests for additions, changes or rearrangements to existing Special Access Services with the following exceptions:

The Access Order Charge does not apply:

- When a Service Date Change Charge is applicable.
- When a Design Change Charge is applicable.
- To administrative changes as set forth in Section 7.2.2(C)(3), following.
- 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 Telephone Company initiated network reconfiguration requires a customer's existing access service to be reconfigured.
- When a service with an ICB rate is converted to a similar service with a non-ICB tariff rate prior to the expiration of the ICB.
- When a Billing Name and Address Order charge is applicable.

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5. Access Ordering (Cont'd.)5.4 Charges Associated with Access Ordering (Cont'd.)5.4.1 Access Order Charge (Cont'd.)

The Access Order Charge does not apply: (Cont'd.)

- To Local Number Portability (LNP) Services. (T)
- To Government Emergency Telecommunications Service (GETS) as set forth in Section 10.5.1(C), following.
- When a High Capacity Optional Rate Plan customer makes changes to its existing High Capacity Optional Rate Plan as specified in Section 7.2.8(A)(1)(c), following, for High Capacity Service Optional Rate Plan Replacements.

The Access Order Charge will be applied on a per order basis to each order received by the Telephone Company or copy of an order received by the Telephone Company pursuant to Sections 5.3.1, preceding, and is in addition to other applicable charges as set forth in this and other sections of this tariff.

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5. Access Ordering (Cont'd.)5.4 Charges Associated with Access Ordering (Cont'd.)5.4.2 Miscellaneous Service Order Charge

A Miscellaneous Service Order Charge, as set forth in 17.4.1(D) following, applies to any service or combination of services ordered simultaneously from Section 13 of the tariff for which a service order is not already pending with the exception of Local Number Portability. The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

(T)

The charge always applies to the following services since a pending service order would not exist:

- Overtime Repair (13.2.2),
- Standby Repair (13.2.3),
- Testing and Maintenance with Other Telephone Companies other than when in conjunction with Acceptance Testing (13.2.4),
- Other Labor (13.2.5),
- Maintenance of Service (13.3.2).

The Miscellaneous Service Order Charge will also apply to the following services if they are ordered subsequent to the initial installation of the associated access service, thereby necessitating the issuance of another service order:

- Telecommunications Service Priority (13.3.3),
- Controller Arrangement (13.3.4(A)),

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5. Access Ordering (Cont'd.)

5.4 Charges Associated with Access Ordering (Cont'd.)

5.4.2 Miscellaneous Service Order Charge (Cont'd.)

The charge does not apply to the following services since there would exist a pending service order:

- Additional Engineering (13.1),
- Overtime Installation (13.2.1),
- Standby Acceptance Testing (13.2.3),
- Testing and Maintenance with Other Telephone Companies when in conjunction with Acceptance Testing (13.2.4),
- Additional Cooperative Acceptance Testing [13.3.1(A)(1)].

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5. Access Ordering (Cont'd.)5.4 Charges Associated with Access Ordering (Cont'd.)5.4.3 Access Order Change Charges

Access Order changes involve service date changes and design changes. The customer may request a change of its Access Order prior to the service date. The Telephone Company will make every effort to accommodate a requested change when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the change cannot be made with the normal work force during normal business hours, the Telephone Company will notify the customer. If the customer still desires the Access Order change, the Telephone Company will schedule a new service date as set forth in Section 5.1.2, preceding. All charges for Access Order change as set forth in Sections 17.4.1(B) and (C), following, will apply on a per occurrence basis.

Any increase in the number of ordered Special Access Service channels will be treated as a new Access Order (for the increased amount only.)

(T)

If order changes are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order change charges being incurred by the customer.

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5. Access Ordering (Cont'd.)

5.4 Charges Associated with Access Ordering (Cont'd.)

5.4.3 Access Order Change Charges (Cont'd.)

(A) Service Date Change

The customer may request a change of service date on a pending Access Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

If the Telephone Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and the Service Date Change Charge, as set forth in 17.4.1(B) following, will be applied to the order.

If the service date is changed to an earlier date, and the Telephone Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in 5.1.2 preceding apply. Such charges will apply in addition to the Service Date Change Charge.

If the requested service date exceeds 30 calendar days following the original service date, and the Telephone Company determines that the customer's request can be accommodated, the Telephone Company will cancel the original order and apply the Cancellation Charges as set forth in 5.5.3 following. A new Access Order with a new service date will be issued. The Service Date Change Charge will not apply, however the Access Order Charge will apply to the new order.

If the service date is changed due to a design change as set forth in (B) following, the Service Date Change Charge will apply.

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5. Access Ordering (Cont'd.)**5.4 Charges Associated with Access Ordering (Cont'd.)****5.4.3 Access Order Change Charges (Cont'd.)****(B) Design Change**

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 Telephone 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, type of channel interface, or type of Interface Group or technical specification package. Design changes do not include a change of customer designated premises. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Telephone 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 Telephone Company to proceed with the design change, a Design Change Charge as set forth in 17.4.1(C) following will apply in addition to the charge for Additional Engineering as set forth in 17.4.2 following. If a change of service date is required, the Service Date Change Charge as set forth in 17.4.1(B) following will also apply. The Access Order Charge as specified in 17.4.1 following does not apply.

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5. Access Ordering (Cont'd.)**5.5 Minimum Periods and Cancellations****5.5.1 Minimum Periods**

The minimum period for part-time Video and Program Audio Special Access Services is one day as set forth in Section 7.2.4, following, even though the service will be provided only for the duration of the event specified on the order (e.g., one-half hour, two hours, five hours, etc.).

The minimum period for Special Access High Capacity Service is as set forth in Sections 7.2.4, following.

The minimum period for which all other Access Service is provided and for which charges are applicable is one month.

ACCESS SERVICE

5. Access Ordering (Cont'd.)**5.5 Minimum Periods and Cancellations (Cont'd.)****5.5.2 Development of Minimum Period Charges**

When Access Service is disconnected after commencement of service, but prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period. A disconnect constitutes facilities being returned to available inventory.

The Minimum Period Charge for monthly billed services will be determined as follows:

- (A) For Special Access Service the charge for a month or fraction thereof is the applicable monthly rates for the appropriate channel or service type plus any optional features, nonrecurring and/or special construction charge(s) that may apply.
- (B) The Minimum Period Charge for part-time Video and Program Audio Services is the applicable daily rate for the appropriate channel type as set forth in Section 7.2.4, following.

ACCESS SERVICE

5. Access Ordering (Cont'd.)**5.5 Minimum Periods and Cancellations (Cont'd.)****5.5.3 Cancellation of an Access Order**

(A) A customer may cancel an Access Order for the installation of service on any date prior to the service date. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Access Order shall be cancelled, and charges set forth in (B) following will apply or,
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Access Order.

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5. Access Ordering (Cont'd.)**5.5 Minimum Periods and Cancellations (Cont'd.)****5.5.3 Cancellation of an Access Order (Cont'd.)**

- (B) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:
- (1) Installation of Special Access is considered to have started when the Telephone Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
 - (2) Where the customer cancels an Access Order prior to the start of installation of access facilities, no charges shall apply.
 - (3) Where installation of access facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
 - (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the nonrecoverable cost of equipment and material ordered, provided or used, plus the nonrecoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs;
 - (b) The minimum period charges for Special Access ordered by the customer, as set forth in 5.5.2 preceding.

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5. Access Ordering (Cont'd.)

5.5 Minimum Periods and Cancellations (Cont'd.)

5.5.3 Cancellation of an Access Order (Cont'd.)

- (C) When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- (D) If the Telephone Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Access Order without incurring cancellation charges.

5.5.4 Partial Cancellation Charge

Any decrease in the number of ordered Special Access Service channels will be treated as a partial cancellation and charges will be determined as set forth in Section 5.5.3(B), preceding.

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6. Reserved for Future Use

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