

ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services8.1 International Blocking Service

The Telephone Company will provide International Blocking Service to business customers who obtain local exchange

(C)

service from the Telephone Company under its general or local exchange tariffs and to customers who obtain Feature Group A Switched Access service under this tariff.

On each line or trunk for which International Blocking Service is ordered, the Telephone Company will block all direct dialed international calls that use the call sequence of 011+ or 10XXX-011+. The Telephone Company will route the blocked calls to a recorded message.

An International Blocking Service charge as set forth following is applicable for each new or existing exchange line or trunk or Feature Group A Switched Access line to which International Blocking Service is added or removed. This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time it is disconnected.

Nonrecurring
Charge

Per exchange service line
or trunk and/or per Feature
Group A Switched Access line \$ 9.75

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ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd) (N)8.1 International Blocking Service (Cont'd)

A Miscellaneous Service Order Charge as set forth following will apply to orders adding or removing International Blocking Service that are placed subsequent to the initial installation of the associated exchange line(s) or trunk(s) or Feature Group A Switched Access line(s). This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time that it is disconnected.

	<u>Nonrecurring Charge</u>	
Per occurrence	\$ 32.00	(N)

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ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services(Cont'd)8.2 900 Blocking Service

(N)(Y)

The Telephone Company will provide 900 Blocking Service to Customers who obtain local exchange service from the Telephone Company under its general or local exchange tariffs and to Customers who obtain Feature Group A Switched Access service under this tariff. This service is only [provided at appropriately equipped end offices. Those offices providing 900 Blocking Service are identified in NATIONAL EXCHANGE CARRIER ASSOCIATION, INC. TARIFF F.C.C. NO. 4.

On each line or trunk for which 900 Blocking Service is ordered, the Telephone Company will block all direct dialed calls placed to a 900 number. when capable, the Telephone Company will route the blocked calls to a recorded message. Verbal orders for 900 Blocking Service will be accepted.

A Blocking Service charge as set forth following is applicable when ordered by the end user customer with the following exceptions:

- Blocking access to 900 Service is offered to all subscribers at no charge from November 29, 1993 through December 31, 1993.
- Blocking access to 900 Service is offered to all subscribers at no charge at the time telephone service is established at a new number and for 60 days thereafter.

The Blocking Service charge is applied for each line, trunk or Feature Group A Switched Access service to which 900 Blocking Service is added or removed. Requests by subscribers to remove 900 Blocking Service must be in writing. This charge does not apply when blocking is removed from an exchange line or trunk or Feature Group A Switched Access line at the same time it is disconnected.

900 Blocking ServiceNonrecurring
Charge

- Per exchange service line of trunk and/or per Feature Group A Switched Access line.

\$9.75

(N)(Y)

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ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services(Cont'd)8.3 Presubscription

(N)

Pursuant to the Federal Communications Commission's memorandum Opinion and Order, CC Docket No. 83-1145, Phase I, adopted May 31, 1985, and released June 12, 1985, the Allocation Plan, outlined in the Appendix B of that Order, will be available for inspection in the Public Reference Room of the Tariff Division at the Federal Communications Commission's Washington, D.C., location or may be obtained from the Commission's commercial contractor.

- (A) Presubscription is the process by which end user customers may select and designate to the Telephone Company an IC to access, without an access code, for interLATA, interstate calls. This IC is referred to as the end user's predesignated IC.
- (B) On the effective date of this tariff, all existing end users have access to interstate MTS/WATS. No later than 85 days prior to conversion to Feature Group D in a serving end office, the Telephone Company will notify end users of the availability of equal access in their particular area. The notification will include the names of all ICs wishing to participate in the presubscription process. This notification will be sent via U.S. Mail to each end user of record served by the end office to be converted.
- (C) End users may select one of the following options at no charge:
- indicate a primary IC for all of its lines,
 - indicate a different IC for each of its lines.

Only one IC may be selected for each line or lines terminating in the same hunt group.

(N)

ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

(N)

8.3 Presubscription (Cont'd)

(C) (Cont'd)

End users may designate that they do not want to presubscribe to any IC. The end user must arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (10XXX) for all interstate calls.

After the end user's initial selection of a predesignated IC or the designation that they do not want to presubscribe to any IC, for any change in selection after conversion to Equal Access in the serving end office, a nonrecurring charge, as set forth following applies.

Presubscription
Per Trunk

Prior to Conversion

\$ 0.00

- (D) End users not responding to the initial notification will be sent a second notification for the selection of a predesignated IC no earlier than 40 days prior to or no later than 90 days after the conversion to Equal Access in a serving end office. This second notification will indicate the primary IC that has been assigned to them if they fail to respond to the second notification.

After the allocation process has been completed, end users assigned to an IC via the allocation process may change their IC one time within six months after conversion to Equal Access in the serving end office at no charge.

Following the six month period after conversion to Equal Access for any change in selection, a nonrecurring charge as set forth following applies.

(N)

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ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)8.3 Presubscription (Cont'd)

(D) (Cont'd)

Presubscription
Per Trunk

After Conversion

\$ 15.00

(R)

- (E) When an end user indicates more than one IC selection on the return notification or returns an illegible return notification, the Telephone Company will contact the end user for clarification. If the end user indicates an IC selection on the return notification that does not match with information provided by an IC and both notifications indicate the same authorization date, the end user's notification takes precedence and the Telephone Company will process the end user's selection. In the event that two or more ICs provide to the Telephone Company notifications with the same authorization date and neither notification has been processed, the Telephone Company will contact the end user for clarification. A list of these customers in conflict must be sent to the affected IC by the Telephone Company.

In the event that two or more ICs have provided to the Telephone Company notifications with the same authorization date(s), and one IC notification has already been processed by the Telephone Company, those IC notifications not yet processed would be returned to the ICs.

- (F) New end users who are served by end offices equipped with Feature Group D will be asked to presubscribe to an IC at the time they place an order with the Telephone Company for Telephone Exchange Service. They may select either of the following options. There will be no charge for this initial selection.

- designate a primary IC for all of its lines,
- designate a different IC for each of its lines.

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ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)8.3 Presubscription (Cont'd)

(F) (Cont'd)

Only one IC may be selected for each individual line, or lines terminating into the same hunt group. Subsequent to the installation of Telephone Exchange Service and after the end user's initial selection of a predesignated IC, for any change in selection, a nonrecurring charge, as set forth following applies.

Presubscription
Per Trunk

Prior to Conversion

\$ 0.00

- (G) If the new end user fails to designate an IC as its predesignated IC prior to the date of installation of Telephone Exchange Service, the Telephone Company will (1) allocate the end user to an IC based upon current IC presubscription ratios, (2) require the end user to dial an access code (10XXX) for all interstate calls, or (3) block the end user from interstate calling. The end user will be notified which option will be applied if they fail to presubscribe to an IC. An allocated or blocked end user may designate another, or initial, IC as its predesignated IC one time at no charge, if it is requested within six months after the installation of Telephone Exchange Service.

For any change in selection after 6 months from the installation of Telephone Exchange service, a nonrecurring charge, as set forth following applies.

Presubscription
Per Trunk

After Conversion

\$ 15.00

(R)

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8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd) (N)8.3 Presubscription (Cont'd)

- (H) If an IC elects to discontinue its Feature Group D Service offering prior to or within 2 years of the conversion, the IC will notify the Telephone Company of the cancellation. The IC will also notify all end users which selected them that they are canceling their service and that they should contact the Telephone Company to select a new primary IC. The IC will also inform the end user that it will pay the presubscription change charge. The canceling IC will then be billed by the Telephone Company the appropriate charge for each end user for a period of two years from the discontinuance of Feature Group D Service.
- (I) If an IC elects to change a Carrier Identification Code due to the surrendering of a CIC to the North American Numbering Plan Administration for reassignment, the presubscription change charge will be waived. (N)

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8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)8.4 Unauthorized PIC Change

If an IC requests a PIC change on behalf of a billed party (e.g., and end user or the designator of the PIC for a pay telephone), and the billed party subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of agency signed by the billed party, then:

- The billed party will be reassigned to their previously selected IC. No charge will apply to the billed party for this reassignment.
- The Unauthorized Presubscription Change Charge as set forth following will apply to the IC that requested the unauthorized PIC change. This charge is applied in addition to the \$15.00 PIC change charge.

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	Unauthorized PIC Change <u>Charge</u>
Business/Residence (per line or trunk)	\$ 35.64
Public/Semi-Public Pay Telephone (per line or trunk)	\$ 57.57

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ACCESS SERVICE

8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

(N)

8.5 Verification of Orders for Long Distance Telemarketing

No IC shall submit to the Telephone Company a Primary Interexchange Carrier (PIC) change order generated by telemarketing unless and until the order has first been confirmed in accordance with one of the following procedures:

- (A) The IC obtains the billed party's (e.g., and end user or the designator of the PIC for a pay telephone) written authorization to submit the PIC change order. The written authorization shall take the form of a letter of agency which:
- shall be a separate document whose sole purpose is to authorize an interexchange carrier to initiate a primary interexchange carrier change;
 - shall be signed and dated by the billed party of the telephone line(s) requesting the primary interexchange carrier change;
 - shall not be combined with inducements of any kind of the same document;
 - shall not suggest or require that the billed party take some action in order to retain the billed party's current interexchange carrier;
 - shall have all portions translated into another language if any portion of the letter of agency is translated into another language;
 - may be combined with checks that contain only the required letter of agency language that follows and the necessary information to make the check a negotiable instrument. At a minimum, the letter of agency should be printed with a type of sufficient size and readable type to be clearly legible and must contain clear unambiguous language that confirms:

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8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd) (N)8.5 Verification of Orders for Long Distance Telemarketing (Cont'd)

(A) (Cont'd)

- The billed party's billing name and address and each telephone number to be covered by the PIC change order; and
- The billed party's decision to change the PIC to the IC; and
- The billed party's intention to designate the interexchange carrier to act as its agent for the PIC change; and
- The billed party's understanding that only one interexchange carrier may be designated as the billed party's interstate primary interexchange carrier for any one telephone number. To the extent that a jurisdiction allows the selection of additional primary interexchange carriers, the letter of agency must contain separate statements regarding these choices. Any carrier designated as a primary interexchange carrier must be the carrier directly setting the rates for the billed party. One interexchange carrier can be both the billed party's interstate primary interexchange carrier and a billed party's intrastate primary interexchange carrier; and
- the billed party's understanding that they may incur a charge for changing the primary interexchange carrier; or

- (B) The IC obtains the billed party's electronic authorization to submit the PIC change order. The billed party will place a call, from the telephone number(s) on which the PIXC is to be changed, to a toll free telephone number that is dedicated to the IC's PIC verification process. The verification number will connect the billed party to a voice response unit that records the originating ANI and the required information described in (A) preceding; or

(N)

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8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd) (N)8.5 Verification of Orders for Long Distance Telemarketing
(Cont'd)

- (C) An appropriately qualified and independent third party, operating in a location physically separate from the telemarketing representative, obtains the billed party's oral authorization to submit the PIC change order. This authorization must confirm the order and include appropriate verification data (e.g., the billed party's date of birth or social security number); or
- (D) Within three business days of the billed party's request for a PIC change, the IC must send them an information package by first class mail which includes:
- a statement that the enclosed information is being sent to confirm a telemarketing order placed by the billed party within the previous week;
 - the name of the current and soliciting ICs;
 - The terms, conditions or charges for the PIC change;
 - The name of the person who ordered the change;
 - the name, address and telephone number of both the customer and the soliciting IC;
 - a statement advising the billed party that, absent their response, the change will be implemented 14 days from the date the information package was mailed to them; and

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8. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd) (N)

8.5 Verification of Orders for Long Distance Telemarketing
(Cont'd)

(D) (Cont'd)

- the name, address and telephone number of a contact point at the FCC for consumer complaints.

The IC must provide a postpaid postcard which the billed party can use to deny, cancel or confirm the order. The IC must wait 14 days after the information package is mailed to the billed party before submitting the PIC change order to the Telephone Company.

(N)

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8. Additional Engineering, Additional Labor and Miscellaneous Services

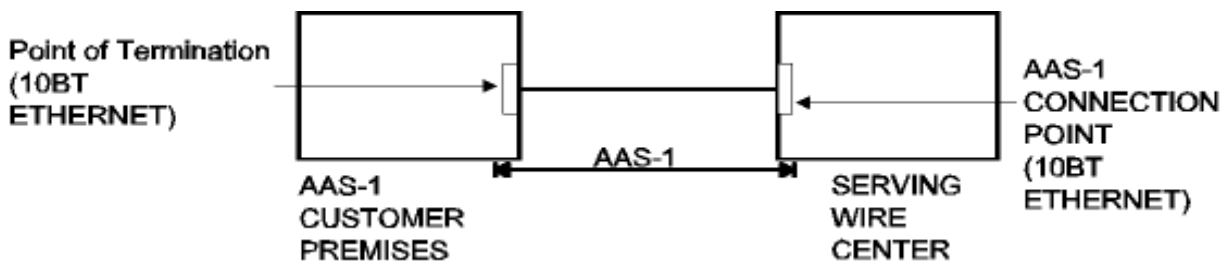
8.6 Advanced Access Services

Advanced Access Services provide digital subscriber line (DSL) based transmission services over local exchange service copper facilities that can be used for data communications. Service is provided, where available, between customer designated premises and Elkhart Telephone Co., Inc.'s (ETC's) serving wire center.

8.6.1 Advanced Access Service Type 1 (AAS-1)8.6.1(A) General

AAS-1 enables data traffic generated by the customer's equipment to be transported to an AAS-1 Connection Point using the local exchange service copper loop facilities. An AAS-1 Connection Point is an interconnection point designated by ETC that aggregates data traffic from and to ETC designated Serving Wire Centers (SWCs). The customer for AAS-1 is a subscriber of ETC's local exchange service.

A generic view of how AAS-1 would be interconnected with a telecommunications service provider's network is depicted in the figure following. In this example, the customer's serving wire center is designated as an AAS-1 Connection Point. The customer orders AAS-1 by requesting AAS-1 between the SWC with a designated AAS-1 Connection Point and an address within 15,000 cable route feet of the SWC for the AAS-1 Customer Premises.

ADVANCED ACCESS SERVICE TYPE 1 (AAS-1)

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All Material On This Page Is New8. Additional Engineering, Additional Labor and Miscellaneous Services8.6.1 Advanced Access Service Type 1 (AAS-1) (Cont'd)8.6.1(B) Limitations

AAS-1 is available at a maximum upstream speed of 1 Mbps (i.e., from the customer's equipment up to the AAS-1 Connection Point) and a maximum downstream speed of 2.5 Mbps (from the AAS-1 Connection Point down to the customer's equipment). These peak speeds are not guaranteed by ETC due to factors that may affect the actual speeds delivered, including loop distance from the ETC Serving Wire Center, condition of the facilities, and limitations in the telecommunications service provider's network design. ETC does not provide customer premises equipment (CPE) beyond the Point of Termination in conjunction with the AAS-1 offering.

AAS-1 will be furnished where suitable facilities exist as determined by ETC.

Rates and regulations for AAS-1 are in addition to any rates and regulations that apply for the AAS-1 customer's local exchange service.

8.6.1(C) Undertaking of the Telephone Company

ETC will provide AAS-1 at rates and charges as set forth in 8.6.1(F) as follows:

- (1) ETC will determine if the customer's local exchange service line is suitable for use with AAS-1. Service will not be provided on lines that ETC determines are not suitable for AAS-1 or on lines that produce interference with other services provided by ETC.
- (2) ETC, after determining if the local exchange service line is suitable for AAS-1, will notify the customer if any additional CPE is necessary to support AAS-1.
- (3) ETC will provision and maintain AAS-1 from the AAS-1 Connection Point to the Point of Termination at the customer's premises.

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8. Additional Engineering, Additional Labor and Miscellaneous Services

8.6.1 Advanced Access Service Type 1 (AAS-1) (Cont'd)

8.6.1(D) Obligations of the Customer

In addition to the regulations described in other sections of this tariff, the following provisions apply to AAS-1:

- (1) The customer must subscribe to local exchange service from ETC pursuant to the ETC general and/or local exchange service tariffs. ETC will automatically disconnect AAS-1 when the associated local exchange service is disconnected for any reason.
- (2) The customer is responsible for providing ETC with the necessary information to provision AAS-1 (e.g., customer name, telephone number and premises address; billing name and address when different from the customer name and premises address; customer contact name and telephone number).
- (3) The customer is responsible for providing and maintaining all required customer provided equipment (CPE), which is compatible with AAS-1.

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All Material On This Page Is New8. Additional Engineering, Additional Labor and Miscellaneous Services8.6.1 Advanced Access Service Type 1 (AAS-1) (Cont'd)8.6.1(E) Rate Regulations

This section contains the regulations governing the rates and charges that apply for AAS-1. The rates for AAS-1 will be billed to the subscriber of AAS-1.

(1) Minimum Period

The minimum period for which AAS-1 is provided to a customer and for which charges are applicable is one month.

(2) Moves

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

- The Point of Termination at the customer designated premises
- The customer designated premises

(3) Rate Categories

There are two types of rates and charges applicable to AAS-1. These are a monthly rate and a nonrecurring charge.

The monthly rate applies each month or fraction thereof for each local exchange service line equipped with AAS-1.

A nonrecurring charge applies per local exchange service line for the installation of AAS-1.

Rates and charges for AAS-1 are as set forth in 8.6.1(F), following.

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Regulations concerning AAS-1 are set forth in Section 8.6.1, preceding.

<u>AAS-1 Line Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
- Per local exchange telephone service line	\$18.83	\$25.00

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