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**LOCAL EXCHANGE SERVICES**

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**TITLE SHEET**

**WASHINGTON, D.C. TELECOMMUNICATIONS TARIFF**

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by VDL, Inc. d/b/a Global Telecom Brokers (hereinafter "Carrier") with principal offices at 500 Redland Court, Suite 309, Owings Mills, Maryland 21117.

This Tariff applies to services furnished within the District of Columbia.

This Tariff is on file with the Public Service Commission of the District of Columbia (the "Commission"), and copies may be inspected there during normal business hours or at Carrier's principal place of business.

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**ISSUED:**

**EFFECTIVE:**

**ISSUED BY:**

VDL, Inc. d/b/a Global Telecom Brokers  
Dror Mei-Tal, President  
500 Redland Court, Suite 309  
Owings Mill, Maryland 21117

**LOCAL EXCHANGE SERVICES**CHECK SHEET

Pages of this Tariff are effective as of the date shown at the bottom of the respective page(s). Original and revised pages, as named below, comprise all changes from the original Tariff that are currently in effect as of the date on the bottom of this page.

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**LOCAL EXCHANGE SERVICES**

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**EXPLANATION OF SYMBOLS AND ABBREVIATION SYMBOLS**

When changes are made in any tariff page, a revised page will be issued canceling the tariff page affected. Changes will be identified on the revised page(s) through the use of the following symbols:

- (C) To signify changed rate, regulation or condition.
- (D) To signify discontinued rate, regulation or condition.
- (I) To signify a rate increase.
- (L) To signify limited availability.
- (N) To signify new material, including a listing, rate, regulation, rule or condition.
- (R) To signify a rate reduction.
- (T) To signify a change in the word of text, but no change in the rate, rule or condition.

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**LOCAL EXCHANGE SERVICES**TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper-right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper-right corner of the page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the third revised Page 14. Because of various suspension periods, deferrals, etc. the Commission follows in their Tariff approval process, the most current page number on file with the Commission is not always the Tariff page in effect. Consult the Check Page for the page currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.(a)
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I.(i)
  - 2.1.1.A.1.(a).I.(i)(1)
- D. Check Sheet - When a Tariff filing is made with the Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The Tariff user should refer to the latest Check Sheet to find out if a particular page is the most current page on file with the Commission.

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**LOCAL EXCHANGE SERVICES**

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**APPLICATION OF TARIFF**

This Tariff sets forth the service offerings, rates, terms, and conditions applicable to the furnishing of intrastate local telecommunications services by VDL, Inc. d/b/a Global Telecom Brokers , hereinafter referred to as the Company, to Business Customers within the District of Columbia. Company's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 1 - DEFINITIONS**

**Access Line** – An arrangement from a local exchange telephone company, using either dedicated or switched access, which connects a Customer's location to Company's location or switching center.

**Application for Service** – A standard order form which includes all pertinent billing, technical, and other description information which will enable Company to provide telecommunications service, as required.

**Basic Local Exchange Service** – Service, which provides for exchange telephone communication within the Local Service Area at rates and under regulations as provided in this Tariff.

**Company** – Global Telecom Brokers of Virginia, Inc. ("GTB"), unless the context indicates otherwise. Company also may be referred to as "Carrier"

**Company-Provided Equipment** – Terminal equipment, as defined herein, provided by Company.

**Commission** – Virginia State Corporation Commission, unless content indicates otherwise.

**Customer** – The person, firm, corporation, or other entity, which orders or uses service and is responsible for the payment of rates and charges and compliance with Tariff regulations.

**Customer Premises** – A location designated by the Customer for the purposes of connecting to the Company's services.

**CPE** – Customer Premises Equipment

**Customer-Provided Equipment** – Terminal equipment, as defined herein, provided by Customer.

**Demarcation Point** – The Premises wire Demarcation Point begins where Customer's inside wire connects to the INC. Where there is no INC, the Demarcation Point is the point of entry at Company's entrance facility. This Demarcation Point separates the responsibility of the end user from that of a vendor or Company's vendor of choice for Premises wire repair and Customer-Provided Equipment trouble isolation.

**Direct Inward Dial (or "DID")** - A service attribute that routes incoming calls directly to stations, by-passing a central answering point.

**Disconnection** – The disconnection of a circuit, dedicated access line, or port connection being used for existing Service.

**GTB** – Global Telecommunications Brokers of Virginia, Inc., the issuer of this Tariff.

**Holiday** – Company specified holidays are New Years Day, Martin Luther Kings Birthday (federally observed), Presidents Day, Memorial Day (federally observed), Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

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**LOCAL EXCHANGE SERVICES**

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SECTION 1 - DEFINITIONS, Con't.

Hunting – The capability to search multiple lines of the same class of service of the same Customer to find a vacant line to complete an incoming call.

ICB – Individual Case Basis.

INC – Intrabuilding Network Cable.

Inside (Premises) Wire – Inside (Premises) Wire (simple wire) refers to all non-system inside (premises) telephone wire on the Customer's side of the inside wire Demarcation Point but does not include Customer Premises equipment.

Non Standard Inside (Premises) Wire is the wire or wiring that does not meet the National Electric Code and Electronic industry standards for either installation and wiring standards, or both.

Standard Inside (Premises) Wire meets the specifications outlined in the National Electrical Code and Electronic Industry Association Standards and that has been installed in accordance with those standards

Kbps - Kilobits per second, which denotes thousands of bits per second.

LATA – A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-01192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4, or its successor Tariff(s).

Local Service Area – That area within which a Customer to Exchange Service can make telephone calls at exchange rates. A Local Service Area may be made up of one or more central office areas or exchange areas.

Local Loop Demarcation Point – The end of Company's network facilities and the beginning of the INC, if any, provided by a building owner.

Loop – A transmission path between the network interface located at Customer's Premises and the main distributing (or other designated carrier) frame in a carrier central office.

Mbps - Megabits, which denotes millions of bits per second.

Network interface device (NID) – A device which readily permits the disconnection of all Customer Premises Wiring, referred to as "CPW," from the telephone company network and provides access to the telephone company network through an industry registered jack of a type provided for in 47 CFR Part 68 for testing purposes

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

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**LOCAL EXCHANGE SERVICES**

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SECTION 1 - DEFINITIONS, Con't.

Premises – Customer premises is all space occupied by a Customer in the same building and all space occupied by the same Customer in different buildings or continuous property.

Recurring Charges - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Service or Services – The services covered by this Tariff, which shall include only the State of Virginia.

Station – The network control signaling unit and any other equipment provided at the Customer's premises which enables the Customer to establish communications connections and to effect communications through such connections.

Terminal Equipment – Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

Trunk – A commercial channel between two switching (i.e. Central Office, PBX) systems.

Usage Charges – Charges for minutes or messages traversing over local exchange facilities.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS****2.1 UNDERTAKING OF COMPANY**

Company is a common carrier providing intrastate communications services to Customers for their direct transmission and reception of voice, data, and other types of telecommunications. Service is available 24 hours a day, seven days a week, throughout the Commonwealth of Virginia.

**2.2 LIMITATIONS OF SERVICE**

2.2.1 Company offers service to all those who desire to purchase service from Company consistent with all provisions of this Tariff. Customers or subscribers interested in Company's services shall file with Company an Application for Service that fully satisfies Company and identifies the services required.

2.2.2 Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff. Company reserves the right not to provide service to or from a location where legally prohibited or the necessary facilities or equipment are not available.

2.2.3 Title to all facilities provided by Company under these regulations remains with Company. Prior written permission from Company is required before any assignment or transfer. All regulations and conditions contained in this Tariff shall apply to all such permitted assignees or transferees, as well as all conditions for Service.

2.2.4 Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by Customer, except when Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between Customer and authorized user or joint user to share the cost of Service, as long as the arrangement generates no profit for any participant in the arrangement.

**2.3 USE OF SERVICE**

2.3.1 Service may not be used for any unlawful purposes or for any purpose for which any payment or other compensation is received by Customer, except when Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between Customer and authorized user or joint user to share the cost of the service as long as the arrangement generates no profit for any participant in the arrangement.

**2.3.2 Minimum Service Period**

The minimum period of service is one month (30 days), unless otherwise stated in this Tariff.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)****2.4 LIABILITY**

- 2.4.1 The liability of Company for any claim of loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under the Tariff shall not exceed an amount equivalent to the proportionate charge to Customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs. For the purpose of computing this amount, a month is considered to have 30 days. In no event will Company be liable for any indirect, consequential, or special damages, or for any lost profits, even if advised of the possibility of the same.
- 2.4.2 Company shall not be liable for any claim of loss, expense, or damage, due to any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Tariff, if caused by any person or entity other than Company, any malfunction of any service or facility provided by any other carrier, act of God, fire, war, civil disturbance, act of government, or by any other cause beyond Company's control.
- 2.4.3 Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:
- Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled, or used by Company under this Tariff;
- Connecting, combining, or adapting Company's facilities with Customer's apparatus or systems;
- Any act of omission by Customer; or
- Any personal injury or death of any person or for any loss of or damage to Customer's premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by Company, if not caused by gross negligence of Company.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of Company.
- 2.4.5 **COMPANY MAKES NO WARRANTY REGARDING THE PROVISION OF SERVICE PURSUANT TO THIS TARIFF, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 – RULES AND REGULATIONS (continued)****2.4.6 With respect to Emergency Number 911 Service:**

This service is offered as an aid in handling assistance calls in connection with fire, police and other emergencies. Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of property, whether owned by Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors, or other defects in the provision of this service or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

Company is not responsible for any infringement or invasion of the right of privacy of any person or persons caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing Emergency 911 service, and which arise out of the negligence or other wrongful act of Company, Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

**2.4.7 Company's liability arising from errors or omissions in directory listings, other than charged listings, shall be limited to the amount of actual impairment to Customer's Service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to Local Exchange Service affected during the period covered by the directory in which the error or omission occurs. In cases of charged directory listings, the liability of Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs.****2.4.8 In conjunction with a non-published telephone number, Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by the number. Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.****2.4.9 When a Customer with a non-published telephone number places a call to the Emergency 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this Tariff, Customer acknowledges and agrees with the release of information as described above.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)****2.5 RESPONSIBILITY OF CUSTOMER**

2.5.1 All Customers assume general responsibilities in connection with the provisions and use of Company's Service. When facilities, equipment, and/or communications systems provided by others are connected to Company's facilities, Customer assumes additional responsibilities. Customers are responsible for the following:

Placing orders for Service, paying all charges for Service rendered by Company, and complying with Company's regulations governing Service as well as assuring that its users comply with regulations.

When placing an order for Service, providing:

1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).

Paying Company for the replacement or repair of Company's equipment when the damage results from:

3. The negligence or willful act of Customer or user;
4. Improper use of Service; or
5. Any use of equipment or service provided by others.

Providing at no charge, as specified from time to time by Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the Premises of Customer as well as the level of heating and air conditioning necessary to maintain a proper operating environment on such Premises.

Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of and associated equipment used to provide Local Exchange Services to Customer from the cable building entrance or property line to the location of the equipment space described above. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of Company-provided facilities, shall be borne entirely by Customer.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)**

Providing Company-authorized employees access to Customer's Premises at all reasonable hours for any purpose reasonably pertinent to furnishing of telephone service.

Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises at which Company employees and agents shall be installing or maintaining Company's facilities and equipment.

Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to the location of Company facilities and equipment in any Customer Premises or the rights-of-way for which Customer is responsible under this section; granting or obtaining permission for Company agents or employees to enter the premises of Customer at any time for the purpose of installing, inspecting, maintaining, repairing, terminating service as stated herein, and removing the facilities or equipment of Company; and not creating or allowing to be placed any liens or other encumbrances upon Company's equipment or facilities.

Where subscribing to Company's Local Exchange Service and reselling these services to others, for complying with all laws and regulations of the Commonwealth of Virginia that relate in any way to its provision of local telephone service, including, but not limited to, laws and regulations regarding consumer protection, billing and collection practices, tariffing obligations, and payment of applicable taxes. Company has no obligation to provide notice to, or otherwise communicate with, end users regarding local telephone service provided by another carrier.

**2.5.2 Availability of Service for Maintenance, Testing, and Adjustment**

Upon reasonable notice, the facilities provided by Company shall be made available to Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.5.3 Cancellation by Customer**

Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or multi-year service agreement. Such termination charge will be equal to one month's usage as projected in Company's proposal for service, or the actual average monthly usage to date, whichever is higher, plus the monthly account charge for the remainder of the contract period.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)**

If Customer orders service requiring special facilities dedicated to Customer's use and then cancels the order before the service begins, before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and Company, a charge will be assessed to Customer for the nonrecoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by Company and not fully reimbursed by installation and monthly charges. If, based on the order, any construction has either begun or been completed, but no service provided, the nonrecoverable cost of such construction shall be borne by Customer. Such charge will be determined on a case-by-case basis.

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**2.6 PAYMENT ARRANGEMENTS****2.6.1 Payment for Service**

Charges for Service are applied on recurring and nonrecurring bases. Service is billed on a monthly basis. Service continues to be provided until canceled by Customer or by Company in accordance with provisions of this Tariff.

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access, telecommunications relay service ("TRS"), rights-of-way, or other local, state, federal and 911 taxes, charges or surcharges, however designated (excluding taxes on the Company's net income) imposed on or based upon the provision, sale, or use of Company's services. These items will be billed as separate line items on the bill.

**2.6.2 Billing and Collection of Charges**

The Customer is responsible for payment of all charges incurred by the Customer for services and facilities furnished to the Customer by the Company, including, but not limited to, all calls originated at Customer's number(s); received at Customer's number(s); billed to Customer's number(s) via third-party billing; incurred at the specific request of Customer; or placed using a calling card issued to Customer. The initial billing may include the account set-up charge where applicable. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly charges for Services ordered will be billed monthly in advance.

- A. Non-recurring charges are due and payable from the Customer within 30 days after the invoice date.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)**

- B. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice date. Usage charges will be billed after the month in which the charges are incurred. Charges will be due and payable within 30 days after the invoice date.
- C. When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this Tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- E. If any portion of the payment is not received by Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within 20 days of the mail date on the bill, then a late payment penalty will be due to the Company. The late penalty will be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5 % per month. Late payment charges will be applied to Business Customers only.
- F. Company will bill Customer a one-time charge of \$20.00 if Customer's check for payment of Service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution.
- G. The Company shall indicate on customers' monthly bills either those items for which service may be terminated or those items for which service may not be terminated for failure to pay and shall include an explanation, by footnote or otherwise, that local telephone service may not be terminated for failure to pay for certain services.
- H. If the Company bills the Customer on behalf of an interexchange carrier, the Company and the interexchange carrier together may block a customer's access to the interexchange carrier when the toll charges of the interexchange carrier have not been paid by that customer; but the Company may not block that customer's access to other interexchange carriers for such nonpayment.

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**SECTION 2 - RULES AND REGULATIONS (continued)**

- I. Customer payments that are less than the total bill balance shall be credited first to any noncompetitive tariffed services, with any remainder credited to any other charges on the bill.
- J. Customers have the right to refer billing disputes and other complaints to Global Telecom Brokers of Virginia, Inc., 400 Redland Court, Suite 309, Owings Mills, Maryland 21117. Company's customer service department can be reached by dialing toll free (800) 362-7296. If after investigation and review by Company, a disagreement remains as to a disputed amount, Customer may file a complaint with the Virginia State Corporation Commission Division of Communications at P.O. Box 1197, Richmond, Virginia 23218, or by calling the Commission at (800) 552-7945.
- K. If Service is restricted or disconnected for nonpayment, Service will be reestablished only upon receipt of payment of all charges due that include charges for Service and facilities during the period of suspension and which may include a service restoration fee. If Customer has a history of payments returned for insufficient funds, Company may require payment by cash, money order, or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check.

**2.6.3 Advance Payments**

To safeguard its interests, Company may require a Customer or applicant for Service who is unable to establish credit satisfactory to Company to make an advance payment. The advance payment will not exceed an amount equal to all non-recurring charges and one months recurring charges, as a condition of continued or new service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

**2.6.4 Deposits**

- A. The Company may require a deposit from Customers to protect against uncollectible accounts. A deposit does not relieve the Customer of the responsibility to make timely payments on the account with the Company. A deposit may be required in addition to an advance payment.
- B. The maximum amount of any deposit shall not exceed the equivalent of the Customer's estimated liability for two months.
- C. The Company will pay interest on deposits held longer than 90 days, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. Deposits held will accrue interest at a rate specified by the Virginia State Corporation Commission

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)**

- D. At the option of the Customer making a security deposit, the Company shall annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer's account.
- E. Customer deposits may be refunded at any time. Residential Customer deposits will not be held longer than one year and all other deposits should not be held longer than two years provided the Customer has established satisfactory credit during that time.
- F. When the Company requires a deposit from any residential Customer, the Customer may pay the deposit in three consecutive equal monthly payments whenever the total amount of the required deposit exceeds forty dollars (\$40). Provided, however, that the Company will have the discretion to allow payment of any deposit (more or less than \$40) over a longer period of time to avoid undue hardship.
- G. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company will refund the deposit or credit it to the Customer's account

**2.6.5 Discontinuance of Service**

- A. Upon giving ten (10) days written notice (excluding Sundays and holidays), the Company may terminate local exchange service for a Customer's failure to pay for noncompetitive services billed on behalf of the Company when the services are in Tariffs on file with the Virginia State Corporation Commission and there is no bona fide dispute concerning such services.

Written notice of Disconnection shall be separate and apart from the regular monthly bill for Service. Customer has five days (excluding Sundays and Holidays) in which to make settlement before Service may be disconnected.

- B. In addition to discontinuance for non-payment, Company may discontinue service without incurring any liability for any of the following reasons:
  - 1. After ten days written notice (excluding Sundays and holidays), in the event of a violation of or of noncompliance with any regulation listed under the Commission's rules and regulations, or for violation for noncompliance with the Services provided under this Tariff;
  - 2. Without notice, for tampering with Company's equipment, hazardous conditions, or Customer use of equipment where it adversely affects Company's equipment or services;

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)**

3. Without notice, in the event of a violation of any law, rule, or regulation of any government authority having jurisdiction over the Service;
4. Without notice, in the event Company is prohibited from furnishing services by order of a court or other government authority having jurisdiction;
5. Without notice, in the event of fraudulent use of Company's network. In such case, Company will discontinue service and/or seek legal recourse to recover all costs involved in enforcement of this provision; or
6. After ten days written notice, for failure of Customer to permit Company reasonable access to its equipment.

**2.7 ALLOWANCES FOR INTERRUPTION OF SERVICE****2.7.1 General**

A credit allowance will be given when service is interrupted, except as specified below. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive because of a failure of a component furnished by the Company under this Tariff. Credit allowances for interruption of service that is not due to the negligence of Customer or to the failure of channels, equipment, and/or communications systems provided by Customer and other carrier are subject to the general liability provisions set forth in Section 2.4 herein.

Credit allowances for failure of Service or equipment starts when Customer notifies Company of the failure or when Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.

It shall be the obligation of Customer to notify Company immediately of any interruption in Service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not being caused by any action or omission of Customer within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal.

Only those portions of the Service or equipment disabled will be credited. No credit allowances will be made for:

1. interruptions of Service resulting from Company's performance of routine maintenance;

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)**

2. interruptions of Service resulting from implementation of a Customer order for a change in the Service;
3. interruptions caused by negligence of Customer or his authorized user; or
4. interruptions of Service caused by the failure of service or equipment provided by Customer, authorized user, or other carriers.

Credit for failure of Service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided, and billed for by Company.

Company shall give credit to Customers for uncompleted calls and wrong numbers.

**2.7.2 Credit Allowances - Directory**

Subject to the provision of Section 2.4 of this Tariff, Company shall allow an amount within the following limits for errors or omissions in alphabetical telephone directories (excluding the use of bold face type):

- A. For listings in alphabetical telephone directories furnished without additional charge, an amount not in excess of the minimum monthly charge to Customer for Local Exchange Service during the effective life of the directory in which the error or omission occurred.
- B. For listings and lines of information in alphabetical telephone directories furnished at additional charge, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
- C. For listings and lines of information records furnished without additional charge, an amount not in excess of the minimum monthly charge to Customer for Local Exchange Service during the period the error or omission continued.
- D. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.

**2.7.3 Calculation of Credit Allowance**

Pursuant to limitations set forth in this section, when Service is interrupted, the credit allowance will be computed on the following basis:

No credit shall be allowed for an interruption of less than two hours.

Customer shall be credited for an interruption of two hours or more for as long as the interruption continues.

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**LOCAL EXCHANGE SERVICES**

- A. When a minimum usage charge is applicable and Customer fails to meet the minimum usage charge because of a Service interruption, a credit shall be applied against that minimum usage charge in the following manner. For each period of two hours that the interruption continues the credit shall equal 1/360th of the monthly minimum charge. Note: in this instance a fractional period of more than one hour shall be treated as a two hour period.
- B. If notice of a dispute as to charges is not received in writing by Company within 30 days after billing is received by Customer, the invoice shall be considered correct and binding on Customer, unless extraordinary circumstances are demonstrated. Any disputed charges that cannot be resolved between Customer and Company may be appealed to the Commission.

The calculation of the credit allowance is as follows:

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

A = Outage time in hours

B = Total monthly charge for affected facility

#### 2.7.4 Cancellation of Credit

Where Company cancels a service and the final service period is less than the monthly billing period, a credit will be issued for any amounts billed in advance, prorated at 1/30th of the monthly recurring charge for each day after the Service was discontinued. This credit will be issued to Customer or applied against the balance remaining on Customer's account.

## 2.8 RESTORATION OF SERVICE

The use and restoration of service in emergency shall be in accordance with the priority system specified in Part 64, Subpart D of the rules and regulations of the Federal Communications Commission.

## 2.9 TIMING OF CALLS

### 2.9.1 When Billing Charges Begin and Terminate for Phone Calls

Customer's usage charge is based on the actual usage of Company's network. Usage begins when the called party picks up the receiver (i.e., when two-way communication, often referred to as "conversation time," is possible). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as a usage of the network. A call is terminated when the calling or called party hangs up.

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**SECTION 2 - RULES AND REGULATIONS (continued)****2.9.2 Billing Increments**

Unless otherwise specified in this Tariff, the minimum call duration for billing purposes is one minute for a connected call. Calls beyond one minute are billed in one-minute increments. Billing will be rounded to the nearest penny for each call.

**2.10 INTERCONNECTION**

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

2.10.2 Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' Tariffs. Customer is responsible for taking all necessary legal steps for interconnecting his or her Customer-Provided Equipment of communications systems with Company's facilities. Customers shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnections.

**2.11 SERVICE CONNECTIONS AND FACILITIES ON CUSTOMER'S PREMISES**

2.11.1 Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Tariff. All facilities provided shall conform to the established construction standards of Company.

2.11.2 Except as otherwise specified in this Tariff, all equipment furnished by Company in connection with a Customer's service shall be carefully used, and only duly authorized employees of Company or its agents shall be allowed to connect, disconnect, change, or alter in any manner any or all such facilities.

2.11.3 Company will be held responsible for loss of or damage to any facilities furnished by Company unless such loss or damage is due to causes beyond Company's control.

2.11.4 Company may remove any and all of its property that is located at Customer's Premises at the termination of Service as provided for in these rules.

2.11.5 No equipment, apparatus, circuit, or device not furnished by Company shall be attached to or connected with the facilities furnished by Company, whether physically, by induction, or otherwise, except as provided in this Tariff. In case any such unauthorized attachment or connection is made, Company shall have the right to remove or disconnect the same, suspend the Service during the continuance of said attachment or connection, or terminate Service.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 - RULES AND REGULATIONS (continued)****2.12 NETWORK INTERFACE DEVICES****2.12.1 General**

A network interface device, or "NID," means a device which readily permits the disconnection of all Customer Premises Wiring, referred to as "CPW," from the telephone company network and provides access to the telephone company network through an industry registered jack of a type provided for in 47 CFR Part 68 for testing purposes. The telephone company shall instruct the customer as to the location, purpose and use of the NID.

**2.12.2 Regulations applicable to simple one- or two-line installations in single or duplex residence or business structures:**

- A. All wiring on the customer's premises that is connected to the telephone network shall connect to the telephone company network through the telephone company-provided NID.
- B. Maintenance of the NID shall be the responsibility of the telephone company that installed the NID.
- C. The NID used for the termination of CPW shall be located outside the customer premises unless an outside location is impractical or the customer requests that it be located inside the premises. When the NID is located inside the premises, it shall be located at a point closest to the protector that is convenient to the customer. Any additional cost associated with placing the NID inside when requested by the customer shall be at customer expense.

**2.12.3 Regulations applicable to simple one- and two-line installations in multi-story or multi-occupancy buildings, campuses, malls, etc.:**

- A. All wiring on the customer's premises that is connected to the telephone network shall connect to the telephone company network through the NID.
- B. Maintenance of the NID shall be the responsibility of the telephone company that installed the NID.
- C. The NID shall be located at a point between the CPW and the telephone company network. This location may be the telephone equipment room, wiring closet, inside or outside the customer premises, or other designated location that is accessible to the customer. If a customer requests that the NID be placed in a location which is other than that selected by the telephone company and which conforms to the criteria set out in this section, the customer must pay any additional expense associated with so placing the NID.

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**SECTION 2 - RULES AND REGULATIONS (continued)**

- 2.12.4 Regulations applicable to a NID installed on visits to the customer premises for reasons other than the initial installation of telephone service by a network installer-repair person:
- A A NID shall be installed on all maintenance visits to the customer premises by a network installer-repair person. The NID must be installed in a location accessible to the customer. The only exceptions to this section are as follows:
    - 1. For residential customers who subscribe to an optional wire maintenance plan, provided all existing telephone sets are modular.
    - 2. For residential customers who subscribe to an optional wire maintenance plan with all or some hard-wired telephone sets, provided there is no maintenance visit charge for troubles located in hard-wired telephone sets.
    - 3. Where no access to the telephone company station protector exists.
    - 4. Where excessive work load, including labor force shortage, excessive troubles, storms, strikes, emergencies, or acts of God would not make it feasible for the telephone company to immediately install a NID.
    - 5. A suitable NID is not available in the marketplace to accommodate the existing installation.
  - B. It will be the decision of the telephone company installing the NID whether to place the NID inside or outside the customer premises. This decision should be the one that will best accommodate the installation of the NID at the least cost to that telephone company.
  - C. The maintenance of the NID shall be the responsibility of the telephone company that installed the NID.
  - D. If the customer requests that the NID be placed in a location other than the location selected by the telephone company and which conforms to the criteria set out in this section, any additional cost to the telephone company will be at customer expense.
- 2.12.5 Regulations applicable to termination of all telephone company network facilities in all multi-story, multi-occupancy buildings, campuses, malls, etc. that began construction after May 1, 1986:
- A. Construction shall be deemed to have begun when the telephone companies had initial contact with the architect or owners, or both.
  - B. The telephone company network facilities will terminate inside the building at a point of minimum penetration to the building. This location will be arranged through the building owner or architect. Normally, this location will be the same location as the termination for riser, house, or building distribution cable.

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SECTION 2 - RULES AND REGULATIONS (continued)

- C. The telephone company shall terminate its telephone network facilities at an appropriate NID installed by the telephone company.

The NID shall permit premises wiring to be readily connected or disconnected from the telephone company network facilities.

- D. The telephone company will not be responsible for the provision of telephone riser, house, or building distribution cable as a regulated service.
- E. This section does not restrict the telephone company from installing riser, house, or building cable under contract.

**2.13 LOCAL LOOP DEMARCATION POINT****2.13.1 Responsibilities**

Company will provide facilities, equipment, and services to the Local Loop Demarcation Point. Company is responsible for the provisioning and maintenance of its facilities, equipment and services to the Local Loop Demarcation Point, including those located at this point.

Customer is responsible for the completion of services beyond Company's Local Loop Demarcation Point. Customer-requested services beyond the Local Loop Demarcation Point may be provided by Company at Customer's expense.

**2.13.2 Local Loop Demarcation Point**

Company's Local Loop Demarcation Point separates Company's network responsibility for its facilities, equipment, and services from the point of the building owner or end-user customer. This Local Loop Demarcation Point designates the end of Company's network facilities (local loop) and the beginning of the Intrabuilding Network Cable (INC), if any, provided by the building owner.

When a Local Loop Demarcation Point lacks sufficient power and/or space to support provisioning of new service, such service will be provisioned as close as practicable to the existing demarcation point.

**2.13.3 Local Loop Demarcation Point Exceptions**

Emergency Reporting Services (E911/911) – The Local Loop Demarcation Point is at Company-Provided Equipment, including the equipment, where the equipment has been provided by Company.

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**SECTION 2 - RULES AND REGULATIONS (continued)**

Disabled Services – The Local Loop Demarcation Point is at Company-Provided Equipment. Company’s responsibility includes the terminal equipment where the equipment has been provided by Company.

Fiber Optic Cable – The Local Loop Demarcation Point is at Company-provided fiber optic terminal (FOT) equipment. Company’s responsibility includes the FOT equipment where such equipment has been provided by Company.

Company Points of Presence (POP) – Local Loop Demarcation Point guidelines are not applicable for access services provided to interexchange, local exchange, and radio carrier (both private carriers and common carriers as defined by applicable Federal Communications Commissions regulations) Point of Presence locations. However, Local Loop Demarcation Point rules do apply to Company-provided service(s) provisioned to a Point of Presence when the service(s) is used in the capacity of an end-user of the service(s).

If a property owner desires an additional Local Loop Demarcation Point at a specified location on a Customer’s Premises for purposes of providing service assurance, safety, security, and privacy of data communications over the cable (generally known as “Direct Feed”), the owner will be required to pay for additional network cable and network facilities particularly, cable pairs served from any Local Loop Demarcation Point from one location to another location, through special construction arrangements.

- 2.13.4 **Intrabuilding Network Cable (INC) Demarcation Point.** The INC Demarcation Point separates the building owner’s responsibility to provide INC from the end-users responsibility to provide inside wire, standard jacks, and customer premises equipment (CPE). This INC Demarcation Point designates the end of the INC provided by the building owner and the beginning of simple or complex inside wire provided by the end-user.

The INC Demarcation Point is located at the distribution terminal(s) on each floor in a multi-story building, except as set forth following and the preceding exemptions listed.

Where there is no INC or the INC is in a single story building, the INC Demarcation Point is Company’s Local Loop Demarcation Point.

- 2.13.5 **Inside Wire Demarcation Point** The Inside Wire Demarcation Point is located where CPE is connected to the inside wire. This demarcation point designates the end of the inside wire and the beginning of the CPE facilities.

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**LOCAL EXCHANGE SERVICES**SECTION 2 - RULES AND REGULATIONS (continued)2.14 CALCULATION OF DISTANCE

Distance between two points is measured as airline distance between the Rate Centers of the originating and terminating telephone lines. The Rate Center is a set of geographic coordinates, as referenced in National Exchange Carrier Association, Inc. ("NECA") Tariff FCC No. 4. FCC Access Services Tariff, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number).

The airline distance between any two Rate Centers is determined as follows:

- A. Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center.
- B. Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
- C. Divide each of the differences obtained in step (3.3.2.B) by three, rounding each quotient to the nearest integer.
- D. Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in 3.3.2.C by 3 and repeat this step. Repeat this process until the sum of the squares obtained in this step is less than 1778
- E. The number of successive division by three in steps 3.3.2.C and 3.3.2.D determines the value of "N". Multiply the final sum of the two squares obtained in step 3.3.2.D by the multiplier specified in the following table for this value of "N" preceding

<u>N</u>	<u>Multiplier</u>	<u>Minimum Rate Mileage</u>
1	0.9	-
2	8.1	41
3	72.9	121
4	656.1	361

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**LOCAL EXCHANGE SERVICES**

SECTION 2 - RULES AND REGULATIONS (continued)

- F. Obtain the square root of product in and, with any resulting fraction, round up to the next higher integer. This is the rate mileage except that when the mileage so obtained is less than the minimum rate shown in E preceding, the minimum rate mileage corresponding to the “N” value is applicable.

Formula:

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

2.15 USAGE RATES PERIODS

- A. The usage rates for all Customers to which usage rates apply is determined by the time of day, day of the week, and class of service. The time of day when conversation actually takes place is determined in accordance with the time system, standard or daylight savings, legally or commonly in use, determines whether Day Rate or Night and Weekend Rate treatment applies. In cases where a call extends beyond one rate period, the appropriate treatment applies to the respective periods of conversation.

For purposes of calculating rates, the following periods apply:

Day 8:00 A.M. 5:00 P.M.	Monday through Friday
Evening 5:00 P.M. 11:00 P.M.	Sunday through Friday
Night 11:00 P.M. 8:00 A.M.	Every Day
Weekend 8:00 A.M. 11:00 P.M.	Saturday
Weekend 8:00 A.M. 11:00 P.M.	Sunday

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 - SERVICE AREAS****3.1 EXCHANGES AND ZONES**

- 3.1.1 The local service area of the Washington Zone includes all telephones bearing the designation of any central office of the WMEA and the Ashton (Md.), Braddock (Va.), Dulles (Continental Tel. Co. of Va.), Engleside (Continental Tel. Co. of Va.), Gaithersburg (Md.), Herndon (Va.), Laurel (Md.), and Lorton (Continental Tel. Co. of Va.) exchanges.

The WMEA embraces the District of Columbia and certain adjacent areas in Maryland and Virginia. The WMEA comprises zones designated as follows: Alexandria-Arlington (Va.), Berwyn (Md.), Bethesda (Md.), Bowie-Glenn Dale (Md.), Capitol Heights (Md.), Clinton (Md.), Fairfax-Vienna (Va.), Falls Church-McLean (Va.), Hyattsville (Md.), Kensington (Md.), Layhill (Md.), Marlboro (Md.), Oxon Hill (Md.), Rockville (Md.), Silver Spring (Md.) and Washington, D.C.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 - LOCAL EXCHANGE SERVICES AND RATES****4.1 BUSINESS LOCAL EXCHANGE SERVICE**

This Tariff contains the schedule of rates and specific regulations applicable to Business local exchange dial tone lines and trunk services furnished within Exchange Areas in Virginia as specified in Section 3. Usage charges, where applicable, are in addition to the local dialtone rate.

**4.1.1 Basic Local Exchange Service**

Basic Local Exchange Service provides basic dial tone access for Business Customers. The line consists of a 2 wire pair from Customer Premises to Customer's serving central office and supports incoming and outgoing calls. The service link provides a channel for the transmission of analog signals within an approximate bandwidth of 300-3000 Hz. Basic Local Exchange Service may only be used to provide dial tone service.

The rate for Basic Local Exchange Service does not include usage charges or customer premise equipment, including a phone set with the line. Customer shall be responsible for the installation and maintenance of any inside wire and standard jack(s) conforming to Part 68, Subpart F, of the FCC's Rules and Regulations associated with non-key and non-switching system service.

**4.1.2 Trunk Local Exchange Service**

Trunk lines are provided from Company's central office in connection with central office facilities associated with Direct Outward Dialing and Direct Inward Dialing Services furnished in connection with Private Branch Exchange Service and Customer-provided multi-line terminating systems. The rate for Trunk Local Exchange Service does not include usage charges.

**4.1.3 Direct Inward Dialing Trunks (DID)**

An arrangement in Company's central office to provide inward calling service from the network to Customer's premises for use in connection with dial switching or number identifying equipment. DID service transmits the dialed digits for all incoming calls allowing Customer's PBX to route incoming calls directly to individual stations corresponding to each DID number. DID Service is furnished where operating conditions and the availability of facilities exist.

DID will be provided to PBX dial switching equipment. DID service must be provided on all lines in a trunk group arranged for inward service. Each DID trunk group shall be considered a separate service. If non-DID trunks are furnished, they must be in a separate trunk group from the DID service trunks.

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**LOCAL EXCHANGE SERVICES**

SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)

4.2 LOCAL EXCHANGE SERVICE RATES

4.2.1 Basic Local Exchange Service Rates

<b>Business Line - Rate Class</b>	<b>Monthly Charge – per line</b>
Initial	\$16.50
Additional	\$16.50

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4.2.2 Trunk Local Exchange Rates

<b>Business Trunk - Rate Class</b>	<b>Monthly Charge – per Trunk</b>
Initial	\$16.50
Additional	\$16.50

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4.2.3 Direct Inward Dialing Trunks (DID) Rates

<u>Non-Recurring Charges</u>	<u>Connection Charge</u>
First 20 DID Numbers	\$ 850.00
Each Additional 20 DID Numbers	\$ 23.65
C.O. Trunk connection, each	\$ 108.00
Moving/Change Charges, Per Service Order	\$ 37.50
<u>Recurring Charges</u>	<u>Monthly Charge</u>
DID Trunk Termination	\$ 14.50
First 20 DID Numbers	\$ 19.62
Each Additional 20 DID Numbers	\$ 19.62

4.2.4 Regulatory Administration Fee

	<u>Monthly Charge</u>
Monthly fee to cover Company’s administrative costs incurred to collect and remit federal, state, and local taxes, surcharges, and regulatory fees.	\$2.73

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**LOCAL EXCHANGE SERVICES**

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SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)

4.3 LOCAL USAGE OPTIONS

4.3.1 General

- A. When usage services are established or discontinued during a billing month, the allowance is a pro rata share of the monthly usage allowance. For purposes of administering the allowance, every month is considered to have thirty (30) days. No credit is given for any unused allowance during a billing month, nor is any unused allowance accumulated and/or carried forward over billing months. Allowances are not transferable between separate accounts of the same customer.
  
- C. Message Usage Option
  - 1. With the Local Message Unit Usage Package Option, the Business Customer pays a stipulated monthly rate, set forth in Section 4.3.2, for each number of outgoing calls within a specified local calling area.

4.3.2 Message Unit Charge

Charge per Message Unit: \$0.06 | I

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)****4.4 OPTIONAL CALLING FEATURES**

The following Optional Calling Features are furnished to individual lines and offered on a monthly basis where facilities are available.

**4.4.1 Custom Calling Features and Descriptions:****Call Waiting**

This service enables Customers to answer a second call while already on the phone line.

**Caller ID**

This service allows a Customer to see the telephone number of the person calling before the phone is answered. Private and unlisted numbers will also appear on the display unit. The service requires an additional piece of Customer-provided equipment (CPE), a display unit or integrated telephone set. The number will display between the first and second ring. If the call is answered on the first ring, the calling number will not display.

**Caller ID Deluxe**

This service displays the name and calling telephone number on the display unit of the called party. The service requires Customer-provided equipment (CPE), a display unit or integrated telephone set that is equipped with multi message delivery.

**Identical Ringing/Distinctive Ringing**

This service allows Customers to have up to three separate telephone numbers on one local exchange line. Each telephone number will provide a distinctive ring on incoming calls to allow for identification of the incoming calls. A distinctive Call Waiting tone for each telephone number will be provided where facilities permit for Customers also subscribing to Call Waiting.

**Three-Way Calling**

This service allows the user to add a third party to an established connection without operator assistance. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)****Priority Calling**

This service is an arrangement that provides for one distinctive audible signal to Customer when a call is received from one of up to six prespecified telephone numbers. If Customer also subscribes to Call Waiting, and the incoming call arrives while the line is busy, the usual Call Waiting tone is altered with a distinctive pattern. For calls originating from a line within a multiline hunting group, the distinctive signal is only produced when the caller's main telephone number is one of those that has been prespecified.

**Repeat Calling**

This service is an arrangement that permits Customer to redial automatically the last number dialed. If the called line is found to be busy, a 30 minute queing process begins. Customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle or the queing process expires.

**Return Calling - \* 69**

This service is an arrangement that provides Customer with an announcement of the last phone number that called him/her. To activate Return Call, Customer dials \*69. Customer then hears an announcement that tells him/her the telephone number of the last party that called him/her. If Customer wishes to return the call right away, voice prompts will instruct Customer to dial 1, and the call automatically will be returned.

**Select Forwarding**

This service is an arrangement that permits Customer to prespecify up to a maximum of six telephone numbers calls from which calls will be forwarded. For calls from a line within a multiline hunting group, the call will be forwarded only when the main telephone number has been prespecified.

**Ultra Forwarding**

This service combines Call Forwarding remote-access capability. In addition to the current Call Forwarding feature-access method, the Ultra Forward feature provides Customers access from any tone-type address signaling capable telephone. Customer dials a remote access directory number and then is guided by voice messages to enter his/her home or office telephone number equipped with the Ultra Forward feature, a Personal Identification Number (PIN) and a feature code.

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**LOCAL EXCHANGE SERVICES**

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SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)Call Forwarding - Busy

This service is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is in use.

Call Forwarding – Don't Answer

This service is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is unanswered after passage of a predetermined interval.

Fixed call forwarding may be associated with dial tone individual lines and Private Branch Exchange (PBX) trunks, including those with Direct Inward Dialing (DID) Service. Fixed Call Forwarding arrangements are only available to Customers served by compatible electronic type switching equipment.

Calls forwarded by these arrangements are subject to local and long distance messages charges. These arrangements contemplate that normal transmission performance quality cannot be guaranteed to all calls forwarded.

Anonymous Call Rejection

This service is an arrangement that allows a called party to reject calls from parties that have activated the \*67 per calling blocking feature to prevent the display of the calling telephone numbers to Caller ID subscribers or to prevent the display of the calling telephone numbers associated main listed names to Caller ID subscribers. When Anonymous Call Rejection is activated, such calls will be routed to an announcement that tells the calling party that the called party will not accept calls from callers who have chosen to prevent the display of their telephone numbers and names. The calling party will be instructed to hang up and place his/her call again without activating the \*67 per call blocking feature, Customer may activate or deactivate Anonymous Call Rejection by dialing an activation code. This arrangement is included with the Caller ID and Caller Deluxe Service and is available to non-Caller ID/Caller ID Deluxe Customers.

Call Blocking

This service is an arrangement that prevents future calls from up to six prespecified telephone numbers, one of which may be the most recent incoming call from an unknown telephone number immediately after an unwanted call has been received. Callers from the prespecified telephone numbers will receive an announcement that the called party is not accepting calls. For calls from a line within multiline hunting groups, the call will be blocked only when the main telephone number is included as one of the six prespecified telephone numbers.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)****Call Tracing**

This service is an arrangement that permits the retrieval of the originating number of the last call received. The result of the Call Trace is automatically sent to Company which furnishes the number to legally constituted law enforcement authorities upon proper request by them. The call trace result is not available to Customer. Company is not responsible for damages if, for any reason, the Call Tracing attempt is not successful.

**4.4.2 Additional Optional Calling Features and Descriptions****Make-Busy Arrangements**

This service enables Customers, during certain periods, to make busy one or more incoming lines by the operation of a key at Customer's location. Make-Busy Arrangements are provided only with individual lines, PBX trunks, and Centrex Lines where the Centrex dial switching equipment is located in Company's premises.

**Call Gating**

This service is an optional outgoing call management service that gives Customer the ability to block or allow calls initiated from the telephone line.

**Hunting Service Arrangements**

This service selects the next available line of a Customer's group of hunting lines when the lines associated with called number of the Customer is busy.

**Long Distance Message Restriction**

This service is an arrangement that permits the origination of exchange area calls but prevents the origination of long distance calls and audiotext calls from local exchange service lines or communications system user to dial. This arrangement also denies access to "zero" (operator) dialing.

**700/900 Call Restriction**

This service is an arrangement that prohibits access to 700 and 900 service telephone numbers from selected local exchange service lines.

**Transfer Arrangements**

This service enables Customers to transfer incoming telephone calls to another bell or telephone.

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**LOCAL EXCHANGE SERVICES**

SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)

Preferred Telephone Number Service

This service allows Customers to select a telephone number (last 4 digits) other than the telephone number normally assigned by Company.

Number to Number Referral Service

This service provides a recorded announcement that states the line number status and gives a referral number for calls placed to a disconnected or changed residence or business line number. Charges for this service are billed in advance as a one time charge on the final bill for that number and is based on the length of time the service is requested.

4.4.3 Custom Calling Feature Rates

<u>DESCRIPTION</u>	<u>MONTHLY RATE PER LINE EQUIPPED</u>	<u>INSTALLATION</u>	<u>USAGE CHARGES</u>
Call Waiting	\$5.30		
Caller ID	\$10.50	I	
Caller ID Deluxe	\$10.75		
Identia Ringing/Distinctive			
Ringing Per Dependent Number	\$9.00	I	
*69 Per Activation			\$0.75
*69 Subscription Basis	\$5.25	I	
Three-Way Calling Per Activation			\$0.75
Three-Way Calling Subscription	\$5.50	I	
Priority Calling	\$3.50		
Repeat Calling			
Per Activation			\$0.75
Subscription Basis	\$2.50		
Select Forwarding	\$4.50		
Ultra Forwarding	\$7.00		
Call Forwarding			
Busy	\$2.00		
Don't Answer	\$2.00		
Busy and Don't Answer	\$2.00		
Anonymous Call Rejection	\$3.00		
Call Blocking	\$4.50		
Call Tracing			\$1.00

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**LOCAL EXCHANGE SERVICES**SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)4.4.4 Additional Optional Feature Rates

<u>DESCRIPTION</u>	<u>MONTHLY RATE PER LINE EQUIPPED</u>	<u>INSTALLATION</u>	<u>USAGE CHARGES</u>
Make-Busy Arrangements One Circuit Required for Each One or Two Lines to be Made Busy	\$7.84	\$13.88	
Call Gating	\$4.00	\$ 5.00	
Hunting Service Arrangements Per Line or Trunk in a Group so Arranged	\$0.33		
Transfer Arrangements per Line Transferred	\$4.31	\$ 7.00	
Preferred Telephone Number Service	\$3.41	\$ 9.74	
Number to Number Referral Service Per Line Referred	\$10.00		

4.4.5 Remote Call Forwarding

- A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station).
- B. Remote Call Forwarding is offered subject to the following limitations:
1. RCF is offered subject to availability of suitable facilities.
  2. Service is not offered where the terminating number is a public telephone.
  3. The Company does not guarantee identification of the originating telephone number to the Remote Call Forwarding customer.
  4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.
  5. RCF is not represented as suitable for satisfactory transmission of data.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)**

6. Remote call forwarding to another Company-provided RCF number is not permitted.
7. RCF is provided on the condition that the customer subscribe to sufficient features and facilities at the call forwarding location and, where appropriate, at the terminating location to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.
8. When the Remote Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.
9. The local calling area (seven-digit dialing) for Remote Call Forwarding provided in a particular wire center will be the same as that provided on a non-optional basis to subscribers to Basic Local Exchange Service in that same wire center. This local calling area includes that provided in calling plans such as Extended Calling Service and Local Calling Plus. Calls outside the local calling area will be sent-paid (1+ only) toll calls.
10. Where the RCF customer receives a business directory listing, calls will not be forwarded to a Company-provided telephone service for which residential rates apply.
11. Where calls are to be forwarded to telephone service other than that of the RCF subscriber, it shall be the responsibility of the RCF subscriber to obtain permission for such forwarding from the subscriber to the other service and to determine a mutually acceptable number of access facilities (calling paths). Where the other subscriber contests such forwarding or the number of access facilities, the Company reserves the right to modify the RCF service to the extent necessary to eliminate the other subscriber's complaint. The RCF subscriber shall be responsible for the Tariffed charge for any resulting rearrangement of the RCF service.

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**LOCAL EXCHANGE SERVICES**SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)

## C. Minimum Contract Period

The minimum contract period for this service is one month. Customers can receive additional discounts on line and trunk charges by signing term commitments. There are no discounts on installation charges.

## D. Monthly Charges

The following charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service and equipment with which it is used.

1. Remote Call Forwarding

Per feature arranged and one access path or additional access path either Interexchange, Intraexchange, or local calling area per service request.

	<u>Installation Charge</u>	<u>Monthly Charge</u>
First arrangement, each	\$11.52	\$16.80
Additional arrangement, each	\$11.52	\$16.80

2. Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:

## 1. Between the originating station and all forwarding locations.

The charge for this portion of a remotely forwarded call shall be the charge specified in this or any other applicable Tariff for the type of call involved.

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**LOCAL EXCHANGE SERVICES**

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SECTION 4 – LOCAL EXCHANGE SERVICES AND RATES (continued)

2. Between the call forwarding location and the terminating station.

The Remote Call forwarding customer is responsible for the applicable Local Usage Rate Service charges or for the applicable customer-dialed station-to-station charges specified in this or any other applicable Tariff. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 5 - CENTREX EASYDIAL SERVICE****5.1 CENTREX EASYDIAL SERVICE**

Centrex Easydial Service is a Centrex service that is furnished from compatible electronic type switching equipment located on Telephone Company premises and includes the facilities necessary for intercommunication between Centrex lines within Customer's system, Local Exchange Service (access via assumed dial "9"), direct in-dialing to Centrex lines, identification and billing of outgoing long distance messages by line number where such billing is done by Company, Touch-Tone Calling Service and intercepts to the main listed number.

**5.1.1 Explanation of Terms****Primary Location**

The primary location of each Centrex Easydial System is the area served by the wire center in which the Centrex Easydial System's dial switching equipment is located.

**Secondary Location**

Any location other than the Primary Location.

**5.1.2 Centrex Easydial Service line includes the following features:****Call Restrictions**

Easydial Customers may elect to fully or partially restrict individual Easydial lines by selecting one of the ten (10) Easydial Call Restriction Options listed below. If the Customer does not choose one of the Call Restrictions listed below, the Easydial line will default to unrestricted - outgoing and incoming. This feature is automatically activated and cannot be activated or deactivated by Easydial Customers.

NOTE: In addition to the ten Call Restriction Options, an additional restriction that restricts 10XXX dialing can be provided to the Easydial Customer.

Option #1 - Toll Deny - Outgoing. Local calling only. Allows 800, 411, 611 and 911. Denies "0" dialing. PROX FID Required and PIC is NONE.

Option #2 - Toll Deny - Outgoing - Local Calling Only. Allows "0" with Call Screening for third number, Collect or Calling Card. Allows 800, 411, 611 and 911. PROX FID Prohibited.

Option #3 - Deny Audiotext - Outgoing. PROX FID is optional.

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**SECTION 5 – CENTREX EASYDIAL SERVICE (continued)**

- Option #4 - Deny 900 - Outgoing. PROX FID is optional.
- Option #5 - Deny Audio text and 900 - Outgoing. PROX FID is optional.
- Option #6 - Deny Audiotext and 700, 900 - Outgoing. PROX FID is optional.
- Option #7 - Fully Restricted. (Intercom Only) - Outgoing and Unrestricted Incoming. Fully Restricted lines will not allow calling to “911”. PROX FID is required and PIC is NONE.
- Option #8 - Fully Restricted. (Intercom Only) - Outgoing and Incoming. PROX FID is required and PIC is NONE.
- Option #9 - Deny International. Direct Distance Dialing - Outgoing. PROX FID is optional.
- Option #10 - Deny Audiotext, 700, 900 and International. Direct Distance Dialing - Outgoing. PROX FID is optional.

**Call Transfer - All Calls (Inside/Outside)**

This feature allows an established call to be transferred to another line either within or outside the system.

**Consultation Hold**

This feature is a temporary type hold that will access a recall dial tone. The recall dial tone then enables the user to make another call for private consultation or to activate Three-Way Calling.

**Intercommunication (Intercom)**

This feature enables Customers within the same Centrex system to communicate with each other by dialing a code without application of message units charges.

**Station Line Hunting**

This feature allows lines to be arranged in groups so that a call to a busy line in a group will be completed to another line in the group that is not busy. Station line hunting can be provided in series completion, circular or multiline arrangements.

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**SECTION 5 – CENTREX EASYDIAL SERVICE (continued)****Three-Way Calling**

This feature allows the user to add a third party to an established connection for a three line conference arrangement without operator assistance.

- 5.1.3 The following Centrex features may be selected by Customers for each of their Centrex Easydial lines for no additional charge:

**Automatic Callback Calling**

This feature allows a user attempting to call a line within the Centrex system that is busy to be connected to that line once both lines are idle.

**Call Forwarding - Busy - All Calls**

This feature is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is in use. With this arrangement, more than one station line can forward to a common station line.

**Call Forwarding – Don't Answer - All Calls**

This feature is a fixed arrangement that automatically routes incoming calls to another specified telephone number if the intended line is unanswered after approximately three ringing cycles.

**Call Forwarding - Variable - All Calls with Reminder Ringing**

This feature is an arrangement that permits a station user to have incoming calls automatically transferred to another line of the system or to a line outside the system for temporary periods. The feature is activated by dialing a prefix code, followed by the line number to which calls are to be transferred. The feature is deactivated by dialing another code.

**Reminder Ringing**

Calls directed to a line in the call forwarding mode will receive a shortened ring before the call is forwarded. This serves as a reminder to station users that their line is in a call forwarding mode.

**Call Holding**

This feature enables the user to “hold” any call in progress for an extended period of time, thus freeing the line for answering another call.

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**SECTION 5 – CENTREX EASYDIAL SERVICE (continued)****Call Pick-up**

This feature allows the user to answer any call directed to another line within the call pick-up group. That line becomes free to place or receive calls immediately after a call has been picked up from another line.

**Call Waiting - Originating**

This feature automatically sends a waiting tone to any line within the Centrex system that is busy when dialed. The called line can then hang up or activate Call Holding (\*78) to answer the call or simply disregard the call waiting tone.

**Call Waiting - Terminating with Tone Block**

This feature will send a tone to announce to a busy line that is equipped with this feature an incoming call from outside the Centrex System. The calling party receives a ring instead of a busy signal, and the called line can then activate call hold (\*78) to answer the waiting call.

**Directed Call Pick-up with Barge-in**

This feature enables the user to answer or “pick-up” calls directed to any other line in the Centrex system, even if it is not in the same pick-up group. If the call is already answered and a call is in progress, the user will automatically be bridged in on the call, following a burst of tone, thus establishing a Three-Way Call.

**Directed Call Pick-up without Barge-in**

This feature enables the user to answer or “pick-up” calls directed to any other line in the Centrex system, even if it is not in the same pick-up group. If the line being picked up has already been answered, the party dialing the direct pick-up code receives a busy signal rather than barging directly into the established call.

**Distinctive Ringing with Call Waiting Tone**

This feature provides the ability to distinguish the origin of incoming calls via different ringing patterns. This feature can also distinguish between external calls and intercommunication calls.

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**SECTION 5 – CENTREX EASYDIAL SERVICE (continued)**

- 5.1.4 Centrex Easydial Service Customers may select one of the following Call Restriction arrangements for each of their Easydial lines:

Unrestricted  
Long Distance Message Restriction  
Fully Restricted (Intercommunication Only)  
700/900 Audiotext Blocked (Originating)

- 5.1.5 **General**

Optional Centrex Custom Calling Services may be available where Telephone Company facilities permit.

Centrex Easydial Service lines sharing a common intercom arrangement and a primary directory listing will be considered a Centrex Easydial Service System. A system must have a minimum of two and may not exceed a maximum of 30 Centrex Easydial Service lines. Centrex Easydial Service is classified as a business service and is only as a complete service. The exchange access, intercommunication and features are not offered separately.

No Service Charges will apply for existing lines and features when a Customer elects to change from other Centrex services to Centrex Easydial Service providing the Customer is not moving and has completed any current revenue guarantees.

A credit equal to 100% of the applicable interstate subscriber line charge will be applied to all Centrex lines provided under Centrex Easydial.

When Customers request a new Centrex Easydial Service System that requires the installation of additional outside plant or central office facilities and where, in the judgement of Company, it is practicable to provide such facilities, Customer will be charged the cost of providing the necessary additional facilities in addition to the standard rates and charges for Centrex Easydial Service. The costs for any additional facilities required will be computed on the incremental difference between the cost of new facilities and the costs of existing facilities.

800 service can be terminated on a Centrex Easydial Service System. Incoming calls terminated in this manner may be transferred to other lines of the same Centrex Easydial Service System.

Centrex Easydial Service lines can be provided at separate Customer Premises. No mileage charges apply to lines of the same Centrex Easydial Service System that are located at different premises but situated within the same wire center serving area.

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**LOCAL EXCHANGE SERVICES****SECTION 5 – CENTREX EASYDIAL SERVICE (continued)**

Centrex Easydial Digital Service will be provided at Customer's option where the Centrex is served from a compatible digital central office and where Telephone Company facilities permit.

**5.2 CENTREX EASYDIAL RATES****D. Rates and Charges****1. Service Rates and Charges**

Connection Charge (per line)	\$83.25
	<b><u>PER MONTH</u></b>
	<b><u>PER LINE EQUIPPED</u></b>
Centrex Easydial Service lines, Intercommunication lines, Primary/Secondary Location, Restricted/Unrestricted, Line rate	\$20.38

**2. Centrex Easydial Custom Calling Services (where facilities permit)**

	<b><u>PER MONTH</u></b>
	<b><u>PER LINE EQUIPPED</u></b>
Call Blocking	\$1.50
Call Tracing	\$1.00/successful attempt
Priority Calling	\$1.50
Repeat Calling	\$1.50
Return Calling	\$1.50
Select Forwarding	\$1.50
Caller ID	
Without Centrex Custom Calling Service	\$6.00
With Centrex Custom Calling Service	\$5.00
Caller ID Deluxe	
Without Centrex Custom Calling Service	\$7.00
With Centrex Custom Calling Service	\$5.75
Centrex Custom Calling Feature Package (includes all features except Caller ID and Call Trace)	\$4.00

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**LOCAL EXCHANGE SERVICES****SECTION 5 – CENTREX EASYDIAL SERVICE (continued)**3. **Digital Non-Button Set Features (Non-Electronic Set)**

	<b><u>PER MONTH PER LINE EQUIPPED</u></b>
Call Parking	\$0.25
Directed Call Parking	\$0.25
Executive Busy Override	\$0.25
Last Number Redial	\$0.25
Non-Button Set Feature Package	\$0.50

4. **Usage Charges**

No local calling usage allowance is included in the Centrex Easydial rate schedule. Usage charges apply as specified herein.

5. **Service Charges**

If a Customer elects to change from individual line service to Centrex Easydial Service, a Line Change Charge applies rather than a Line Connection Charge. No Line Charges will apply for Centrex Easydial Custom Calling Services if installed initially with the Centrex Easydial System. If installed subsequent to the installation of the Centrex Easydial System, the appropriate Line Charges in Section 9 of this Tariff apply.

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**LOCAL EXCHANGE SERVICES****SECTION 6 - OPERATOR AND DIRECTORY SERVICES****6.1 LOCAL OPERATOR ASSISTANCE SERVICE**

- 6.1.1 The following regulations and rates apply to local message calls placed through an Operator or Customer Dialed Calling Card, Operator Station-to-Station and Mechanized Station-to-Station calls between points in the local calling area.
- 6.1.2 The following rates apply to calls placed through a Residence Dial Tone Line and Business Dial Tone Line. This does not exclude any other applicable rates.
- 6.1.3 A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner.
1. Third Number Billing – Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.
  2. Collect Calls – Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.
  3. Calling Cards – Provides the Customer with the capability to place a call using a calling card with or without the assistance of an operator.
  4. Person to Person – Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.
  5. Station to Station – Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

**6.1.4 Operator Assistance Rates and Charges**

- A. For any completed message in the call classes listed following, a service charge will be applied as follows:
1. Billing Surcharges

	<u>Rate</u>
a. Station-to-station customer dialed calling cards, each	\$1.80

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**LOCAL EXCHANGE SERVICES****SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)**

- |    |   |        |
|----|---|--------|
| b. | Station-to-station operator assisted sent paid, collect, third number, and non-customer dialed calling card calls, each   | \$3.50 |
| c. | Person-to-person operator assisted calls, each  | \$3.95 |
| 2. | Operator Dialed Surcharge <sup>1</sup>  |        |
|    | Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number, each  | \$1.80 |
| 3. | Partially Automated Surcharge <sup>2</sup> Station-to-station operator assisted calls (including those billed to calling cards) where the customer dials the terminating number, and elects to have the operator handle billing, each | \$1.80 |

**B. Specialized Operator Service**

Upon request, subject to technical limitations, the telephone company's operator will verify that a conversation exists on another line and will interrupt a communication in progress to announce that someone is trying to call.

No charge will apply if, during the line verification, such verification indicates that a troubled condition exists necessitating repair of Company equipment or facilities.

Charges do not apply to calls to Company's operator from official public emergency agencies when the request is received on the agency's line from agency personnel.

**EACH REQUEST**

Verification, Each Request	\$1.30
Verification with Interrupt, Each Request	\$1.80

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**LOCAL EXCHANGE SERVICES**SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)6.2 DIRECTORY ASSISTANCE SERVICE6.2.1 Basic Directory Assistance

Basic Directory Assistance Service provides the calling party with telephone numbers available from the Directory Assistance records, with information that a requested number is not to be provided, at Customer's request, or that the requested party has no telephone listing. A maximum of two requests for listings will be allowed per call.

A Customer is allowed three (3) free direct-dialed Directory Assistance Service calls per telephone line per month. Call allowances are not transferable between separate accounts of the same Customers.

	<u>Rate per call</u>
Customer-Dialed 411 (after allowance)	\$0.75
Operator Dialed 411	\$0.75

6.2.2 National Directory Assistance

National Directory Assistance provides Customers with the listing of individuals or businesses located outside the Customer's local service area but within the United States. Requests for listings that are within the local service area are provided and billed pursuant to Basic Directory Assistance Service in this Tariff. A maximum of two requests for listings will be allowed be per call.

No call allowances apply to National Directory Assistance.

Upon request, Customers will be given a one-time credit on National Directory Assistance charges when they mistakenly believe local directory assistance rates apply to National Directory Assistance calls. This one-time credit will apply to all National Directory Assistance calls on the first disputed bill.

	<u>Rate Per Call</u>
National Directory Assistance	\$1.50

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**LOCAL EXCHANGE SERVICES**

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**SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)****6.2.3 Exemptions**

Charges for Directory Assistance Service are not applicable to the following types of calls to Basic Directory Assistance or National Directory Assistance:

- A. Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth of Virginia and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
- B. Calls placed from residence dial tone lines where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use a directory because of a visual or physical handicap, or from the business dial tone line of a certified handicapped customer where assistance is otherwise not available.

**6.2.4 Directory Assistance Call Completion**

- A. Directory Assistance Call Completion is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator.

While there are no allowances for Directory Assistance Call Completion, the Directory Assistance portion of the call is governed by the appropriate call allowance as stated in Sections 6.2.1 and 6.2.2. Toll charges also may be incurred if the call that is completed is not a local call.

- B. For calls placed through an operator, the Operator Assistance Service charges as specified in this Tariff apply in addition to any charge for Directory Assistance Service and toll charges. When the services of an operator are used, the Operator Assistance Service charges will not apply in the following cases:
  - 1. To reach the called Directory Assistance Service number when attempts by the customer to direct dial such a call cannot be completed.
  - 2. To only record the originating telephone number where no automatic recording equipment is available.
  - 3. Call allowances are not transferable between separate accounts of the same customer.
- C. Rate per Local Exchange Subscriber telephone number provided:       \$0.34

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**LOCAL EXCHANGE SERVICES**

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**SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)****6.3 DIRECTORY SERVICE****6.3.1 General**

Company will not produce or distribute directories. Provisioning of directories will be accomplished through the current local exchange company processes. A primary business listing will be provided at no additional charge.

**6.3.2 Listings**

Business service primary listings shall consist of a name, designation, address, and telephone number in accordance with the following. The name must be the name under which Customer or joint user is conducting business and may be either the name of an individual, firm, company, corporation, or association. Listings in an individual's name may include professional titles, abbreviations indicating affiliation with a business or professional group, organization, or association. A fictitious name may be used when Customer's or joint user's business is conducted under that name. A designation descriptive of the business or profession may be included in the listing only if the name does not indicate the nature of the business.

The address shall be that of a premises on which any portion of Customer's exchange service is located, except:

- A. Customer or joint user may substitute an obvious mailing address within the same local service area at no additional charge or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rates for lines of information shall apply to this arrangement.
- B. The address may be omitted where Customer does not conduct business with the public at its address.

The address where the exchange service is located may be omitted and another legitimate address where Customer or joint user can be found or communicated with may be furnished. To protect the directory user against being misled, such an address will be preceded by a descriptive term such as office, warehouse, or shop. In addition, such address will be followed by the name of the community, city, or exchange name in which that address is located wherever different than normal community designation of the listed number. The rates for lines of information shall apply to this arrangement.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)**

Where the type of business generally involves the removal of appliances, furniture, or other articles of value from the owner's premises, the address at which the telephone service is rendered must be included in a business listing.

Joint user listings shall bear the address at which joint user service is rendered, except the address may be omitted where the joint users do not conduct business with the public at their address.

- 6.3.3 The listed telephone number shall be that assigned to the telephone service. Joint users listings shall bear the same telephone number as the listed service of Customer at the address where joint user service is rendered, except:

Where a Customer is furnished separate lines or trunks or groups of lines or trunks, joint user listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.

6.3.4 **Alphabetical Section Business Service Additional Listings**

- A. Business service additional listings shall consist of a name, designation, address, and telephone number in accordance with the following:

1. The name may be that of an individual engaged in a business or profession; an employee, officer, or member of a firm, company, corporation, or association; a branch, department, or division of the same business.
2. Another individual, firm, company, corporation, or association represented by Customer when the use of the name to be listed is authorized by the owner of the name or a fictitious name by which Customer or the joint user is known.
3. Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless Customer or the joint user actually conducts business under the name to be listed.
4. Additional listings may include a reference to the name shown in a primary, additional or joint user service listing.
5. The same designation may be included as that used in the primary listing or descriptive designation of the business connection.

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**SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)**

- B. The address shall be the same as the primary listing, except:
1. Where a building has more than one address, an additional listing may bear any one of such addresses.
  2. Customer or the joint user may substitute an obvious mailing address within the same local service area at no additional charge, or substitute an obvious mailing address outside of the local service area provided such address is followed by the name of the community, city or exchange name in which such address is located. The rate for lines of information shall apply to this arrangement.
  3. Listings may show the address at which any portion of Customer's exchange service is located.
  4. The address where the exchange is located may be omitted and another legitimate address where Customer or the joint user can be found or communicated with may be furnished. To protect the directory user against being misled, such an address will be preceded by a descriptive term such as officer, warehouse or shop. In addition, such address will be followed by the name of the community, city or exchange name in which that address is located wherever different than normal community designation of the listed number. The rates for lines of information shall apply to this arrangement.
  5. Where the type of business generally involves the removal of appliances, furniture, or other articles of value from the owner's premises, the address at which the telephone service is rendered must be included in a business listing.
  6. The address may be omitted from listings of night service telephone numbers.
- C. Business additional listings shall bear the same telephone number as the primary listing, except:
1. Where Customer is furnished separate lines or trunks or groups of lines or trunks, additional listings may contain the telephone numbers of the separate lines or trunks or of the groups of lines or trunks.
  2. Where Customer desires listings for use after business hours, the telephone number may be that of an off-group trunk associated therewith or a night terminal.
  3. Where Customer to mechanized switching system service so desires, the telephone number may be that assigned to a mechanized switching system station.

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**SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)****6.3.5 Business Service Caption Listings**

Business listings may be arranged under a caption when it appears that the employment of that caption will facilitate the use of the directory.

Branches, departments, divisions, and individuals of Customer's business may be listed under a caption, provided that such listings show either addresses or telephone numbers differing from the caption or from one another where the caption shows no address or telephone number. The address may be omitted from such listings if Customer doesn't conduct business with the public at the address at which the service is furnished and where such listings is furnished under a caption, provided the caption includes other listings where addresses are shown.

Where several Customers or joint users operator together as a business group under one name, that name may be shown as a caption with listings of Customers or joint users thereunder.

**6.3.6 Non-Listed and Non-Published Telephone Services**

A non-listed telephone service will be furnished, at Customer's request, providing for the omission for the deletion of Customer's telephone listing from the telephone directory. Such listings will be carried in Company's directory assistance and other records and will be given to any calling party.

A non-published telephone service will be furnished, at Customer's request providing for the omission or deletion of Customer's telephone listing from the telephone directory and, in addition, Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth following:

Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number.

Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged inadvertently; however,

When a Customer with a non-published Telephone Service places a call to the Emergency Number 911 Service, Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency number 911 Service upon request of such governmental authority.

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**LOCAL EXCHANGE SERVICES****SECTION 6 – OPERATOR AND DIRECTORY SERVICES (continued)****6.3.7 Directory Service Rates**

A primary listing is provided at no charge. The following rates apply for additional listings and shall be effective at the time each such listing is placed on the directory assistance records.

	<u>PER MONTH</u>
Business	\$3.16
One Business Joint User Listing, Per Joint User	None
Non-listed Telephone Service	\$0.54
Non-published Telephone Service	\$1.02

Non-listed and Non-published charges are not applicable to:

- A. Non-listed and Non-published Telephone Service furnished to a Customer for data service where there is no voice use contemplated.
- B. Non-listed or Non-published Telephone Service furnished to a Customer for short periods of time, usually one day, in connection with local and long-distance message broadcast of sporting events, conventions or other special events.
- C. Non-listed or Non-published Telephone Service furnished to a Customer with other listed, non-listed or non-published service in the same directory area.
- D. Non-listed or Non-published Telephone Service associated with Mobile Telephone Service and Pay Telephone Lines.
- E. Non-listed or Non-published Telephone Service associated with dependent telephone numbers of an Identical Ringing/Distinctive Ringing Custom Calling Service.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 7 - ISDN SERVICES****7.1 ISDN PRIMARY RATE INTERFACE (PRI) SERVICE****7.1.1 General**

ISDN PRI Voice and Data Service is an optional form of local exchange service based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). ISDN PRI is a high-capacity access path for communications providing voice or data transmission over the public switched telecommunications network.

**7.1.2 Regulations****A. Explanation of Terms**

**Circuit Switching:** A switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

**ISDN Primary Rate Interface (PRI):** ISDN PRI is an alternative for individual local exchange access services such as Direct Inward Dialing (DID) and business lines. It can also be used as loop transport for circuit switched data applications. ISDN PRI is provisioned on the 1.544 megabit per second (mbps) bandwidth and uses the Integrated Services Digital Network (ISDN) architecture to provide the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport.

**Integrated Services Digital Network:** Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture that provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems that connect Primary Rate Interface lines to their serving central office.

**Network Interfaces:** ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface.

**Primary Rate Access Facility:** The Primary Rate Access Facility provides a high-capacity access path at a transmission speed of 1.544 megabits per second (mbps) for communications between the customer's premises and the central office. Each Primary Rate Access Facility supports one ISDN PRI Interface Arrangement.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 7 – ISDN SERVICES (continued)**

**Primary Rate Interface (PRI) Arrangement:** ISDN PRI Arrangement is a customer premises-to-central office service providing ISDN capabilities. The PRI arrangement consists of 23 “B” channels and one “D” channel or 24 “B” channels, which are defined as follows:

**B Channel:** The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

**D Channel:** The D channel is a 64 kilobit per second (kbps) channel that carries signaling control for the B channels.

**PRI Trunk Group:** A PRI Trunk Group is a group of channels which are designated as Incoming Exchange Trunk Group.

B. Customers subscribing to ISDN PRI must comply with ISDN Primary Rate Interfaces specifications, as designated by the Company.

C. **Service Capabilities**

ISDN PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel. A back-up D channel is required when more than one PRI is requested.

D. **Conditions**

1. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
2. ISDN compatible terminal equipment is a requirement for operation. It is the customer’s responsibility to power and obtain such equipment.
3. This Tariff does not apply to the transmission of packet data on the B or D channels.
4. All PRI Interface Arrangement configurations must have at least one 23B+D Interface Arrangement for signaling and control functions. A 23B + Back-up D Interface Arrangement is required whenever the ISDN PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-Channels to be controlled by a single D channel.

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SECTION 7 – ISDN SERVICES (continued)

5. If ISDN service is provided from an alternate serving central office, the customer will accept a telephone number change from its current number to one associated with the alternate serving central office.
6. When ISDN service is available from the customer's original serving central office, the customer will no longer take service from the alternate serving central office and will begin taking service from the original serving central office. The customer will accept a telephone number change from the alternate central office to one associated with the original serving central office, and the customer will be subject to calling areas associated with the original serving central office as established in Company Tariffs. If the customer does not take service from the original serving central office after such service becomes available but continues taking service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply as specified in Company Tariffs.
7. No charges will apply to the transfer of this service from the alternate serving central office to the original serving central office or to the number changes described above.
8. Each PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 20, or ordered on an individual basis.

E. Features available with ISDN PRI

1. Back-up D Channel: A Back-up D Channel automatically takes over for a failed D channel in case of trouble.
2. Calling Line Identification: Calling Line Identification allows the user to have access to the directory number of the calling party.
3. Call-by-Call Service Selection

As an option to the Dedicated B Channel Configuration, B channels may be configured to access multiple services on a per-call basis. The customer premises equipment signals the local central office as to what type of service to access for each call.

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**SECTION 7 – ISDN SERVICES (continued)****F. Termination Liability**

1. Subscribers under a three-year contract period, who disconnect ISDN PRI services or features, in whole or in part, before expiration of the of the contract period shall pay to the Company an early termination liability charge equal to one full month recurring rate for each disconnected service or feature plus the difference between the one-year contract recurring rate and the applicable month-to-month rate multiplied by the number of months of the contract period that have elapsed as of the date of termination.
2. Subscribers under a five-year contract period, who disconnect ISDN PRI services or features, in whole or in part, before expiration of the third year of the contract period shall pay to the Company an early termination liability charge equal to one full month recurring rate for each disconnected service or feature and the difference between the two-year contract recurring rate and the applicable month-to-month rate multiplied by the number of months of the contract period that have elapsed as of the date of termination.

**G. Additions to Service**

During the contract period, the customer may add PRI service at the same monthly rate as specified in the initial contract. The contract period for these additional services will end coterminous with the initial contract.

**H. Changes in future contract rates**

If the monthly rates on a contract are lowered, the subscriber may be allowed to cancel their existing contract without penalty, providing they sign-up for a new contract of equal or greater monetary value. The subscriber will be subject to all terms, conditions and prices of the new contract.

**I. Payment Options**

An ISDN PRI customer may select a month-to-month, (3) year or three (5) year contract. All PRI services and features at a given customer premises must be subscribed to the same payment option.

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**SECTION 7 – ISDN SERVICES (continued)****J. Renewal Options**

The Company will notify the customer 30 – 60 days prior to the end of the customer's contract period of the renewal. Absent any specific request from the customer, the new contract period will be for a period of 1-year at the current contract rates. The first billing period will serve as the new contract effective date.

**K. Relocation**

When a customer elects to relocate his PRI service to a different premise not served by the same central office, prior to the expiration of a contract period, the service is considered to be disconnected, and the termination liability applies. However, if the customer relocates to a location served by a suitable equipped central office within the same State and establishes a PRI contractual payment plan of equal or greater monetary value, the customer may relocate without incurring any termination liability. Installation charges for establishing the new service would apply.

**7.1.3 Rates and Charges****A. Feature Packages**

1. Feature Package 1 includes Calling Line Identification and Call-by-Call Service, per PRI arrangement.
2. Feature Package 2 includes Calling Line Identification with name and Call-by-Call Service, per PRI arrangement.

**B. Application of Rates**

1. Individual Additional Telephone Numbers may be ordered from this Tariff for an additional charge.
2. Trunk hunting is included in the ISDN PRI Service rates and charges where applicable.
3. In addition to the ISDN PRI specific charges, other local exchange charges will apply.

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**LOCAL EXCHANGE SERVICES**

SECTION 7 – ISDN SERVICES (continued)

C. The following rates apply for ISDN PRI Voice and Data Service

	<b>Non-Recurring</b>	<b>Monthly Recurring</b>
<b>Primary Rate Access Facility, each</b>		
Month-to-month	\$700.00	\$150.00
3 Year Commitment	\$700.00	\$145.00
5 Year Commitment	\$700.00	\$135.00
<b>23 B+D:</b>		
Month-to-month	\$700.00	\$300.00
3 Year Commitment	\$700.00	\$285.00
5 Year Commitment	\$700.00	\$270.00
<b>24B</b>		
Month-to-month	\$700.00	\$300.00
3 Year Commitment	\$700.00	\$285.00
5 Year Commitment	\$700.00	\$270.00
	<b>Non-Recurring</b>	<b>Monthly Recurring</b>
<b>23 B + Backup D:</b>		
Month-to-month	\$700.00	\$350.00
3 Year Commitment	\$700.00	\$335.00
5 Year Commitment	\$700.00	\$315.00
<b>Feature Package 1</b>		
Month-to-month	\$100.00	\$150.00
3 Year Commitment	\$100.00	\$145.00
5 Year Commitment	\$100.00	\$135.00
<b>Feature Package 2</b>		
Month-to-month	\$100.00	\$235.00
3 Year Commitment	\$100.00	\$225.00
5 Year Commitment	\$100.00	\$215.00
<b>Call By Call</b>		
Month-to-month	\$100.00	\$75.00
3 Year Commitment	\$100.00	\$73.00
5 Year Commitment	\$100.00	\$71.00
<b>Call Line ID</b>		
Month-to-month	\$100.00	\$100.00
3 Year Commitment	\$100.00	\$95.00
5 Year Commitment	\$100.00	\$90.00
<b>Call Line ID, with name – per Arrangement</b>		
Month-to-month	\$100.00	\$150.00
3 Year Commitment	\$0.00	\$140.00
5 Year Commitment	\$0.00	\$130.00

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**LOCAL EXCHANGE SERVICES****SECTION 7 – ISDN SERVICES (continued)**

	<b>Non-Recurring</b>	<b>Monthly Recurring</b>
<b>Two B Channel Transfer, per Arrangement</b>		
Month-to-month	\$100.00	\$75.00
3 Year Commitment	\$0.00	\$65.00
5 Year Commitment	\$0.00	\$60.00
<b>Modified Redirecting Number, per Arrangement</b>		
Month-to-month	\$100.00	\$40.00
3 Year Commitment	\$0.00	\$35.00
5 Year Commitment	\$0.00	\$25.00
<b>Redirecting Number, per Arrangement</b>		
Month-to-month	\$75.00	\$50.00
3 Year Commitment	\$0.00	\$45.00
5 Year Commitment	\$0.00	\$35.00
<b>Enhanced PRI Hub Service, per Arrangement</b>		
Month-to-month	\$700.00	\$525.00
3 Year Commitment	\$0.00	\$495.00
<b>DID Trunk Package</b>		
Month-to-month	\$0.00	\$135.00
3 Year Commitment	\$0.00	\$123.00
5 Year Commitment	\$0.00	\$114.00
<b>Non-Hunt Directory Number</b>		
Month-to-month	\$25.00	\$14.00
3 Year Commitment	\$0.00	\$12.00
5 Year Commitment	\$0.00	\$10.00
<b>Circuit Switched Data Usage</b>		
Option 1 – no monthly allowance	\$0.00	\$0.00
Option 2 – 250 hours allowance	\$0.00	\$250.00
Option 1 – per minute usage		\$0.02
Option 2 – per minute usage		\$0.008

**D. Reconfiguration Charges**

- Trunk Change Charge – add or change to an existing trunk group or addition of a new trunk group, per occasion:

Non-recurring: \$50.00

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**LOCAL EXCHANGE SERVICES**SECTION 7 – ISDN SERVICES (continued)

2. Change in D-channel configuration – 23B+D, 24B, 23B+BU-D, per arrangement

Non-recurring: \$300.00

- E. Each Individual additional telephone number:

Non-recurring: \$25.00

Per Month: \$3.00

7.2 ISDN BASIC RATE INTERFACE (BRI) SERVICE7.2.1 General

ISDN BRI Service is an optional service arrangement for the use with business service. The Basic Rate Interface (BRI) arrangement works from the Integrated Service Digital Network (ISDN).

## 7.2.2 Explanation of Terms

Circuit Switching: A switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.

Basic Rate Interface (BRI): BRI arrangement provides ISDN capabilities from an ISDN equipped switch in a central office. The BRI arrangement consists of two (2) “B” channels and one (1) “D” channel (2B+D).

B channel: The B channel is a 64 kilobit per second channel used for information transfer between users. The B channel may be used in conjunction with circuit switched service.

D channel: The D channel is a 16 kilobit per second packet switched channel that carries signaling and control for the B channels and also supports customer packet traffic at speeds up to 9.6 kbps.

Closed User Groups: Allows the user to establish sub-networks allowing members within the group to communicate.

1. Closed User Group with outgoing Access – The data terminal makes outgoing calls only.

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**LOCAL EXCHANGE SERVICES**

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SECTION 7 – ISDN SERVICES (continued)

2. Closed User Group with incoming Access – The data terminal receives incoming calls only.
3. Incoming calls barred within a Closed User Group – The data terminal originates outgoing calls only to the data terminals in the closed user group with which it is associated.
4. Outgoing calls barred within a Closed User Group – The data terminal receives incoming calls only to the data terminals in the closed user group with which it is associated
5. Unrestricted Access – The data terminal receives and originates both incoming and outgoing calls.

D Packet BRI Access (OB+D) has no applications on the B channels and uses only the D channel of the ISDN architecture for providing packet switched data.

Integrated Services Digital Network (ISDN)

ISDN describes the end-to-end digital Telecommunications network architecture, which provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user network interfaces. The ISDN architecture consists of digital switching systems, which connect Basic Rate Interface lines to their serving central office.

BRI

BRI is an optional service arrangement, which can be used in conjunction with a customer's Individual Line Business service. It uses the ISDN architecture to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and image services via channelized transport.

Multiple Access BRI

Multiple Access BRI utilizes both B channels of the ISDN architecture for either voice or circuit-switched data and also applies when only one B channel is utilized for circuit-switched data or alternate voice/data.

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**SECTION 7 – ISDN SERVICES (continued)****Network Interfaces**

ISDN Basic Rate Interface is comprised of a limited set of standard user network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows: A two-wire interface is the physical interface between a switch equipped with ISDN and the network termination (NT1). The NT1 is customer premises equipment, which is necessary for terminating a telephone circuit or facility at the customer premises.

**Packet Switching**

Packet Switching is a switching technique in which packets of data are individually addressed and combined on a transmission path with other addressed packets. The maximum packet transmission rate for Basic Rate Interface is 9.6 kbps on the D-channel.

**Secondary Directory Number**

An ISDN Secondary Directory Number (SDN) is a software-defined number that is assigned to a station with an actual telephone number and provides the user the capability to originate and receive calls over the SDN. SDN calls utilize the same facilities as the primary directory number and originating calls assume the characteristics of the station to which the SDN is assigned.

**X.25**

X. 25 is the Consultative Committee on International Telephone and Telegraph's (CCITT) recommended and internationally accepted standard for connecting computers to packet-switched networks. Customers subscribing to Individual Line Business BRI must comply with ISDN Basic Rate Interface specifications, as specified by the Telephone Company.

**7.2.3 Service Capabilities**

Customers can configure Individual Line Business BRI using the following service capabilities:

- A. Featured voice on the B channel(s).
- B. Circuit-switched data on the B channel(s) at speeds up to 64 kbps.
- C. Packet-switched data on the D channel at speeds up to 9.6 kbps.
- D. Alternating circuit-switched voice and circuit-switched data on the same B channel.

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**SECTION 7 – ISDN SERVICES (continued)****7.2.4 Conditions**

This service is offered subject to the following conditions:

- A. Existing local usage charges apply to circuit-switched voice calls and D channel packet-switched data calls.
- B. Circuit-switched data calls will be billed on a local usage-sensitive basis, as specified in this Tariff. Toll charges will apply when circuit switched data calls are made outside of the Local Service Area, excluding exchanges with Extended Local Service.
- C. Packet data calls and features will be billed the Public Data Network rates specified in the Telephone Company's appropriate Tariffs.
- D. ISDN-compatible terminal equipment is a requirement for operation. It is the customer's responsibility to power and obtain such equipment.
- E. ISDN charges are in addition to applicable rates and charges associated with Individual Line Business Service.
- F. This service is available only from offices, which have the necessary facilities to provide ISDN on the standard ISDN network platform. In the event that a non-conforming office serves a customer, the Company may, at its option, provide ISDN service from an alternate serving central office at no additional charge to the customer. Such provisioning may be elected where, at the discretion of the Company, service can be provided at a reasonable cost to the Company. The customer must accept the serving location assigned by the Company, and must agree to revert to service from the normal serving central office at such time as ISDN service is available in that office. If ISDN service is provided from an alternate serving central office, the customer will accept a number change to one associated with the alternate serving central office. The customer will also be subject to calling areas associated with the alternate serving central office as established in Company Tariffs.

When ISDN service is available from the customer's normal serving central office, the customer will revert to and accept a number change to one associated with the normal serving central office, and be subject to calling areas associated with the normal serving central office, as specified in Company Tariffs. If the customer does not wish to take service from the normal central office after such service becomes available, but continues to utilize service from the alternate serving central office, charges for foreign exchange and/or foreign central office service will apply, as specified in the Company's Tariffs.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 7 – ISDN SERVICES (continued)**

No charge will apply to transfer of this service back to the normal serving central office, as set forth above.

In addition, the customer's service location must be within the distance limitations determined during installation of the service in the sole judgment and discretion of the Company. When a customer requests ISDN service and requires the installation of additional facilities due to exceeding the distance limitation determined by the Company and where, in the judgment of the Company, it is practical to provide such facilities, the customer will be charged rates and charges based on the cost of providing the necessary additional facilities, in addition to the rates and charges specified in C. following. These charges for any additional facilities required will be computed on an individual case basis.

- G. Electronic Key Feature and X.25 Packet Data Feature availability is dependent on the facilities providing the service. No credit is given on the package rate for features where facilities and appropriate digital technology are not available.
- H. Electronic Key Features and Packet Data Features may be selected individually or as feature packages on a per service basis. With the exception of Multiple Call Appearance and Shared Call Appearances for a Directory Number, rates and charges for Individual Line Business BRI service provide for single appearances of Electronic Key Features on the same channel. If the customer desires multiple appearances of the same electronic key feature, other than Multiple Call Appearance or Shared Call Appearances for a Directory Number, on the same channel, rates and charges as specified elsewhere in this Tariff will apply for all appearances other than the first appearance.
- I. This Tariff does not apply to the transmission of packet data on the B channel. Packet data on the B channel may be provided on an individual case basis.
- J. Individual Line Business BRI service does not preclude the Individual Line Business customer from originating or receiving circuit switched voice calls from inside or outside either his/her serving central office or his/her normal Local Service Area. Where facilities are available, the customer will be able to originate and receive circuit-switched data and packet-switched data calls outside of his/her serving central office.
- K. Calls identified, as circuit-switched data will be billed at Circuit Switched Data Usage rates even if the customer's equipment establishes the call as circuit-switched voice service and then transmits 56 kbps or 64 kbps circuit-switched data.

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**SECTION 7 – ISDN SERVICES (continued)****7.2.5 Electronic Key Features**

Electronic Key Features provides the customer with the ability to access the following features where available:

- A. Automatic Exclusion - Automatically inhibits other stations from picking up a call on hold or bridging onto a call that is active at that station. This feature must be used in conjunction with Shared Call Appearances for a Directory Number.
- B. Call Pickup - Originating and Terminating - Allows a station user to answer any call within an associated preset pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system.
- C. Drop- Allows the user to drop the last party added to a conference call. For a two-party call, this will terminate the call. This feature must be used in conjunction with three-way calling.
- D. Feature Function Button - Allows the user to assign certain features to a particular button on his/her ISDN set. When depressed the button will activate the assigned feature.
- E. Hold - Allows the user to place a call on hold.
- F. Individual Calling Line Identification - Allows the user to have access to the directory number of the calling party.
- G. Key System Coverage for Analog Lines - Allows an ISDN set to provide call coverage for an analog set.
- H. Multiple Call Appearances of a Directory Number - Allows the user to have more than one appearance of his/her directory number assigned to his/her set, providing the capability of multiple incoming or outgoing calls associated with that directory number. Multiple incoming calls to this directory number can be terminated to the telephone if idle call appearances are available to accept the calls.
- I. Outgoing Called Line Identification - for ISDN Sets Provides a user originating a call with information about the called party and the facility or destination.

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**SECTION 7 – ISDN SERVICES (continued)**

- J. Shared Call Appearances for a Directory Number - Allows a directory number from one terminal to appear as a call appearance on the terminals of other users.
- K. Short Hunt - Permits incoming calls to hunt over a set of directory number appearances in search of an idle directory number on which to terminate.

**7.2.6 X.25 Packet Data Features**

- A. X.25 Packet Data Features provide the customer with the ability to access the following features where available:
- B. Fast Select - Allows a sending data terminal to forward up to 128 bytes of data along with the call setup and clearing packets.
- C. Fast Select Acceptance - Allows the switch to transmit incoming call packets with the fast select facility to a destination terminal that has this feature.
- D. Flow Control Parameter Negotiation - Permits negotiation on a per-call basis of the flow control parameters. Automatically negotiates the maximum packet size and window size for each direction of data transmission.
- E. Hunt Groups - Allows a grouping of access lines such that an incoming packet-switched data call to the hunt group is completed if there is a logical channel on any of the access lines within the hunt group. The hunt group cannot span switches.
- F. Incoming Calls Barred - Prohibits a data terminal from receiving an incoming call. f. Non-Standard Default Packet Sizes Allows the user to subscribe to a larger maximum packet size of 256 octets for each direction of communication than the default 128 octets normally provided. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.
- G. Non-Standard Default Window Sizes - Allows the user to subscribe to values for outgoing and incoming window sizes, which are different than the standard network default. In order to have this capability, the user must also subscribe to the Flow Control Parameter Negotiation feature.
- H. Outgoing Calls Barred - Prohibits a data terminal from originating outgoing calls.
- I. Throughput Class Negotiation - Allows the calling data terminal to request specific throughput classes in the call request packet for both directions of data transmission.

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**SECTION 7 – ISDN SERVICES (continued)****7.2.7 Virtual Office ISDN (VOI)**

- A. **Virtual Office ISDN (VOI)** - provides the following BRI services and features for a single monthly rate:

**Multiple Access BRI** – including the following system features:

- Circuit-Switched Data on the B channel(s)
- Alternate Circuit-Switched Voice and Data on the B channel(s)
- Configuration Group

- B. **Electronic Key Feature Package** - the user has the option to order the other features within this package. The features below must be a part of this offering.

- Three Call Appearances
- Individual Calling Line Identification
- Hold
- Drop
- Transfer
- Conference
- Call Forwarding Variable

- C. **Unlimited Circuit-Switched Data Local Usage** – the user is not billed for Local Circuit-Switched Data usage.

**7.2.8 Contract Terms, Renewal and Early Termination**

Customer may have no more than two packages per premise. The total monthly rate applies whether or not all of the features in the package are activated. VOI is only available on classes of service that are measured services. Customer may purchase the package on a month-to-month basis or on a contract basis for two, three, or five years. Minimum service requirement is one month for month-to-month. For contract rates, the minimum service requirement is determined by the contract.

If a customer under a two-year contract terminates service during the first year of the contract, the customer will pay early termination charges. If the customer terminates service after the twelfth month of service, the customer will not pay termination charges. The customer must contact the Company prior to the end of the contract period in order to renew the contract for additional periods of time. The customer may renew for two, three or five years. If the customer does not renew before the end of the contract period, the rate will revert to the month-to-month rate.

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**SECTION 7 – ISDN SERVICES (continued)**

The customer under a three or five-year contract must contact the Company prior to the end of the contract to renew the contract. The customer has the option to renew for two, three or five years. If the customer does not renew before the end of the contract, the rate will revert to the month-to-month rate. If the customer terminates service during the initial or any renewal period of the contract, early termination charges will apply. Early termination charges will be calculated by taking the difference between the month-to-month rate and the contract rate and multiplying by the number of months in service. All regulations and conditions for BRI service apply to this offering.

**7.2.9 Rates and Charges****A. Application of Rates****1. BRI Access**

- (a) Service Capability Charges
- (b) Monthly Rate - Monthly rates for Service Capabilities apply per Service Capability provided.
- (c) Installation Charge - The Installation Charge applies per termination for the installation or the move of the BRI Access.

**2. Change Charge**

The Change Charge applies per Individual Line Business BRI Service configuration for customer-requested changes to or addition of call appearances, adding or changing features in an existing configuration group, and adding or changing BRI features.

**3. Configuration Group Charge**

The Configuration Group Charge applies per configuration group established in excess of one group on the initial establishment of BRI and any configuration group requested after the initial establishment of service.

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**LOCAL EXCHANGE SERVICES****SECTION 7 – ISDN SERVICES (continued)****B. ISDN BRI Rates and Charges**

	<b>Non-Recurring</b>	<b>Monthly Recurring</b>
Change charge	\$1.75	-
Configuration group charge, per establishment in excess of one group on the initial install	\$32.75	-
Closed User Group - per group establishment	\$62.00	-
per user assigned to a Closed User Group	\$ 9.25	
Secondary Directory Number, per establishment	-	\$3.50
D packet BRI access, per individual line	\$34.50	\$10.50
D channel packet – switched data, per individual line	\$14.75	\$4.00
	<b>Non-Recurring</b>	<b>Monthly Recurring</b>
Feature Voice BRI access, per individual line	\$49.25	\$12.00
D channel packet – switched data, per individual line	\$14.75	\$4.00
Multiple Access BRI	\$34.50	\$10.50
Each voice service, per service provided	\$1.50	\$4.50
Circuit Switched Data Service, per service provided	\$1.50	\$4.50
Alternative Circuit Switched Voice & Data Service, per service provided	\$1.50	\$4.50
D channel packet – switched data, per individual line	\$14.75	\$4.00
Circuit switched data usage, per minute or fraction thereof, per B channel	\$0.00	\$0.02
Circuit Switched Data usage – Volume Discount Options		
Option 1 – 20 hours per BRI service	\$0.00	\$9.60
Option 1 – each minute or fraction thereof, which exceeds the monthly allowance	\$0.00	\$0.008
Option 2 – 140 hours per BRI service	\$0.00	\$33.60
Option 2 – each minute or fraction thereof, which exceeds the monthly allowance	\$0.00	\$0.004
Electronic Key Feature Package, per service	\$13.50	\$4.25
Packet Switched Data Feature Package, per service	\$10.00	\$1.75

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**LOCAL EXCHANGE SERVICES****SECTION 7 – ISDN SERVICES (continued)**

	<b>Non-Recurring</b>	<b>Monthly Recurring</b>
<b>Electronic Key Features, each</b>		
Automatic Exclusion	\$1.75	\$0.25
Call Pickup	\$1.75	\$0.25
Drop	\$1.75	\$0.25
Feature Function Button	\$1.75	\$0.25
Hold	\$1.75	\$0.25
Individual Calling Line Identification	\$1.75	\$8.50
Key System Coverage for Analog Lines	\$1.75	\$0.50
Multiple Call Appearances of Directory	\$2.00	\$0.25
Shared Call Appearances of Directory	\$2.25	\$0.50
Outgoing Call Line ID for ISDN sets	\$1.75	\$0.25
Short Hunt	\$1.75	\$0.25
<b>X.25 Packet Data Features</b>		
Fast select, each	\$1.75	\$0.25
Fast select acceptance each	\$1.75	\$0.25
Flow control Parameter negotiation, each	\$1.75	\$0.25
Hunt groups, per group	\$1.75	\$1.75
Incoming calls barred, each	\$1.75	\$0.25
Non-standard default Packet sizes, each	\$1.75	\$0.25
Non-standard default window sizes, each	\$1.75	\$0.25
Outgoing calls barred, each	\$1.75	\$0.25
Throughput class negotiations, each	\$1.75	\$0.25
<b>Virtual Office ISDN (VOI)</b>		
Month-to-month	\$100.00	\$70.00
Optional payment plan - 24 months	\$100.00	\$40.00
Optional payment plan – 36 months	\$75.00	\$40.00

In addition to the ISDN BRI specific charges, other local exchange charges will apply.

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**SECTION 8 - NON-RECURRING CHARGES****8.1 NON-RECURRING LOCAL EXCHANGE CHARGES (SERVICE CHARGES)****8.1.1 Order Processing Charges**

Order Processing Charges apply per account for the processing of a Customer request for service or equipment when such requests are received on the same day and are to be completed on the same date.

**8.1.2 Line Charges****A. Line Connection Charge**

A Line Connection Charge applies for the connection of each local exchange line, Private Branch Exchange (PBX) trunk, and Centrex line. Line Connection Charges also apply to the relocation of existing service to a different premises or building.

**B. Line Change Charge**

A Line Change Charge applies to any Customer request for a change of Customer's local exchange line, PBX trunk, or Centrex line. Additionally, a Line Change Charge applies for each Central Office Local Area Network Service port rearrangement.

**C. Line Restoral Charge – Customer Request**

A Line Restoral Charge applies for the restoral of service to each local exchange line, PBX trunk, and Centrex line suspended at the request of Customer.

**D. Line Restoral Charge – After Service Suspension**

A Line Restoral Charge applies for the restoral of service to each local exchange line, PBX trunk, and Centrex line suspended due to non-payment.

8.1.3 Non-Recurring Charges are in addition to all other rates and charges that may be applicable for service provided by Company.

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**SECTION 8 – NON-RECURRING CHARGES (continued)**

- 8.1.4 Non-Recurring Charges do not apply to work required for:
- A. Visits to Customer Premises solely for the purpose of repair, maintenance or disconnection of Company service and no other chargeable activity is required, excluding Premises wiring.
  - B. Changes in class or grade of service necessitated by a change in central office operation or concurrent moves.
  - C. Changes from listed telephone service to Non-Listed or Non-Published Telephone Service necessitated by communications that are of an annoying, foul or profane nature.
  - D. Changes from Non-Listed or Non-Published Telephone Services to listed telephone service.
  - E. Changes in billing name or billing address.
  - F. The connection to a Local Exchange Service that is served from a Local Access and Transport Area (LATA) other than one in which Customer is located.
  - G. Changes of telephone number when initiated by Company.
  - H. The establishment of 700/900 Call Restriction Service.
  - I. Changes of telephone number for the purpose of providing 700/900 Call Restriction Service where Customer is served by a non-compatible switching equipment that is collocated with compatible-type switching equipment.
  - J. The establishment of a Number to Number Referral Service.
  - K. Restricting a line from access to the usage capability of Custom Calling Service features that provide a pay-per-use option.

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**SECTION 8 – NON-RECURRING CHARGES (continued)**

- 8.1.5 Certain Non-Recurring Charges do not apply as follows:
- A. For the installation of miniature jacks placed solely to accommodate the maintenance change-out of Customer-provided equipment associated with residence single line business services, an Order Processing Charge is not applicable.
  - B. For the establishment of a Custom Calling Service feature, an Order Processing Charge is not applicable. Also, Ordering Processing Charges are not applicable for telephone number changes required to establish Custom Calling Service.
  - C. For activity associated with Centrex System Control that is implemented by Customer, Order Processing and Line Change Charges are not applicable.
  - D. For a change to 700/900 Call Restriction Service, Line Change Charges shall not apply.
  - E. For the establishment of Call Forwarding, an Order Processing Charge is not applicable.
  - F. An Order Processing Charge is not applicable when a personal identification number associated with the Ultra Forward feature is changed due to loss, theft or exposure to unauthorized use.
  - G. No Order Processing Charge shall apply to the following services, when such services are ordered by the customer within 35 days of the installation date of Customer's new or relocated Local Exchange Service: Call Waiting, Caller ID, Identical Ringing/Distinctive Ringing, Three-Way Calling, Repeat Calling, Return Calling, Select Forwarding, Speed Calling, Call Blocking, Call Forwarding Variable, and Ultra Forwarding.
  - H. No Order Processing Charge shall apply for Customers changing from usage billing to a recurring monthly billing arrangement for Custom Calling Services.
  - I. For the initial blocking of information call completion, the Order Processing Charge is not applicable. Subsequent blocking of information call completion will incur Order Processing Charges.
  - J. For changing the number of rings for Call Forwarding - Busy and Call Forwarding – Don't Answer or the Pin associated with Ultra Forwarding when such change is performed by Customer, the Order Processing Charge is not applicable.

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**LOCAL EXCHANGE SERVICES****SECTION 8 – NON-RECURRING CHARGES (continued)**8.1.6 Non-Recurring Rates and Charges

	<u>NON-RECURRING CHARGES PER LINE</u>
<b>Order Processing Charges</b>	
Establishment of an account or relocation of existing service to a different building	\$83.25
Moves changes and additions to existing account	\$37.50
Request of record change initiated by Customer	\$31.50
<b>Line Charges</b>	
Line Connection Charge	
Line Loop	\$83.25
PBX Trunk	\$83.25
Line Change Charge	\$37.50
Line Restoral Charge – Customer Request	\$11.48
Line Restoral Charge – After Suspension for Non-payment	\$11.48

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**LOCAL EXCHANGE SERVICES**

SECTION 9 - MISCELLANEOUS SERVICES AND CHARGES

9.1 Service Discounts

Customers can receive discounts on the Recurring Charges by signing term commitments.

Discount table applies to the specific service and the appropriate commitment term. Discounts do not apply to installation or other non-recurring charges.

Discount Tables:

- A. Discount Plan 1 – applies to “Plain Old Telephone Service (“POTS”), Centrex and ISDN PRI Services. Discounts are sensitive to the term commitment selected.
- B. Discount Plan 2 – applies to Trunks and ISDN BRI Services. Discounts are sensitive to the term commitment selected.

DISCOUNT PLAN - 1					
	<b>Business Lines</b>	<b>Centrex Lines</b>	<b>ISDN PRI</b>	<b>Product Features</b>	<b>Message Units</b>
1 Year	9%	9%	9%	9%	10%
2 Year	15%	15%	15%	15%	10%

DISCOUNT PLAN - 2				
	<b>Business Trunks</b>	<b>ISDN BRI</b>	<b>Product Features</b>	<b>Message Units</b>
1 Year	8%	8%	8%	5%
2 Year	8%	8%	8%	5%

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**LOCAL EXCHANGE SERVICES**SECTION 9 – MISCELLANEOUS SERVICES AND CHARGES (continued)9.2 Local Number Portability9.2.1 Description

Local Number Portability is a service that enables the end User to retain use of the existing local exchange carrier's number after choosing the Company as its local exchange carrier, provided that the Customer's location remains the same after the switch.

9.2.2 Rates and charges

	<u>Monthly</u>
per Business Line	\$0.23

9.3 Charges Associated with Presubscription

## 9.3.1 Primary Interexchange Carrier (PIC) Code Changes

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice, or Primary Carrier, for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the Primary Toll Carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per-call basis.

- A. New Customers or Pay Telephone Service Providers who subscribe to service will be asked to select a primary intraLATA and interLATA carrier when they place an order for the Company Exchange Service. If a customer cannot decide upon an intraLATA carrier at the time, the customer will have thirty days following completion of the service request to make an intraLATA PIC choice without charge. In the interim, the customer will be assigned a "No-PIC" and will have to dial an access code to make intraLATA toll calls. The free selection period available to new end users or Pay Telephone Service Providers is the period within thirty days of installation of the new service.
- B. Initial free selection available to new end user or Pay Telephone Service Providers are:
1. Designating a toll carrier as the Primary Toll Carrier, thereby requiring no access code to access that toll carrier's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
  2. Choosing no carrier as a Primary Toll Carrier, thus requiring 101-XXXX code dialing to access all toll carriers. This choice can be made by directly contacting the Company.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 – MISCELLANEOUS SERVICES AND CHARGES (continued)**

- C. Following an existing end user's or Pay Telephone Service Provider's free selections, any change made more than three months after presubscription is implemented is subject to a nonrecurring charge, as set forth in this Tariff.
- D. After expiration of the initial free presubscription choice period for new customers, the Customer or designated Primary Toll Carrier will be assessed an intraLATA Toll Presubscription charge.
- E. If a Primary Toll Carrier elects to discontinue Feature Group D service after implementation of the intraLATA toll presubscription option, the Primary Toll Carrier is obligated to contact, in writing, all end users or Pay Telephone Service Providers who have selected the canceling the Primary Toll Carrier as their preferred intraLATA toll provider. The Primary Toll Carrier must inform the end users or Pay Telephone Service Providers that it is canceling its Feature Group D service, request that the end user select a new Primary Toll Carrier and state that the canceling Primary Carrier will pay the PIC change charge. The Primary Toll Carrier must provide written notification to the Company that this activity has taken place.

**9.3.2 Rates and Charges**

PIC Code Charge (IntraLATA or InterLATA), per line: \$5.00

When a Customer changes both its presubscribed intraLATA carrier and presubscribed interLATA carrier at the same time, on the same order, only one PIC change charge will apply.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 – MISCELLANEOUS SERVICES AND CHARGES (continued)****9.4 EMERGENCY OR 9-1-1 TELECOMMUNICATIONS SERVICE**

- 9.4.1 Emergency Telecommunications Service (9-1-1 Service) allows Customers to reach appropriate emergency services including police, fire, and hospital medical services. 9-1-1 has the ability to selectively route an emergency call to the primary 911 provider so that it reaches the correct emergency service located closest to the caller.

All terms and conditions set forth in this Section are applicable to the services as defined in this Tariff. A Public Safety Answering Point (PSAP) is the answering point for a 9-1-1 call. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only. Any person dialing 9-1-1 from a telephone number that is used for local exchange telephone network access and arranged to provide 9-1-1 service will be automatically connected to the appropriate PSAP for that telephone.

For the purposes of this Tariff, a Responding Agency is an agency that is prepared to provide one or more specific emergency services via calls received from a PSAP. 9-1-1 calls originated from the incumbent local exchange service access facilities shall be completed to the appropriate PSAP without a charge assessed to the calling party by the Company.

- 9.4.2 9-1-1 Service may be classified as one of two types: Basic service or Enhanced service. Basic 9-1-1 Service provides for routing all 9-1-1 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP that is prepared to receive those calls. Enhanced 9-1-1 Service provides certain features such as selective routing of 9-1-1 calls to a specific PSAP that is selected from the various PSAP serving Customers within that central office area. Basic and Enhanced 9-1-1 are one-way services limited to the provision and use of the digits “9-1-1” as the Universal Emergency Telephone Number code.
- 9.4.3 The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits “9-1-1” or to any person who may be affected by the dialing of the digits “9-1-1”. The Company’s entire liability arising out of the provision of 9-1-1 service under this Tariff shall be limited as set forth in this Tariff.

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**LOCAL EXCHANGE SERVICES**SECTION 9 – MISCELLANEOUS SERVICES AND CHARGES (continued)

The Company is not responsible for any losses, claims, demands, suits, or any liability whatsoever, whether suffered, made, instituted, or asserted by the business customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the business customer or others, caused or claimed to have been caused by (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of 911 service, or (2) installation, operation, failure to operate, maintain, remove, or use any equipment associated with providing 911 service. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, or failure to operate emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 service, and which arise out of the negligence or other wrongful act of the Company, the business customer, its users, agencies, or municipalities, or the employees or agents of any one of them.

9.5 TELECOMMUNICATIONS RELAY SERVICE

Telecommunications Relay Service (TRS) is not provided by the Company but may be accessed through the Company's network. TRS allows individuals with hearing or speech disabilities to obtain telephone service equivalent to the offering voice users receive. TRS provides the translation between the typed word and the spoke word via a Communication Assistant (CA). The CA, working under non-disclosure, relays communications from individuals with a hearing or speech disability to a hearing individual or vice versa.

9.6 MAINTENANCE VISIT SERVICE AND CHARGES9.6.1 Description

A Maintenance Visit Charge applies per visit to a Customer's premises to isolate the source of service difficulty or trouble report. The Maintenance Visit Charge will be credited to the Customer's account in the event trouble initially is not found in the Company facilities, but the trouble is later determined to be in those facilities.

9.6.2 Rates

	<u>Charge</u>
Business, Non-data	\$130.00
Business, Data	\$130.00

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 – MISCELLANEOUS SERVICES AND CHARGES (continued)****9.7 PROMOTIONAL OFFERING**

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. No individual promotional offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer. At the Company's option, a letter outlining the promotion may be filed with the Commission staff in lieu of filing language in the Tariff.

**9.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis. The Company will maintain records of its ICB contracts for Commission review as conditions or circumstances may require.

**9.9 SPECIAL ASSEMBLY**

The Company may provide a unique intrastate service arrangement for a customer where no Tariffed service exists for the service. The unique service can be provided via a Special Assembly. The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

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