

**ANPI BUSINESS, LLC.**

(T)

REGULATIONS AND SCHEDULE OF CHARGES  
APPLYING TO LOCAL EXCHANGE COMMUNICATIONS SERVICES WITHIN  
THE STATE OF FLORIDA

Applicable in the State of Florida

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Effective: February 6, 2013

Issued By:

Joseph O'Hara  
Chief Financial Officer  
ANPI Business, LLC  
7460 Warren Parkway, Suite 218  
Frisco, TX 75034

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CHECK SHEET

Pages in this price list are effective as of the date shown at the bottom of the respective page. Original and revised pages are listed below and reflect all changes from the original price list.

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EXPLANATION OF NOTES

- D - Delete or Discontinue
- I - Change Resulting in an Increase to a Customer's Bill
- M - Moved From Another Price List Location
- N - New
- R - Change Resulting in a Reduction to a Customer's Bill
- T - Change In Text or Regulation but no Change in Rate or Charge

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**SECTION 1 - APPLICATION OF PRICE LIST**

**1.1 Application of Tariff**

This Price List sets forth the regulations and rates applicable to local exchange services provided by ANPI BUSINESS, LLC. ("ANPI Business" or "Company").

**1.1.1 Service Territory**

The Company will provide service in the areas throughout the State of Florida that are served by PAETEC.

**1.1.2 Availability**

Service is available where facilities permit.

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## SECTION 2 - GENERAL RULES AND REGULATIONS

### 2.1 USE OF FACILITIES AND SERVICE

#### 2.1.1 Obligation of the Company

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its customers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment; (b) to secure and retain, without unreasonable expense, suitable space for its plant and facilities in the building where service is or will be provided to the customer; or (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein.

The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's plant, property or service.

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Price List until the indebtedness is satisfied.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.1 USE OF FACILITIES AND SERVICE (cont'd)****2.1.2 Limitations on Liability****a. Indemnification by Customer**

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

**b. Customer-Provided Equipment**

The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

**c. Use of Facilities of Other Companies**

When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.1 USE OF FACILITIES AND SERVICE (cont'd)****2.1.3 Use of Service**

Any service provided under this Price List may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Price List, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

**2.1.4 Use and Ownership of Equipment**

The equipment, apparatus, channels and lines of the Company and the Company's underlying carriers shall be carefully used. Equipment furnished by the Company or its underlying carriers shall remain their respective property and shall be returned whenever requested, within a reasonable period following the request, in good condition, reasonable wear and tear accepted. The customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the customer's premises, including loss or damage caused by agents, employees or independent contractors of the customer through any negligence.

**2.1.5 Directory Errors**

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.1 USE OF FACILITIES AND SERVICE (cont'd)****2.1.5 Directory Errors (cont'd)**

- 1) **Free Listings:** For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Price List rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 2) **Charge Listings:** For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 3) **Operator records:** For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)
- 4) **Credit limitation:** The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- 5) **Definitions:** As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)**

**2.1 USE OF FACILITIES AND SERVICE (cont'd)**

**2.1.5 Directory Errors (cont'd)**

6) Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.2 MINIMUM PERIOD OF SERVICE**

The minimum period of service is one year except as otherwise provided in the Contract or this Price List. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the customer has met the minimum period of service obligation.

If service is terminated before the end of the minimum period of service as a result of condemnation of property, damage to property requiring the premises to be abandoned, or by the death of the customer, the customer is not obligated to pay for service for the remainder of the minimum period.

If service is switched over to a new customer at the same premises after the first month's service, the minimum period of service requirements are assigned to the new customer if the new customer agrees in writing to accept them. For facilities not taken over by the new customer, the original customer is responsible for the remaining payment for the minimum service period in accordance with the terms under which the service was originally furnished.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)**

**2.3 PAYMENT FOR SERVICE RENDERED**

**2.3.1 Responsibility for All Charges**

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

**2.3.2 Deposits**

Subject to special provisions as may be set forth below and in Sections 2.9 of this Price List, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Price List, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Price List regulations for the prompt payment of bills on presentation. Each applicant from whom a deposit is collected will be given a certificate of deposit and circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations of the Commission pertaining to customer deposits.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.3 PAYMENT FOR SERVICE RENDERED (cont'd)****2.3.2 Deposits (cont'd)****a. Interest on Deposits**

Simple interest at the rate specified by the Commission shall be credited or paid to the customer while the Company holds the deposit.

**b. Inadequate Deposit**

If the amount of a deposit is proven to be less than required to meet the requirements specified above, the customer shall be required to pay an additional deposit upon request.

**c. Return of Deposit**

When a deposit is to be returned, the customer may request that the full amount of the deposit be issued by check. If the customer requests that the full amount be credited to amounts owed the Company, the Company will process the transaction on the billing date and apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the customer by check.

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SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.3 PAYMENT FOR SERVICE RENDERED (cont'd)

## 2.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the customer. A bill will not be deemed correct and binding upon the customer if the Company has records on the basis of which an objection may be considered, or if the customer has in his or her possession such Company records. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made, adjusted for any changes in the deposit rate or late payment rate, compounded monthly, until the overpayment is refunded. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer if objection is not received by the Company within two months after the bill is rendered.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.3 PAYMENT FOR SERVICE RENDERED (cont'd)****2.3.4 Return Check Charge**

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$25.00.

**2.3.5 Late Payment Charges**

- a. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Price List, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- c. Late payment charges do not apply to final accounts.
- d. Late payment charges do not apply to government agencies of the State of Florida.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.3 PAYMENT FOR SERVICE RENDERED (cont'd)****2.3.6 Customer Overpayments**

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be of the customer deposit interest rate.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

**2.4 INSTALLATION SERVICE**

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

**2.5 ACCESS TO CUSTOMER'S PREMISES**

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.6 TELEPHONE SURCHARGES/TAXES**

In addition to the rates and charges applicable according to the rules and regulations of this Price List, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges, contributions and taxes (however designated) (including without limitation universal service contributions, telephone relay service contributions, 911, sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of the Company's services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)**

**2.7 RESERVED FOR FUTURE USE**

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.8 SUSPENSION OR TERMINATION OF SERVICE****2.8.1 Suspension or Termination for Nonpayment**

In the event that any bill rendered or any deposit required is not paid, the Company may suspend service or terminate service until the bill or the required deposit has been paid. If service is suspended or terminated for nonpayment, the customer will be billed a Connection Charge as well as any payment due and any applicable deposits upon reconnection.

- A. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.
- B. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

Telephone service shall only be suspended between 8:00 AM and 7:30 PM, on Monday through Thursday, and between 8:00 AM and 3:00 PM on Friday. It shall not be suspended or terminated for nonpayment on weekends, public holidays, other federal and state holidays proclaimed by the President or the Governor, or on days when the main business office of the Company is not open for business, or during the periods from December 23rd through December 26th or December 30th through January 1st.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)****2.8.2 Exceptions to Suspension and Termination**

Telephone service shall not be suspended or terminated for:

- a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;
- b. Nonpayment for service for which a bill has not been rendered;
- c. Nonpayment for service which have not been rendered;
- d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures.

Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does not pay the undisputed portion after being asked to do so.

- e. Nonpayment of backbilled amounts.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)**

**2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)**

**2.8.3 Verification of Nonpayment**

Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless:

- a. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and
- b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)****2.8.4 Termination For Cause Other Than Nonpayment****a. General**

The Company, after notice in writing to the customer and after having given the customer an appropriate opportunity to respond to such notice, may terminate service and sever the connection(s) from the customer's premises under the following conditions:

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)****2.8.4 Termination For Cause Other Than Nonpayment (cont'd)****b. Prohibited, Unlawful or Improper Use of the Facilities or Service**

Prohibited, unlawful or improper use of the facilities or service includes, but is not limited to:

1. The use of facilities or service of the Company without payment of tariff charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;
6. Permitting fraudulent use.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)****2.8.4 Termination For Cause Other Than Nonpayment (cont'd)****c. Abandonment or Unauthorized Use of Facilities**

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:
  - a. No charge shall apply for the period during which service had been terminated, and
  - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

## 2.8.4 Termination For Cause Other Than Nonpayment (cont'd)

## d. Change in the Company's Ability to Secure Access

Any change in the Company's ability (a) to secure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment or (b) to secure and retain suitable space for its plant and facilities in the building where service is provided to the customer may require termination of a customer's service until such time as new arrangements can be made. No charges will be assessed the customer while service is terminated, and no connection charges will apply when the service is restored.

## 2.8.5 Emergency Termination of Service

The Company will immediately terminate the service of any customer, on request, when the customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS****2.9.1 Application of Rates**

- a. Business rates apply to service furnished:
  1. In office buildings, stores, factories and all other places of a business nature;
  2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
  3. At any location when the listing or public advertising indicates a business or a profession;
  4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
  5. At any location where the customer resells or shares exchange service;
- b. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)****2.9.2 Telephone Number Changes**

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Price List.

When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

**2.9.3 Deposits**

Deposits will be returned to a business customer upon cancellation of service or after one year, whichever event occurs first, unless the customer is delinquent in payment, in which case the Company will continue to retain the deposit until the delinquency is satisfied. If a service is involuntarily discontinued, the deposit is applied against the final bill, and any balance is returned to the customer.

**2.9.4 Dishonored Checks**

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.10 RESERVED FOR FURTURE USE****2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE**

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Price List by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Price List.

**2.11.1 Credit for Interruptions**

- a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- b. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
  - i. if interruption continues for less than 24 hours:
    - a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
    - b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.
  - ii. if interruption continues for more than 24 hours:

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SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.11.1 Credit for Interruptions (cont'd)

- c. (cont'd)
  - ii. (cont'd)
    - a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.
    - b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

- d. Credit to Customer

Credits attributable to any billing period for interruptions of service shall not exceed the total charges for that period for the service and facilities furnished by the Company rendered useless or substantially impaired.

- e. "Interruption" Defined

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Price List, suspends or terminates service because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered by the Price List. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Price List, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

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**2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)****2.11.2 Limitations on Credit Allowances**

No credit allowance will be made for:

- a) interruptions due to the negligence of, or non-compliance with the provisions of this Price List, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- b) interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;
- c) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- d) interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;
- e) interruptions of service due to circumstances or causes beyond the control of the Company.

**2.12 AUTOMATIC NUMBER IDENTIFICATION****2.12.1 Regulations**

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- 1) The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.

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**SECTION 2 - GENERAL RULES AND REGULATIONS (cont'd)****2.12 AUTOMATIC NUMBER IDENTIFICATION (cont'd)****2.12.1 Regulations (cont'd)**

- 2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- 3) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
- 4) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- 5) Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.
- 6) Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

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### SECTION 3 - CONNECTION CHARGES

#### 3.1 CONNECTION CHARGE

##### 3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

##### 3.1.2 Exceptions to the Charge

- a. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- b. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- c. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.4.

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**SECTION 3 - CONNECTION CHARGES (cont'd)****3.2 RESTORAL CHARGE**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 2.8 of this Price List.

Business (DS1)	\$ 50.00
Business (DS3)	\$500.00

**3.3 MOVES, ADDS AND CHANGES**

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

**Move:** The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**Add:** The addition of a vertical service to existing equipment and/or service at one location.

**Change:** Change - including rearrangement or reclassification - of existing service at the same location.

**Business Charge Per Order:**

:	<u>Move</u>	\$100.00
	<u>Add</u>	\$100.00
	<u>Change</u>	\$100.00

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SECTION 3 - CONNECTION CHARGES (cont'd)

## 3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

## Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

Per hour rate per technician: \$250.00

## 3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

PICC Charge \$10.00

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SECTION 4 – RESERVED FOR FUTURE USE

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SECTION 5 - SUPPLEMENTAL SERVICES

- 5.1 RESERVED FOR FUTURE USE
- 5.2 RESERVED FOR FUTURE USE
- 5.3 RESERVED FOR FUTURE USE

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.4 SERVICE AND PROMOTIONAL TRIALS

5.4.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

5.4.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

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**SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)**

**5.4 SERVICE AND PROMOTIONAL TRIALS (cont'd)**

**5.4.2 Regulations (cont'd)**

- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

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**SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)****5.5     BUSY VERIFICATION AND INTERRUPT SERVICE****5.5.1     General**

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

**5.5.2     Rate Application**

- a.     A Verification Charge will apply when:
  1.     The operator verifies that the line is busy with a call in progress, or
  2.     The operator verifies that the line is available for incoming calls.
- b.     Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
- c.     No charge will apply when the calling party advises that the call is from an official public emergency agency.

**5.5.3     Rates**

Verification Charge, each request	\$15.00
Interrupt Charge, each request	\$15.00

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.6 TRAP CIRCUIT SERVICE

5.6.1 General

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

5.6.2 Regulations

- a. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
- b. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
- c. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
- d. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

5.6.3 Rates

Upon request for this service, the monthly charge to the customer will be increased by any charges incurred by the Company for the provision of this service.

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.7 DIRECTORY ASSISTANCE SERVICE

5.7.1 General

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

5.7.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- a. Calls from coin telephones, including COCOTS.
- b. Requests for telephone numbers of non-published service.
- c. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
- d. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 11 of this Price List, up to a maximum of 50 requests per month.

5.7.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Per Query: \$0.85

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. Where no local charge applies (flat rate service), the usage charge is \$0.25. In addition to usage charges, an operator assistance charge applies to each call:

Local Operator Assistance, per call: \$0.85

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.9 RESERVED FOR FUTURE USE

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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 RESERVED FOR FUTURE USE

5.11 CUSTOMIZED NUMBER SERVICE

5.11.1 General

- a. Customized Number Service allows a customer to order a specified telephone number rather than the next available number.
- b. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- c. The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer.
- d. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.
- e. The Company reserves and retains the right:
  1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
  2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Price List;
  3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
  4. The limitation of liability provisions of this Price List in Section 2.1.2 are applicable to Customized Number Service.

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**SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)****5.11 CUSTOMIZED NUMBER SERVICE (cont'd)****5.11.2 Conditions**

- a. Charges for Customized Number Service apply when a customer:
  1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
  2. Requests a number change from the customer's present number to a Customized Number.
- b. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

**5.11.3 Rates****Set-up Charges**

Business Customer	\$200.00
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SECTION 5 - SUPPLEMENTAL SERVICES (cont'd)**5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS**

5.12.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.12.2 The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one year limit)	1/2 Regular Monthly Rate

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SECTION 6 - RESERVED FOR FUTURE USE

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SECTION 7 – LOCAL DEDICATED SERVICE

## 7.1 GENERAL

Local Dedicated Service provides a business customer with a connection to the Company's switching network which enables the customer to:

- a) receive calls from other stations on the public switched telephone network;
- b) access the Company's local calling service;
- c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800/888/877/866 NPA; and access 911 service for emergency calling; and
- d) access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free number service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (1010xxx).

Local Dedicated Service is provided via digital circuits terminated at the customer's premises. Each Local Dedicated Service circuit corresponds to one or more voice-grade telephony communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this Price List.

## 7.2 SERVICE DESCRIPTIONS AND RATES

The following Local Dedicated Services are offered:

- Local Dedicated Service (T1)
- Local Dedicated Service (PRI)
- Local Dedicated Service (DS3)

In connection with the above listed services, the Company also offers Extended Wiring, Direct Inward Dialing Number Blocks and Local Service Features as set forth in 7.2.4, 7.2.5, and 7.2.6, respectively.

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SECTION 7 – LOCAL DEDICATED SERVICE (cont.)

## 7.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

All Local Dedicated Service may be connected to customer-provided terminal equipment such as PBX systems. Service may be arranged for two-way calling, inward calling only or outward calling only.

## 7.2.1 Local Dedicated Service (T-1)

7.2.1.1 Nonrecurring Connection Charge	\$500
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7.2.1.2 Monthly Recurring Port Charges	
--	--

Port only	\$600
-----------	-------

Port Plus Loop	ICB
----------------	-----

7.2.1.3 Per minute charge for calls within Local Calling Area	\$ .04
---	--------

## 7.2.2 Local Dedicated Service (PRI)

7.2.2.1 Nonrecurring charge	\$800
-----------------------------	-------

7.2.2.2 Monthly recurring charge	
----------------------------------	--

Port only	\$800
-----------	-------

Port Plus Loop	ICB
----------------	-----

7.2.2.3 Per minute charge for calls within Local Calling Area	\$ .04
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## 7.2.3 Local Dedicated Service (DS3)

7.1.3.1 Nonrecurring Connection Charge	ICB
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SECTION 7 – LOCAL DEDICATED SERVICES (cont.)

## 7.2.3.2 Monthly Recurring Charge

Port only	\$13,000
-----------	----------

Port Plus Loop	ICB
----------------	-----

7.2.3.3 Per minute charge for calls within  
Local Calling Area

\$0.04

## 7.2.4 Extended Wiring Charge (per T-1 or PRI) \$600

This charge applies when the Customer requires wiring on the Customer's side of the building Demarcation Point.

## 7.2.5. Direct Inward Dialing Number Charges

## 7.2.5.1 Block of 20 DIDs

Nonrecurring charge	\$50
---------------------	------

Monthly recurring charge	\$15
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## 7.2.5.2 Block of 100 DIDs

Nonrecurring charge	\$30
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Monthly recurring charge	\$100
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SECTION 7 – LOCAL DEDICATED SERVICES (cont.)

## 7.2.6 Local Service Features

FEATURE NAME	DESCRIPTION	Non Recurring Charge	Monthly Recurring Charge
<b>Local Features</b>			
<b>Hunting:</b>			
<b>Regular Hunt</b>	Regular Hunt is an arrangement in which hunting begins with the Start Hunt Terminal Number and continues sequentially through the last terminal number in the Multi-Line Hunt Group.	n/c	n/c
<b>Circular Hunt</b>	Circle Hunt is an arrangement in which hunting begins with the Terminal Number associated with the called number, and continues sequentially through the last terminal number in the Multi-Line Hunt Group. Hunting resumes starting with Terminal Number 1, and continues through the Terminal Number preceding the Start Hunt Terminal Number.	n/c	n/c
<b>Uniform Call Distribution Hunt</b>	Uniform Call Distribution is an arrangement in which hunting begins when the main Directory Number of a UCD hunt group is dialed. For example, if a call is directed to the main Directory Number, a hunt for an available member would start at the "start hunt member". This is UCD hunt. However, when a Directory Number of a member of a UCD hunt group is dialed, a Circular Hunt starting at the dialed member is made and the UCD hunt is not used. For example, if a call is directed to a member of the UCD hunt group, the UCD function recognizes that the call is not directed to the main Directory Number of the group, and therefore, it does not start the hunt at the "start hunt number"; instead the hunt starts at the member of the dialed Directory Number.	n/c	n/c
<b>Hunting / Non Hunting Number</b>	If the lead number in a hunt group is called, the non-hunt number will be part of multi line hunt group. If the non-hunting number is called directly, the call will not hunt to the next terminal if this line is busy.	n/c	n/c

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<b>2-Way Forward Hunt</b>	Two-Way Forward hunt. Trunks will be hunted in numerically ascending order.	n/c	n/c
<b>2-Way Backwards Hunt</b>	Two-Way Backward hunt. Trunks will be hunted in numerically descending order.	n/c	n/c
<b>Backward Circular Sequential Hunt</b>	Backward Circular Sequential Hunt. The start hunt member is the last selected member - 1. Hunting then continues through the trunk members in a backward direction using circular hunting to the lowest member, then starting over at the highest member. The hunt continues in this manner until an idle member is found or all members are found busy.	n/c	n/c
<b>First In - First Out</b>	First-In, First-Out hunt. Used for DID Trunk Groups.	n/c	n/c
<b>Forward Circular Sequential Hunt</b>	Forward Circular Sequential hunt. The start hunt member is the last selected member +1. Hunting then continues through the trunk members in a forward direction using circular hunting to the highest member, then starting over at the lowest member. The hunt continues in this manner until an idle member is found or all members are found busy.	n/c	n/c
<b>Most Idle Hunt</b>	Most Idle - Least Idle trunk hunting. The number of trunks associated to a trunk group, where the HUNT TYPE equals "MLIDL", cannot exceed 192 members. This entry supports the Trunk Group Hunt Sequence Enhancements feature.	n/c	n/c
<b>Uniform Call Distribution Hunt</b>	Uniform Call Distribution. The start hunt member is randomly selected, then hunting follows Forward Circular Sequential Hunting.	n/c	n/c

**Additional Local Features:**

<b>Anonymous Call Rejection</b>	Feature prevents callers from getting through who intentionally block their phone numbers. "Block the Blocker".	n/c	n/c
<b>Automatic Call Return</b>	This is a continuous redial feature that automatically redials the number of the last incoming call. Only works on customers served out of the same switch.	n/c	\$5.25 / line
<b>Automatic Redial</b>	The automatic redial feature automatically checks a busy line every thirty seconds for thirty minutes. When the line is free a special ring will notify you. If you lift the receiver in response to the ring, the number you were trying to reach will be automatically dialed. Feature only works on customers served out of the same switch.	n/c	\$5.25 / line

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<b>B Channel Transfer</b>	Local incoming calls to branch locations are routed to a main location where the call can either be handled or transferred back out to a branch location.	n/c	\$21.95 / PRI T1 per month
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**Forwarding Features:**

<b>Call Forward Variable (Customer Programmable- Onsite)</b>	This feature allows the subscriber to forward all calls to a new number. This feature must be activated/ deactivated using a dialcode. The call forward number must be programmed each time a new feature is activated.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Variable- Feature Button (Customer Programmable- Onsite)</b>	This feature allows the subscriber to forward all calls to a new number. This feature must be activated/deactivated using a dialcode. The call forward number can be preset or changed using a dialcode.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Variable Remote Access (Customer Programmable- Offsite)</b>	This feature allows the subscriber to call forward all calls to a new number. This features must be activated/deactivated using a dialcode. The call forward number must be programmed each time the feature is activated. The user is also able to activate/deactivate this feature from a remote location using a touchtone phone using an 800 number and a PIN.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Variable -Feature Button- Remote Access (Customer Programmable- Offsite)</b>	This feature allows the subscriber to call forward all calls to a new number. This feature must be activated/ deactivated using a dialcode. The call forward number must be programmed each time the feature is activated. The user is able to activate/ deactivate this feature from a remote location using a touch tone phone, using an 800 number and a PIN. The call forward to number must be preset.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Don't Answer All Calls</b>	With this feature, calls to a line that is not answered after a customer specified number of seconds will be forwarded to a pre-selected telephone number. The customer does not program this feature, nor do they activate/ deactivate the feature. The feature is always on.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Don't Answer- Feature Button</b>	This feature re-directs all calls to a preset number when the called number is not answered after a customer specified number of rings. The subscriber can activate and deactivate the forwarding function, change the preset forward- to DN or change the number of rings (in seconds) via dial codes.	n/c	\$5.25 / number \$5.25 / path

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<b>Call Forward Busy Line All Calls</b>	This feature directs all calls attempting to terminate to a busy line to be forwarded to a telephone number that the customer specifies. Customer does not control the forward number, and the feature is always on.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Busy Line- Feature Button</b>	This feature directs all calls attempting to terminate to a busy line to be forwarded to a telephone number that the customer specifies. The subscriber can activate/ deactivate the forwarding function and change the preset forward to dialed number via dialcodes.	n/c	\$5.25 / number \$5.25 / path
<b>Call Forward Remote</b>	All calls are forwarded to a preset number. Customer has no access to make changes. The working telephone number terminates physically in our switch, rather than in the customer location. The feature forwards calls to another preprogrammed phone number. Usage charges also apply on every call that is forwarded.	n/c	\$5.25 / path \$21.95 / number
<b>Call Forward Plus</b>	Call Forward Busy Line All Calls, Call Forward Don't Answer All Calls and Call Forward Variable bundled.	n/c	\$8.50 / number \$8.50 / path
<b>Call Forward Plus Feature Button</b>	Call Forward Busy Line All Calls Feature Button, Call Forward Don't Answer Feature Button, and Call Forward Variable Feature Button <b>ALL</b> bundled.	n/c	\$8.50 / number \$8.50 / path
<b>Call Hold</b>	Feature allows a customer to simply put an active call on hold when using a phone without a HOLD button or to put an active call on hold and answer another incoming call. Flash the switchhook to put the first call on hold and place the second call. After the second call has completed, flash the switchhook again to be connected to the first call.	n/c	\$5.25 / line
<b>Call Hold</b>	Feature allows a customer to simply put an active call on hold when using a phone without a HOLD button or to put an active call on hold and answer another incoming call. Flash the switch hook and dial the # sign to put the first call on hold and place the second call. After the 2nd call has completed, flash the switch hook and dial the # sign to be connected to the 1st call.	n/c	\$5.25 / line

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<b>Call Privacy</b>	This feature blocks your number from being displayed on a Caller ID device. Arrangements can be made to have all of your outgoing calls blocked in which case you could have the option of de-activating the service to display your number on a per call basis.	n/c	n/c
<b>Call Trace (Customer Originated)</b>	The call trace feature allows an end user to request an automatic trace of the last incoming call. This feature provides a user an easy way to trace an annoyance, obscene or threatening call that you wish to have investigated. The results of the trace are not provided directly to the end user, but rather to an authorized agency, such as the service provider or a law enforcement agency. A subscriber can then follow up on the trace.	n/c	n/c
<b>Call Transfer Plus</b>	Allows the end user to receive an incoming call, then transfer the calling party to any other number. Comes with Three Way Calling.	n/c	\$5.25 / line or channel
<b>Call Waiting Plus</b>	The call waiting feature notifies a subscriber that there is a second incoming call. The first call can be put on hold to take the second call. The subscriber can then alternate between the two calls. The call waiting feature can be de-activated if the subscriber doesn't wish to be interrupted during a call, by using a dialcode. Anyone calling the subscriber while call waiting is deactivated receives normal busy treatment.	n/c	\$5.25 / line
<b>Caller ID (incoming)</b>	Caller ID displays the number of an incoming call before you answer the phone, or if you are on a call.	n/c	\$5.25 / line or channel
<b>Caller ID Plus Name (incoming)</b>	Caller ID displays the number and the name of an incoming call before you answer the phone, or if you are on a call.	n/c	\$5.25 / line
<b>Caller ID (outgoing)</b>	Caller ID displays the number of an outgoing call.	n/c	n/c
<b>Caller ID Plus Name (outgoing)</b>	Caller ID displays the number and name of an outgoing call.	n/c	n/c
<b>DID DNIS</b>	Feature translates DID numbers to a customer specified digit translation	\$105 Setup	n/c
<b>Interoffice Dialing (Four Digit Dialing)</b>	Feature allows customers with multiple locations to dial their other IntaLATA locations using only four digits.	ICB	ICB

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<b>Foreign Exchange Service</b>	Telephone numbers outside their Rate Center directed to their site. DID Only and Lines with Originating and Terminating capability. A 911 Disclaimer document has to be signed by the customer.	ICB	ICB
<b>Direct Trunk Overflow</b>	The working telephone number terminates physically in our switch, rather than in the customer location. The trunk group is call forwarded when all the members are busy or the Trunk Group is out of service. The next route is a telephone number in the same switch that is remote call forwarded to another telephone number.	n/c	\$21.95 / number "For up to 24 paths"
<b>Speed Calling (8 &amp; 30)</b>	This feature allows customers to store frequently called numbers of up to 32 characters in length and assign a one digit code using 2 through 7 (for Speed Call 8 subscribers), or a two digit code using 20-49 (for Speed Call 30 subscribers), to each number. Once having stored the numbers the customer may then place a call by dialing the assigned code. Dialcodes are used to change your speed call list.	n/c	\$5.25 / line
<b>*ANI*DNIS*</b>	Feature allows the end user to identify the calling party (by the 10 digit ANI) or the origination location (by area code and/or exchange) prior to the call answer for special treatment. DNIS is also sent.	\$50 / Trunk Group	\$17.00 / trunk group
<b>Three-Way Calling</b>	Feature allows an end user to add a third party to an existing call without operator assistance. The switchhook is flashed, 3rd party number is dialed, and switchhook is flashed again, to join the parties. The subscriber may go on-hook after using the Three-Way Calling feature, allowing the remaining two parties to stay connected, thereby transferring the call.	n/c	\$5.25 / line or channel
<b>Queuing (Uniform Call Distribution w/ generic Announcement)</b>	A standard announcement is provided to incoming calls while waiting for an available line.	n/c	\$5.25 / line or channel
<b>Account Codes (non verified)</b>	Allows a fixed length ( 1 to 15 numercs) non verified account codes to be entered after dialing local & / or non local number.	n/c	n/c
<b>Account Codes (non verified w/ 1 +8xx service)</b>	Allows a fixed length ( 1 to 15 numercs) non verified account codes to be entered after dialing local & / or non local number plus 1 + 8xx numbers.	n/c	n/c
<b>Directory Assistance</b>	\$ .85		

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<b>Toll- Restriction (1+ and 0+ Blocking)</b>	Provides the subscriber with local dialing capabilities but blocks any customer- dialed call that has a long distance charge associated with it.	n/c	n/c
<b>Account Codes/ Verified</b>	A specific or valid account code must be entered in order for the call to be processed. Account codes are available from two through fifteen digits in length for both Switched and Dedicated access.	\$17 Setup	\$17 / account
<b>8XX Blocking</b>	This feature provides the ability to allow or disallow based on info digits (27 code from payphones), or add surcharge. This can be done per TFN# or for entire customer profile,	\$100	\$31.87 per account for any combination of Advanced Routing, Screening or Blocking
<b>Percent Call Allocation</b>	Provides end users the ability to route calls to multiple call centers based on a predetermined percentage of calls received.	\$100	\$31.87 per account for any combination of Advanced Routing, Screening or Blocking
<b>900/ 700 Blocking</b>	This feature provides the ability to block all calls beginning with the 900 or 700 prefixes.	n/c	n/c

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS**

8.1 RESERVED FOR FUTURE USE

8.2 RESERVED FOR FUTURE USE

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- 8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Florida.
- 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- 8.3.5 The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

8.4 RESERVED FOR FUTURE USE

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)**

**8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE**

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

**8.6 RESERVED FOR FUTURE USE**

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

## 8.7 FLORIDA RELAY SERVICE

## 8.7.1 General

The Florida Telecommunications Relay Service (TRS) is a relay telecommunications service for the deaf, hearing and/or speech disabled population of the State. The service permits telephone communications between individuals with hearing and/or speech disabilities who must use a Text Telephone and individuals with normal hearing and speech as provided in the tariff filed by AT&T Communications of Florida, Inc.

## 8.7.2 Surcharge

In addition to the charges provided in this Price List and the Company's other intrastate tariffs, a surcharge will apply to all residence and business access lines served by this Company. This surcharge applies regardless of whether or not the access line uses the Florida Telecommunications Relay Service.

This surcharge serves as the funding vehicle for the operation of the Florida Telecommunications Relay Service, and shall be calculated by the Florida Public Service Commission (the Commission).

The Commission may revise the surcharge more frequently than annually at its discretion.

Price List revisions will be filed whenever the Commission calculates a new surcharge amount and notifies the Company.

The following surcharge rates are currently in effect:

	<u>Monthly Rate</u>
Per access line	\$0.13

Centrex lines will be charged on an equivalency basis as determined by the Commission.

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**SECTION 8- SPECIAL SERVICES AND PROGRAMS (Cont'd)****8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM****8.8.1. General**

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase the Company services offered in this Price List and the (additional company Price List references, if appropriate) at a discounted rate, in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 et. seq.

As indicated in the Rules, the discounts will be between 20 and 90 percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the Rules. Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)****8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)****8.8.2. Regulations****1. Obligation of eligible schools and libraries****a. Requests for service**

1. Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.

2. Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Corporation, as designated by the FCC, and follow established procedures.

3. Services requested will be used for educational purposes.

4. Services will not be sold, resold or transferred in consideration for money or any other thing of value.

**2. Obligations of the Company**

a. The Company will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Price List. Those services contained in this Price List which are excluded from the discount program, in accordance with the Rules, are included as an attachment to this Price List.

b. The Company will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)****8.8 SCHOOLS AND LIBRARIES DISCOUNT PROGRAM (Cont'd)****8.8.2. Obligations of the Company (Cont'd)**

c. In competitive bidding situations, the Company may offer flexible pricing or rates other than in this Price List, where specific flexible pricing arrangements are allowed, subject to Florida Public Service Commission approval.

**8.8.3. Discounted Rates for Schools and Libraries**

1. Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.

2. The discount rate will be applied to eligible intrastate services purchased by eligible schools, libraries or consortia.

3. The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC Order or other federally approved alternative measures (as permitted by the Rules) and by its location in either an urban or rural area.

4. The discount matrix for eligible schools, libraries and consortia is included as an attachment to this Price List.

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)****8.9     HEALTH CARE PROVIDERS SUPPORT PROGRAM****8.9.1.   General**

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers located in rural areas reduced rates for Company intrastate services, available in this Price List. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

**8.9.2.   Regulations**

- a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.
- b. Reduced rates are available only to the extent that they are funded by the federal universal service fund.
- c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal service support shall apply only to the portion of eligible services used by an eligible health care provider.

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)****8.9     HEALTH CARE PROVIDERS SUPPORT PROGRAM****8.9.2.   Regulations (Cont'd)****d.        Responsibility of eligible health care providers (Cont'd)**

1.        Rural health care providers and consortia shall participate in a competitive bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

2.        Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

3.        Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

4.        A health care provider that cannot obtain toll free access to an Internet Service Provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

5.        Services cannot be sold, resold or transferred in consideration for money or any other thing of value.

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SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)

8.9     HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

8.9.2.   Regulations (Cont'd)

e.        Responsibility of the Company

1.       The Company shall offer the rates and charges as specified in Section 3, to eligible health care providers to the extent that facilities and services are available and offered in the Price Lists specified in 1. preceding.

2.       The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

3.       In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Florida Public Service Commission approval.

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**SECTION 8 - SPECIAL SERVICES AND PROGRAMS (cont'd)****8.9     HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)****8.9.3    Rates and Charges**

The following price adjustments will be available to eligible rural health care providers, except subparagraph c., which shall be available to all eligible health care providers, regardless of location;

a.     A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest tariffed or publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Florida with a population of at least 50,000.

b.     An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Florida with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

c.     Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available pursuant to applicable toll tariffs.

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## SECTION 9 - SPECIAL ARRANGEMENTS

### 9.1 SPECIAL CONSTRUCTION

#### 9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a) nonrecurring charges;
- b) recurring charges;
- c) termination liabilities; or
- d) combinations of (a), (b), and (c).

#### 9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- I. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - a) equipment and materials provided or used;
  - b) engineering, labor, and supervision;
  - c) transportation; and
  - d) rights of way and/or any required easements.
- II. Cost of maintenance.
- III. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

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**SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)**

**9.1 SPECIAL CONSTRUCTION (cont'd)**

**9.1.2 Basis for Cost Computation (cont'd)**

- IV. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- V. License preparation, processing, and related fees.
- VI. Price List preparation, processing and related fees.
- VII. Any other identifiable costs related to the facilities provided; or
- VIII. An amount for return and contingencies.

**9.1.3 Termination Liability**

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- 9.1.3.1 The period on which the termination liability is based is the estimated service life of the facilities provided.
- 9.1.3.2 The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

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**SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)****9.1 SPECIAL CONSTRUCTION (cont'd)****9.1.3 Termination Liability (cont'd)****9.1.3.2 (cont'd)**

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
  - a) equipment and materials provided or used;
  - b) engineering, labor, and supervision;
  - c) transportation; and
  - d) rights of way and/or any required easements;
2. license preparation, processing, and related fees;
3. Price List preparation, processing and related fees;
4. cost of removal and restoration, where appropriate; and
5. any other identifiable costs related to the specially constructed or rearranged facilities.

**9.1.3.3**

The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.2 preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.2 preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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**SECTION 9 - SPECIAL ARRANGEMENTS (cont'd)****9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE**

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the rates set forth in this Price List. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Price List within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- 1) LATA and type of switch
- 2) The V&H distance from the central office to the customer's premises
- 3) Service description
- 4) Rates and charges
- 5) Quantity of circuits
- 5) Length of the agreement.

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SECTION 10 – LOCAL CALLING AREAS

## 10.1 GENERAL

Each exchange within the Company's service area within Florida is assigned to a Local Calling Area Zone. Calls within a Zone are subject to the Local Dedicated Service per minute charge for calls within the Local Calling Area.

## 10.2 Local Calling Areas

<u>EXCHANGE OR LOCALITY</u>	<u>CATEGORY</u>	<u>ZONE ONE (LOCAL CALLING AREA)</u>
Apopka	LOCAL ELWS	Celebration, East Orange, Montverde, Lake Buena Vista, Orlando, Reedy Creek, Windermere, Winter Garden, Winter Park Mount Dora
Boca Raton	LOCAL	Coral Springs, Deerfield Beach, Delray Beach, Pompano Beach,
	ELWS	Belle Glade, Boynton Beach, Fort Lauderdale, Hollywood, Jupiter, Miami, North Dade, Pahokee, W. Palm Beach
Boynton Beach	LOCAL	Delray Beach, West Palm Beach,
	ELWS	Belle Glade, Boca Raton, Coral Springs, Deerfield Beach, Ft. Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach
Cocoa	LOCAL	Cocoa Beach, Eau Gallie, Melbourne, Titusville
Cocoa Beach	LOCAL	Cocoa, Eau Gallie, Melbourne, Titusville
Coral Springs	LOCAL	Boca Raton, Deerfield Beach, Fort Lauderdale, Pompano Beach,
	ELWS	Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine

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SECTION 10 – LOCAL CALLING AREAS (cont'd)

## 10.2 Local Calling Areas (cont'd)

<u>EXCHANGE OR LOCALITY</u>	<u>CATEGORY</u>	<u>ZONE ONE (LOCAL CALLING AREA)</u>
Deerfield Beach	LOCAL	Boca Raton, Coral Springs, Delray Beach, Fort Lauderdale, Pompano Beach,
	ELWS	Boynton Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Delray Beach	LOCAL	Boca Raton, Boynton Beach, Deerfield Beach,
	ELWS	Belle Glade, Coral Springs, Ft. Lauderdale, Hollywood, Jupiter, Pahokee, Pompano Beach, W. Palm Beach
East Orange	LOCAL	Apopka (ICE), Lake Buena Vista (ICE), Celebration (ICE), Montverde (ICE), Orlando, Reedy Creek (ICE), Oviedo, Windermere (ICE), Winter Garden (ICE), Winter Park (ICE)
Eau Gallie	LOCAL ELWS	Cocoa, Cocoa Beach, Melbourne, Titusville
Fort Pierce	LOCAL ELWS	Port St. Lucie, Jensen Beach, Vero Beach
Fort Lauderdale	LOCAL	Coral Springs, Deerfield Beach, Hollywood, Pompano Beach,
	ELWS	Boca Raton, Boynton Beach, Delray Beach, Homestead, Miami, North Dade, Perrine

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SECTION 10 – LOCAL CALLING AREAS (cont'd)

## 10.2 Local Calling Areas (cont'd)

<u>EXCHANGE OR LOCALITY</u>	<u>CATEGORY</u>	<u>ZONE ONE (LOCAL CALLING AREA)</u>
Geneva	LOCAL ELWS	Oviedo, Sanford, Winter Park (ICE), Orlando
Hobe Sound	LOCAL	Jensen Beach, Jupiter, Port St. Lucie, Stuart,
	ELWS	W. Palm Beach
Hollywood	LOCAL	Ft. Lauderdale, North Dade,
	ELWS	Boca Raton, Boynton Beach, Coral Springs, Deerfield Beach, Delray Beach, Homestead, Miami, Perrine, Pompano Beach
Homestead	LOCAL	Miami, Perrine,
	ELWS	Coral Springs, Deerfield Beach, Ft. Lauderdale, Hollywood, Keys, North Dade, Pompano Beach
Islamorada	LOCAL	Key Large, Marathon,
	ELWS	Big Pine Key, Homestead, Key West, Miami, North Key Large, Perrine, Sugarloaf Key
Jensen Beach	LOCAL ELWS	Hobe Sound, Port St. Lucie, Stuart, Fort Pierce, Jupiter, W. Palm Beach
Jupiter	LOCAL	Hobe Sound, W. Palm Beach,
	ELWS	Belle Glade, Boca Raton, Boynton Beach, Delray Beach, Jensen Beach, Pahokee, Port St. Lucie, Stuart
Kenansville	LOCAL	Kissimmee, St. Cloud, West Kissimmee, Orlando

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SECTION 10 – LOCAL CALLING AREAS (cont'd)

## 10.2 Local Calling Areas (cont'd)

<u>EXCHANGE OR LOCALITY</u>	<u>CATEGORY</u>	<u>ZONE ONE (LOCAL CALLING AREA)</u>
Melbourne	LOCAL ELWS	Cocoa, Cocoa Beach, Eau Gallie, Sebastian, Titusville
Miami	LOCAL	Homestead, North Dade, Perrine,
	ELWS	Boca Raton, Coral Springs, Deerfield Beach, Ft. Lauderdale, Hollywood, Keys, Pompano Beach
Montverde	LOCAL	Apopka, Aster, Clermont, East Orange, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Lake Buena Vista, Leesburg, Mount Dora, Orlando, Reedy Creek, Tavares, Umatilla, Windermere, Winter Garden, Winter Park, Celebration, Weirsdale
Marathon	LOCAL	Big Pine Key, Islamorada,
	ELWS	Homestead, Key Large, Key West, Miami, North Key Large, Perrine, Sugarloaf Key
North Dade	LOCAL	Hollywood, Miami, Perrine
	ELWS	Boca Raton, Coral Springs, Deerfield Beach, Ft. Lauderdale, Homestead, Pompano Beach
Orlando	LOCAL	Apopka (ICE), Celebration (ICE), Clermont (ICE), East Orange, Groveland (ICE), Lake Buena Vista (ICE), Montverde (ICE), Oviedo, Reedy Creek (ICE), Windermere (ICE), Winter Garden (ICE), Winter Park (ICE),
	ELWS	Debary, Geneva, Kissimmee (ICE), Sanford, St. Cloud (ICE), West Kissimmee

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SECTION 10 – LOCAL CALLING AREAS (cont'd)

## 10.2 Local Calling Areas (cont'd)

<u>EXCHANGE OR LOCALITY</u>	<u>CATEGORY</u>	<u>ZONE ONE (LOCAL CALLING AREA)</u>
Oviedo	LOCAL	East Orange, Geneva, Orlando, Sanford, Winter Park (ICE)
Perrine	LOCAL	Homestead, Miami, North Dade
	ELWS	Coral Springs, Deerfield Beach, Ft. Lauderdale, Hollywood, Keys, Pompano Beach
Pompano Beach	LOCAL	Boca Raton, Coral Springs, Deerfield Beach, Ft. Lauderdale,
	ELWS	Boynton Beach, Delray Beach, Hollywood, Homestead, Miami, North Dade, Perrine
Reedy Creek	LOCAL	Apopka, Celebration, Clermont, E. Orange, Lake Buena Vista, Montverde Orlando, Windermere, Winter Park, West Kissimmee, Winter Garden, Kissimmee, Haines City
	ELWS	
Sanford	LOCAL	Debary, Geneva, Oviedo, Winter Park (ICE)
	ELWS	Orange City (ICE), Orlando
Stuart	LOCAL	Hobe Sound, Indiantown (ICE), Jensen Beach, Port St. Lucie, Jupiter, W. Palm Beach
	ELWS	
Titusville	LOCAL	Cocoa, Cocoa Beach, Eau Gallie, Melbourne
	ELWS	
Vero Beach	LOCAL	Sebastian,
	ELWS	Fort Pierce

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SECTION 10 – LOCAL CALLING AREAS (cont'd)

## 10.2 Local Calling Areas (cont'd)

<u>EXCHANGE OR LOCALITY</u>	<u>CATEGORY</u>	<u>ZONE ONE (LOCAL CALLING AREA)</u>
West Palm Beach	LOCAL	Boynton Beach, Jupiter
	ELWS	Belle Glade, Boca Raton, Delray Beach, Hobe Sound, Jensen Beach, , Pahokee, Port St. Lucie, Stuart
Winter Park	LOCAL	Apopka East Orange, Geneva, Lake Buena Vista, Montverde, Orlando, Oviedo, Reedy Creek, Sanford, Windermere, Winter Garden, Celebration
	ELWS	Debary, Mount Dora, St. Cloud, West Kissimmee

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**SECTION 11 - EXPLANATION OF TERMS****AGENCY**

For 911 or E911 service, the government agency(s) designated as having responsibility for the control and staffing of the emergency report center.

**ALTERNATE ROUTING ("AR")**

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes down for a period (night service).

**ANALOG**

A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

**APARTMENTS**

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

**ASCII**

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

**ASYNCHRONOUS**

Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

**AUTHORIZED USER**

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****ATTENDANT**

An operator of a PBX console or telephone switchboard.

**AUTOMATIC LOCATION IDENTIFICATION ("ALI")**

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

**AUTOMATIC NUMBER IDENTIFICATION ("ANI")**

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

**BIT**

The smallest unit of information in the binary system of notation.

**BUILDING**

A structure enclosed within exterior walls or fire walls, built, erected and framed of component structural parts and designed for permanent occupancy.

**CALL INITIATION**

The point in time when the exchange network facility are initially allocated for the establishment of a specific call.

**CALL TERMINATION**

The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****CENTRAL OFFICE**

An operating office of the Company where connections are made between telephone exchange lines.

**CENTRAL OFFICE LINE**

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

**CHANNEL**

A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

**CHANNEL CONVERSION**

The termination of 1.544. Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

**CHANNEL SERVICE UNIT ("CSU")**

The equipment located at the customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

**COLLEGE**

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

**COMMUNICATIONS SYSTEMS**

Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****COMPANY**

ANPI BUSINESS, LLC., unless otherwise clearly indicated from the context.

**COMMISSION**

The Florida Public Service Commission.

**CONTRACT**

The agreement between the Company and the Customer that together with this Price List, governs the provision of Exchange Services by the Company to the Customer.

**CUSTOMER**

The person, firm, corporation, or other entity which orders service pursuant to the contract and this Price List and utilizes service provided under Price List by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the contract and the Price List.

**CUSTOMER PREMISES EQUIPMENT (CPE)**

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

**DEFAULT ROUTING ("DR")**

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

**DEMARCATION POINT**

The physical dividing point between the Company's network and the customer.

**DIAL PULSE ("DP")**

The pulse type employed by a rotary dial station set.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****DIRECT INWARD DIAL ("DID")**

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

**DIRECT OUTWARD DIAL ("DOD")**

A service attribute that allows individual station users to access and dial outside numbers directly.

**DIGITAL**

A method of storing, processing and transmitting information through the use of distinct electronic or optical pulses that represent the binary digits (bits) 0 and 1. Digital transmission/switching technologies employ a sequence of discrete, individually distinct pulses to represent information, as opposed to the continuously variable signal of analog technologies.

**DS-3**

Digital Service, Level 3. The equivalent of 28 DS-1 Channels and capable of operating at 44.736 Mbps.

**DUAL TONE MULTI-FREQUENCY ("DTMF")**

The pulse type employed by tone dial station sets. (Touch tone)

**EMERGENCY SERVICE NUMBER ("ESN")**

A unique code, assigned by the Company, used to define specific combinations of police, fire and/or ambulance jurisdictions, or any other authorized agency, which are designated by the customer.

**E911 SERVICE AREA**

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

**E911 CUSTOMER**

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****ERROR**

A discrepancy or unintentional deviation by the Company from what is correct or true. An "error", can also be an omission in records.

**EXCHANGE**

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

**EXCHANGE ACCESS LINE**

A central office line furnished for direct or indirect access to the exchange system.

**EXCHANGE SERVICE**

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

**FINAL ACCOUNT**

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

**FLAT RATE SERVICE**

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

**GROUND START**

Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****HANDICAPPED PERSON**

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

**HOSPITAL**

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

**HOTEL**

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****INCOMING SERVICE GROUP**

Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

**INTERFACE**

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

**INTEROFFICE MILEAGE**

The segment of a line which extends between the central offices serving the originating and terminating points.

**INTERRUPTION**

The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

**JOINT USER**

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Price List.

**KILOBIT**

One thousand bits.

**LATA**

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****LINK**

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

**LEASED CHANNEL**

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

**LOCAL CALL**

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

**LOCAL CALLING AREA**

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

**LOCAL SERVICE**

Telephone exchange service within a local calling area.

**LOOP START**

Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

**LOOPS**

Segments of a line which extend from the serving central office to the originating and to the terminating point.

**MEGABIT**

One million bits.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****MESSAGE RATE SERVICE**

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

**MOVE**

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

**MULTI-FREQUENCY ("MF")**

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

**MULTILINE HUNT**

A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

**NETWORK CONTROL SIGNALING**

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

**NETWORK CONTROL SIGNALING UNIT**

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

**NODE**

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****PBX**

A private branch exchange.

**PORT**

A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the customer. A port connects a link to the public switched network.

**PREMISES**

The space occupied by a customer or authorized user in a building or buildings or contiguous property not separated by a public right of way.

**PRI**

The Primary Rate Interface is an Integrated Services Digital Network (ISDN) circuit running at 1.544 megabits per second.

**PRIVATE BRANCH EXCHANGE SERVICE**

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

**PUBLIC ACCESS LINE SERVICE**

Service providing facilities for a customer owned coin operated telephone ("COCOT").

**PUBLIC SAFETY ANSWERING POINT ("PSAP")**

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****RATE CENTER**

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

**REFERRAL PERIOD**

The time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

**RESALE OF SERVICE**

The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without 'adding value') for profit.

**SAME PREMISES**

All space in the same building in which one subscriber has the right of occupancy, and all space in different buildings on contiguous property when occupied solely by the same subscriber. Foyers, hallways and other space for the common use of all occupants of a building are considered the premises of the operator of the building.

**SELECTIVE ROUTING ("SR")**

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

**SERVING CENTRAL OFFICE**

The central office from which local service is furnished.

**SHARING**

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)****STATION**

Each telephone on a line and where no telephone associated with the line is provided on the same premises and in the same building, the first termination in station key equipment or a jack for use with a portable telephone.

**SUSPENSION**

Suspension of service for nonpayment is interruption of outgoing service only. Suspension of service at the subscriber's request is interruption of both incoming and outgoing service.

**SYNCHRONOUS**

Transmission in which there is a constant time interval between bits, characters or events.

**T-1**

A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 multiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

**TELEPHONE CALL**

A voice connection between two or more telephone stations through the public switched exchange system.

**TELEPHONE GRADE LINES**

Lines furnished for voice transmission or for certain signaling purposes.

**TERMINATION OF SERVICE**

Discontinuance of both incoming and outgoing service.

**TIE LINE**

A dedicated line connecting two switchboards or dial systems.

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**SECTION 11 - EXPLANATION OF TERMS (cont'd)**

**TOLL CALL**

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

**TONE DIAL SIGNALING ("TD")**

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

**TWO WAY**

A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

**USER**

A customer, joint user, or any other person authorized by a customer to use service provided under this Price List.

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