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October 1, 2009

VIA OVERNIGHT DELIVERY

Renee J. Jenkins
Director of Administration
Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, OH 43215-3793
(614) 466-3016

RECEIVED - DOCUMENT DIV
2009 OCT -2 AM 9:58
PUCO

Re: Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC
Case No. 09-0602-TP-ACE; 90-9370-TP-TRF

Dear Ms. Jenkins:

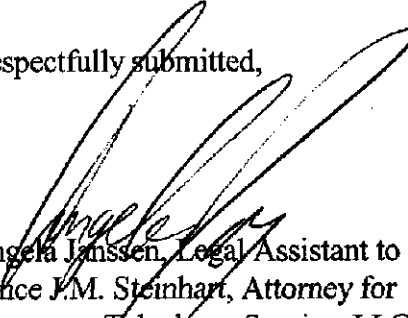
Pursuant to staff request, enclosed please find for filing an original and seven (7) copies of Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC's documentation below:

1. Welcome Letter;
2. Disconnection Notices; and
3. Responses to Commission Questions.

I have also enclosed an extra copy of this letter to be date stamped and returned to me in the enclosed, self-addressed, postage prepaid envelope.

If you have any questions, or if I may provide you with additional information, please do not hesitate to contact me. Thank you.

Respectfully submitted,


Angela Janssen, Legal Assistant to
Lance J.M. Steinhart, Attorney for
Tennessee Telephone Service, LLC
d/b/a Freedom Communications USA, LLC

Enclosures
cc: Matt Davis

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Technician TK Date Processed 10-2-09

Responses to Staff Request:

- 1) I still wanted to clarify about the early payment discount. Is this option still offered to customers?**

The early payment discount is not offered and was removed from the resubmitted tariff.

- 2) Will the company charge a late payment fee?**

Yes. Please see Section 1, Page 13 of the resubmitted tariff. Below is the language submitted within that tariff.

1.8.1 Bills and Collection of Charges

A All requirements for billing will be in compliance with the Minimum Telephone Service Standards (MTSS) as codified in Chapter OAC 4901:1-5 of the Ohio Administrative Code (OAC).

B For new customers or existing customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

C A late payment charge of 1.5% is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied. Late charges are to be applied without discrimination.

- 3) Also, the SCA language has not been added when the Lifeline was taken out. If you need the language, please let me know.**

This was an oversight and the addition has been made. Please see replacement page 5 and Section 2, page 19 and 20 reflecting the Service Connection Assistance program attached.

- 4) What is the cost of installation?**

\$60.00. Please see replacement Section 2, page 18 attached.

- 5) What is the cost of reconnection after disconnection for nonpayment?**

\$10.00. Please see replacement Section 1, page 18 attached.

- 6) Will the company require deposits to establish or re-establish credit? If not what criteria will the company use?**

Please see Section 1, page 13 of the resubmitted tariff. Below is the language submitted within that tariff.

1.8 Payment Arrangements

A All requirements for establishment of credit/deposits will be in compliance with the Minimum Telephone Service Standards (MTSS) as codified in Chapter OAC 4901:1-5 of the Ohio Administrative Code (OAC).

- 7) Need a copy of the welcome letter for non contractual customers**

Please see attached

- 8) Need the requested revisions in the disconnection notice (the PUCO and OCC contact info and the disconnection date).**

Please see attached

Access Tariff:

- 1. Section 7.2.2, Page 69 – Please correct the incorrect section referenced in this provision.**

Please see attached replacement tariff page.

Local Exchange Tariff Revisions:

- 2. Section 1.9.1D, Page 16 – Please correct the incorrect section referenced in this provision.**

Please see attached replacement tariff page.

- 3. Section 2.3. Page 8 – Does the company intend to offer the feature package included in this section of the original tariff filing to residential customers. If so, please place it back in the tariff in compliance with the rule cited below. Pursuant to Ohio Administrative Code (OAC) §4901:1-6-04(B)(5), CLEC tier 1 non-core services shall be granted tier 2 treatment set forth in OAC §4901:1-6-05.**

No. The Company does not intend to offer the feature package included in this section of the original tariff filing to residential customers.

4. Section 2.4, Page 10, Does the company intend to offer non-residential single-line service (message, measure, or flat-rate? If so, please place all non-residential single line services as well as the rates back into the tariff.

No. The Company does not intend to offer non-residential single-line service (message, measure, or flat-rate.

5. Section 2.11, Page 17 – Where is the description of these services? Is “Standard” basic local exchange service and “Basic” the “Standard” package plus the two listed features?

Please see attached replacement tariff page.

6. Section 3, Page 1 – Are the items listed on this page a continuation of the items from Section 2, page 17. The numbering is confusing. In addition, where is the description of these residential packages? Also, pursuant to Ohio Administrative Code (OAC) §4901:1-6-05(D)(3), a LEC which packages any residential regulated local services with detariffed and/or unregulated services shall include in its tariff only the regulated components of a package or bundle of services, with exception of those services detariffed in paragraph (G) of this rule. The LEC shall also include a rate for the regulated components of the package only if the components can be purchased as a discrete part of the whole package or bundle that is marketed to customers. The detariffed and unregulated service components of any package or bundle of services and any rate(s) associated with those components shall not be tariffed. Please revise this section to comply with this rule. In addition, is the Company no longer offering two pricing schemes (i.e. one for AT&T service area and another for Verizon service area)? Lastly, where are the rates for residential features (Note: Please provide a description of all features that the Company intends to offer to residential customers)?

Please see attached replacement tariff page.

7. Section 3, Page 1 – Is the \$49.95 fee for new service an installation fee? What is the conversion fee? Also, please remove “Residential Voicemail” and “Dial up internet” both are unregulated services that should not be included in the tariff.

Please see attached replacement tariff page.

8. Section 3.1, Page 2 – Only tier one non-residential services (i.e. single line business basic local exchange service) and any associated charges (i.e. non-recurring installation charges, restoral charge, moves, adds, or change charges, etc.) need to appear in this section of the tariff. All other non-residential services (i.e. two or more business lines, features, etc.) must be detariffed and placed in a detariffed service catalog or be made available via an internet web site. This is a non-residential tier 2 service, as such, please remove from tariff.

Please see attached replacement tariff page.

9. Section 3, Page 4 – Why are the rates listed in this section different than the one listed in Section 2.8.1, page 14

Please see attached replacement tariff page.

Application Revision:

10. Exhibit H – Please provide a Certificate of Good Standing from the Secretary of State. The certificates provided in both the original and revised filing are not certificates of good standing. A certificate of good standing states that the Company is in good standing with the Secretary of State.

Please see attached.

11. Please provide a list of all detariffed non-residential and toll services that the Company intends to offer. Also specify whether these services will be placed in a detariffed service catalog or be made available via an internet web site.

Please see Section 4, original page 1.

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC
Confirmation of Services Ordered

BAN: xxxxxxxxx
Telephone Number: xxx-xxx-xxxx
Purchase Order:

Service Order Number: xxxxxx
Invoice Date: xx/xx/xx

[Date of letter]

Dear Customer,

We recently processed an order to either: (1) set up your new Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC account, or (2) add or remove services from your existing Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC Service account. As confirmation of your recent order, you will find your new list of services on the following page. Please review this information for accuracy. If you believe that this does not accurately reflect the service(s) you ordered, you should contact us immediately or no later than thirty days from the date of this letter, at our Customer Contact Center:

1-800-xxx-4099 (Residential customers)
1-800-xxx-4102 (Business customers)
1-800-xxx-1410 (High-Speed Internet customers)
1-888-xxx-7313 (Dial-Up Internet customers)
Customer Service Hours are Monday-Friday 8am-6pm

If you prefer to send your correspondence by mail, please write to:

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC
Attn: Customer Service
220 Creekside Drive
Dickson, Tennessee 37035

You can also send us your questions via email by visiting our website at: www.freecomusa.com

If you have a complaint that is not resolved after you have called our contact center, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826 or for TTY at 1-800-686-1570 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Thank you for choosing Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC as your telecommunications provider!

XXXX<Account Name> XXXXXXXXXXXX	--- --- --- --- --- --- --- --- --- ---
XXXX<Account Address>XXXXXXXXXX	
XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
XXXXXXXXXXXXXXXXXXXXXXXXXXXX	
XXXXXXXXXXXXXXXXXXXXXXXXXXXX	

THIS IS NOT A BILL. PLEASE DO NOT PAY.

<u>Description</u>	<u>Quantity</u>	<u>Rate</u>	
1 Pty Residence Line	1	XXXX	
Call Waiting – Residence	1	XXXX	
Caller ID Number/Name-Res	1	XXXX	
Local Number Portability	1	XXXX	
Non-Published Number	1	XXXX	
Subscriber Line Charge- Inter	1	XXXX	
Touchtone-Res	1	XXXX	
E 911	1	XXXX	
Total Monthly Charges *			XXXX
Secondary Service Order Charge Res	1	XXXX	
Total One-time Charges			XXXX
Installation Installment	1		

*Total Monthly Charges does may not include applicable taxes and surcharges for your area, which may be state, federal and local taxes in the range 5-7%.

RESIDENTIAL DISCONNECTION NOTICE

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC October 1, 2009

Customer Name	Account Number: xxxxxxxx
Address 1	Amount Past Due - to avoid disconnection: \$xxxx.xx
Address 2	Minimum Amount Due - to maintain service: \$xxxx.xx
City, State, Zip	

This will serve as notice that Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC intends to disconnect your long distance telephone service. Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC has decided to take this action, because it has not received payment for services since [insert date]. The total amount past due is [insert amount]. Failure to pay the amount required at the company's office or to one of its authorized agents by [insert date] may result in the disconnection of toll services. Payments to an unauthorized payment agent may result in the untimely or improper crediting of your account.

The reasons for disconnection of service are [insert reasons]. In order to avoid the disconnection, the subscriber must take the following action [insert action taken and amount of payment to be made which is not greater than past due balance, not including nonregulated services]. The earliest date when disconnection will occur is [insert date]. A reconnection fee may apply.

Please note that the total amount due for toll charges is [insert figure]. [If applicable – The total amount due for nonregulated charges is [insert figure]. However, nonpayment of nonregulated charges cannot result in the disconnection of local service or regulated toll service.]

If you wish to contact Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC to discuss your account, please call or send all correspondence to:

Jeannie Hutchison, Manager	
Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC	
220 Creekside Drive	Phone: (877) 739-9900
Dickson, Tennessee 37035	Hours: 8:00 a.m. to 5:00 p.m. EST

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

NON-RESIDENTIAL DISCONNECTION NOTICE

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC October 1, 2009

Customer Name	Account Number: xxxxxxxxx
Address 1	Amount Past Due - to avoid disconnection: \$xxxx.xx
Address 2	Minimum Amount Due - to maintain service: \$xxxx.xx
City, State, Zip	

This will serve as notice that Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC intends to disconnect your long distance telephone service. Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC has decided to take this action, because it has not received payment for services since [insert date]. The total amount past due is [insert amount]. Failure to pay the amount required at the company's office or to one of its authorized agents by [insert date] may result in the disconnection of toll services. Payments to an unauthorized payment agent may result in the untimely or improper crediting of your account.

The reasons for disconnection of service are [insert reasons]. In order to avoid the disconnection, the subscriber must take the following action [insert action taken and amount of payment to be made which is not greater than past due balance, not including nonregulated services]. The earliest date when disconnection will occur is [insert date]. A reconnection fee may apply.

Please note that the total amount due for toll charges is [insert figure]. [If applicable – The total amount due for nonregulated charges is [insert figure]. However, nonpayment of nonregulated charges cannot result in the disconnection of local service or regulated toll service.]

If you wish to contact Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC to discuss your account, please call or send all correspondence to:

Jeannie Hutchison, Manager

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC

220 Creekside Drive

Dickson, Tennessee 37035

Phone: (877) 739-9900

Hours: 8:00 a.m. to 5:00 p.m. EST

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

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As Approved in Case No. 09- -TP-ACE

Effective Date:

Matt Davis, Chief Executive Officer
220 Creekside Drive
Dickson, Tennessee 37035

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As Approved in Case No. 09- -TP-ACE

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Matt Davis, Chief Executive Officer
220 Creekside Drive
Dickson, Tennessee 37035

1. Competitive Local Exchange Service Regulations (cont'd)

1.9 Discontinuance of Service

1.9.1 Discontinuance of Service by the Company

A All requirements for discontinuance of service will be in compliance with the Minimum Telephone Service Standards (MTSS) as codified in Chapter OAC 4901:1-5 of the Ohio Administrative Code (OAC).

B The discontinuance of service by the Company pursuant to this section does not relieve the Customer of any obligation to pay the Company for charges due and owing for any service(s) as requested by the Customer up to discontinuance of service.

C Upon the Company's discontinuance of service to Customer pursuant to this section, all applicable charges shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

D For purposes of this section (1.9.1), all regulated telephone services provided by the Company shall be defined as local service.

1. Competitive Local Exchange Service Regulations (cont'd)

1.10 Restoral of Service

- A When Customer's service has been permanently disconnected in accordance with this tariff and the service has been finalized through the completion of a Company service order, service will be re-established only upon the basis of an application for new service.
- B Unless prevented by circumstances beyond the company's control or unless a subscriber requests otherwise, the company shall reconnect previously disconnected service by five p.m. on the next business day following either:

- (1) Receipt by the company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the company that conditions which warranted disconnection of service have been eliminated; or
- (2) Agreement by the company and the subscriber on a deferred payment plan and a payment, if required, under the plan.

Before restoring service under this rule, the company may not insist upon payment of any amount that has not been included on a notice of disconnection including a reconnection fee of \$10.00.

2 Service Descriptions and Rates (cont'd)

2.2 Feature Descriptions

- A The Company's competitive local exchange services have a variety of available features that let the Customer design a service tailored to meet their needs. Below are feature descriptions.

Caller ID - Deluxe

Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.

Call Block

Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.

Call Forward

This optional feature allows all calls directed to a telephone number to be routed to a user defined telephone number. The user can activate/deactivate Call Forward and define a telephone number where all calls will be forwarded. Calls cannot be forwarded to an International Direct Distance Dialing (IDDD) number.

Call Return

Allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

As Approved in Case No. 09- -TP-ACE

Issue Date: October 2, 2009

Effective Date:

Matt Davis, Chief Executive Officer
220 Creekside Drive
Dickson, Tennessee 37035

2 Service Descriptions and Rates (cont'd)

2.2 Feature Descriptions (cont'd)

Call Waiting - Deluxe

Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

- Answer the waiting call and placing the first party on hold;
- Answer the waiting call and disconnecting from the first party;
- Direct the waiting caller to hold via a recording
- Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end-user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding don't Answer feature active in order to forward a waiting call to another location.

Three Way Calling

Allows a user to add a third party to an existing conversation without expensive conferencing equipment. This feature also allows a user to place a call on hold in order to make a consultation call on the same line. When the consultation call is completed the user hangs-up or depresses the flash key on the telephone and is reconnected to the original conversation.

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Dickson, Tennessee 37035

2 Service Descriptions and Rates (cont'd)

2.2 Feature Descriptions (cont'd)

Reserved For Future Use

As Approved in Case No. 09- -TP-ACE
Issue Date: October 2, 2009

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Dickson, Tennessee 37035

2 Service Descriptions and Rates (cont'd)

2.2 Feature Descriptions (cont'd)

Reserved For Future Use

As Approved in Case No. 09- -TP-ACE

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Dickson, Tennessee 37035

2 Service Description and Rates (cont'd)

2.10 Toll Disconnection

Please see section 1.9 for regulations pertaining to disconnection.

2.10.1 DePICing

Manual Process - \$5.50

Electronic Process - \$1.25

If a subscriber changes both the InterLata and IntraLata presubscribed interexchange carrier at the same time, 50% of the otherwise applicable IntraLata presubscription change charge will apply.

2.11 Residential Feature Packages

Standard Package \$24.95

Package includes: Unlimited local calling

Basic Package \$39.95

Package includes: Call Waiting Deluxe and Caller ID Deluxe

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Dickson, Tennessee 37035

2 Competitive Local Exchange Service Price List (cont'd)

2.11 Residential Feature Packages (Contd)

Value Package \$44.95

Package includes: Call Waiting Deluxe, Caller ID Deluxe and 200 minutes long distance

Enhanced Package \$49.95

Package includes: All deluxe & touch * features and 750 minutes long distance

Lata Wide Enhanced Package \$59.95

Package includes: All deluxe & touch * features, 200 minutes nationwide long distance and also includes free calling for 40 mile extended area radius

Total Package \$54.95

Package includes: All deluxe & touch * features and 1500 minutes nationwide long distance

\$60.00 fee for new service or conversion fee

Additional features available:

Non published number \$ 5.00

Inside Wire Maintenance \$ 5.95 Residential per line

As Approved in Case No. 09- -TP-ACE

Issue Date: October 2, 2009

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220 Creekside Drive
Dickson, Tennessee 37035

2.12 Service Connection Assistance

A General

Service Connection Assistance is a telephone assistance program that provides certain eligible residential customers requesting local exchange service with the following benefits:

- Waiver of applicable deposit requirements under 1.8.1, Section 1 of this tariff.
- Full or partial waiver up to \$60.00 of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 2 of this tariff (Service Connection Assistance does not apply to network wiring charges).

B Regulations

1 Service Connection Assistance is a basic local exchange residential service offering available to customers who are currently participating in one of the following assistance programs:

- a. Home Energy Assistance Program (HEAP);
- b. Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
- c. Food Stamps;
- d. Federal Public Housing or Section 8 Assistance; or
- e. Medical Assistance under Chapter 5111 of the Ohio Revised Code (Medicaid).
- f. The National School Lunch Program
- g. Ohio Works First (formerly AFDC)/Temporary Assistance to Needy Families (TANF)

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Effective Date:

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2 Service Description and Rates (cont'd)

2 The Telephone Company shall require, as proof of eligibility for Service Connection Assistance, a document signed by the customer, certifying under penalty of perjury that the customer is receiving benefits from one of the programs identified in Paragraph 2.B.1.above; identifying the specific program or programs from which the customer receives benefits.

3 Customers of Service Connection Assistance cannot be a dependent (as defined by the Federal Income Tax Code) under the age of 60.

4 Service Connection Assistance is available for all grades of service.

5 Service Connection Assistance is available for a single telephone line at the customer's principal place of residence.

6 Service Connection Assistance shall be available to eligible customers not more than once in a one-year period at the same address. Customers must pay or make arrangements to pay to the Telephone Company any outstanding bills for regulated telephone services in the customer's name, and no other member of the household may owe money for such services previously provided at the customer's current address.

7 Service Connection Assistance customers are not restricted on the optional services to which they may subscribe.

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220 Creekside Drive
Dickson, Tennessee 37035

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC

Ohio Tariff No. 1

Section No. 3

Issue Date: August 31, 2009

Original Page No. 1

3 Competitive Local Exchange Service Price List (cont'd)

3.1 Advanced Features

A. Reserved For Future Use

As Approved in Case No. 09- -TP-ACE

Issue Date: October 2, 2009

Effective Date:

Matt Davis, Chief Executive Officer
220 Creekside Drive
Dickson, Tennessee 37035

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC

Ohio Tariff No. 1

Section No. 3

Issue Date: August 31, 2009

Original Page No. 2

3 Competitive Local Exchange Service Price List (cont'd)

3.1 Advanced Features (cont'd)

B. Reserved For Future Use

As Approved in Case No. 09- -TP-ACE

Issue Date: October 2, 2009

Effective Date:

Matt Davis, Chief Executive Officer
220 Creekside Drive
Dickson, Tennessee 37035

Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC

Ohio Tariff No. 1

Section No. 3

Issue Date: August 31, 2009

Original Page No. 3

3 Competitive Local Exchange Service Price List (cont'd)

3.2 Insufficient Fund Charge \$25.00

3.3 Reserved For Future Use

As Approved in Case No. 09- -TP-ACE

Issue Date: October 2, 2009

Effective Date:

Matt Davis, Chief Executive Officer
220 Creekside Drive
Dickson, Tennessee 37035

SECTION 7 - BILLING AND COLLECTION (CONT'D)

7.2 Recording Service (Cont'd)

- C. Recorded customer message detail which is used at the request of the customer to provide message processing and message bill processing service is not retained by the company for longer than 45 days. The rates for unbilled message detail and the billed message detail is retained for reference in place of the recorded customer message detail. For recorded customer message detail not used by message processing service at the customer's request, the company will make every reasonable effort to recover recorded customer message detail previously made available to the customer and make it available again for the customer. The charges as set forth in the rate schedule, following, will apply for all such detail provided. Such a request must be made within thirty (30) days from the date the details were initially made available to the customer.

7.2.2 Liability of the Company

Notwithstanding 7.2.1. preceding, the company's liability for recording service is as follows:

Unless there an expressed written agreement to the contrary, in the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person or entity other than as set forth in (A) and (B) preceding shall attach to the company for its action or the conduct of its employees in providing recording service.

7.2.3 Obligations of the Customer

The customer shall order recording service under a special order.

The customer shall order recording service at least one month prior to the date when the customer message detail is to be recorded, unless customer's request requires that recording service be provided by end office and type of call, then the ordering interval will be determined on an individual case basis.