

LARGE FILING SEPARATOR SHEET

CASE NUMBER 14-0390-TP- ACE

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14-390-TP-ACE

**Digital
Connections**

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March 6, 2014

Public Utilities Commission of Ohio
Attention: Docketing Department
180 East Broad Street
11th Floor
Columbus, OH 43266-0030

RECEIVED-DOCKETING DIV
2014 MAR 11 PM 12:20
PUCO

Re: Application of Digital Connections, Inc., d/b/a Digital Connections of Ohio, Inc. for a Certificate of Public Convenience and Necessity

Enclosed for filing, please find an original and one (1) copy of the application of Digital Connections, Inc., d/b/a Digital Connections of Ohio, Inc. for a Certificate of Public Convenience and Necessity to provide local exchange service and interexchange services within the State of Ohio.

Please date stamp the extra copy of this letter and return it in the envelope provided. If you should have questions or concerns please do not hesitate to call (304) 284-0779.

Sincerely,



Timothy Wotring
Vice President

III/TW

* This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician re Date Processed MAR 11 2014

The following exhibits are hereby submitted with this application:

- EXHIBIT 1 - SERVICE REQUIREMENTS FORM & PROPOSED TARIFFS
- EXHIBIT 2 - NOTIFICATION TO THE OHIO DEPARTMENT OF TAXATION
- EXHIBIT 3 - DESCRIPTION OF PROPOSED SERVICES
- EXHIBIT 4 - DECLARATION OF SERVICE METHODS
- EXHIBIT 5 - CTS SERVICE DECLARATION
- EXHIBIT 6 - STATEMENT OF PUBLIC INTEREST
- EXHIBIT 7 - PROPOSED MARKET AREA
- EXHIBIT 8 - CLASS OF CUSTOMERS
- EXHIBIT 9 - FINANCIAL DATA - FILED UNDER PROTECTIVE ORDER
- EXHIBIT 10 - TECHNICAL AND MANAGERIAL EXPERTISE
- EXHIBIT 11 - CORPORATE STRUCTURE
- EXHIBIT 12 - OPERATIONS IN OTHER STATES
- EXHIBIT 13 - ACCOUNTING RECORDS
- EXHIBIT 14 - COMPLIANCE VERIFICATION
- EXHIBIT 15 - EXPLANATION OF RATES
- EXHIBIT 16 - SERVICE AREAS WITH APPROVED INTERCONNECT AGREEMENTS
- EXHIBIT 17 - ADVANCED PAYMENT DECLARATION
- EXHIBIT 18 - LETTER REQUESTING NEGOTIATIONS PURSUANT TO SECTIONS 251 AND 252 OF THE TELECOMMUNICATIONS ACT OF 1996 WITH PROPOSED TIMELINE
- EXHIBIT 19 - OHIO SECRETARY OF STATE CERTIFICATION
- EXHIBIT 20 - OFFICERS AND DIRECTORS CONTACT INFORMATION
- EXHIBIT 21 - CUSTOMER BILL AND DISCONNECT NOTICE
- EXHIBIT 22 - CUSTOMER APPLICATION FORM
- EXHIBIT 23 - LIST OF OHIO EXCHANGES APPLICANT INTENDS TO SERVE
- EXHIBIT 24 - CLEC EXCHANGE LISTING FORM
- EXHIBIT 25 - MAPS DEPICTING THE PROPOSED SERVING AREAS OF THE APPLICANT
- EXHIBIT 26 - TELECOMMUNICATIONS APPLICATION FORM

EXHIBIT 1

SERVICE REQUIREMENTS FORM & PROPOSED TARIFFS

TELEPHONE SERVICE REQUIREMENTS FORM
Pursuant to Case Nos. 99-998-TP-COI and 99-563-TP-COI

The provider affirms that it is in compliance with Commission directives concerning the following checked items, and that this represents an up-to-date listing of applicable "generic" service requirements. The provider understands that this in no way supersedes the context of the applicable Commission orders described below. Unless otherwise specified, this language replaces the need for related language to be contained in the provider's tariff.

A. MANDATORY REQUIREMENTS FOR BASIC LOCAL EXCHANGE AND CTS PROVIDERS (unless otherwise noted):

☒ 1. **SALES TAX** (*See also Case No. 87-1010-TP-UNC*)

Certain telecommunication services, as defined in the Ohio Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Ohio, or both, and are charged to a subscriber's telephone number or account in Ohio.

☒ 2. **MTSS TARIFF REQUIREMENTS**

☒ The provider attests that its tariffs include:

- ☐ provider-specific language addressing the deposit method (as cited in 4901:1-5-13) adopted by the company and approved by the Commission;

- ☐ Toll Caps (choose one):

language addressing the provider-specific parameters of toll caps approved by the Commission, OR

☒ not applicable since the provider has not chosen to incorporate toll caps.

- ☐ language regarding establishment of service, including requirements to establish creditworthiness, as cited in 4901:1-5-13;
- ☐ language regarding residential service guarantors, as cited in 4901:1-5-14;
- ☐ language regarding subscriber bills, as cited in 4901:1-5-15;
- ☐ language regarding subscriber billing adjustments for local exchange service, as cited in 4901:1-5-16; and,

- o language regarding denial or disconnection of local and/or toll service, including the requirements for the reconnection of local and/or toll service, as cited in 4901:1-5-17.

Check the boxes below to attest that the provider shall adhere to the following criteria when the provider implements cancellation of service policies and/or requests an advance payment:

☒ Cancellation of Service:

When a customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

Where the company has notified a customer or prospective customer of the possibility that special expenses may be incurred in connection with provisioning the customer's service, and then the company does incur such expenses. Expenses could include special construction, or where special arrangements of facilities or equipment have begun before the company received a cancellation notice. The charge will be equal to the costs actually incurred, less net salvage;

☒ Advance Payment:

Advance Payment means a payment that may be required by the company as a means of being compensated for extraordinary expenses, including, but not limited to, special construction costs associated with a particular service installation.

☒ 3. **SURCHARGES**

The company shall not assess separately any taxes, fees or surcharges, other than government-approved sales taxes imposed directly on the end users, without seeking Commission approval under the appropriate procedures required by the Commission. Generally, the Commission will not grant the inclusion of gross receipts tax as a separate item on the bill unless special circumstances so warrant and the Commission

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specifically approves same. The company shall not place a separate line item on a customer's bill without sending notice to all customers informing them of the new line item charges in accordance with Commission-adopted notice procedures.

The customer is responsible for the payment of all state, local and E9-1-1 taxes, surcharges, utility fees, or other similar fees for which the end user is directly responsible and that may be levied by a governing body or bodies in conjunction with or as a result of a service furnished under a tariff on file with the Public Utilities Commission of Ohio. These charges may appear as separate line items on the customer's bill, as opposed to being included in the rates contained in a tariff. Any such line item charges will be reflected in the company's tariff.

[x] 4. **1+ INTRALATA PRESUBSCRIPTION - Basic Local Exchange Providers Only** (See Also Case No. 95-845-TP-COI, Guideline X.)

a. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. IntraLATA presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective upon the initial offering of certified local exchange service.

b. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select her/his interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

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Option C: Subscriber may select a carrier other than the Telephone Company or the subscriber's interLATA toll carrier as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option D; Subscriber may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

c. Rules and Regulations

Subscribers of record will retain their current dialing arrangements until they request that their dialing arrangements be changed.

Subscribers of record or new subscribers may select either Options A, B, C, or D for intraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed intraLATA toll carrier at any time subject to charges specified in Paragraph E, below.

d. IntraLATA Presubscription Procedures

New subscribers will be asked to select an intraLATA toll carrier(s) at the time the subscriber places an order to establish local exchange service with the Telephone Company. The Telephone Company will process the subscriber's order for intraLATA service. The selected carrier(s) will confirm their respective subscribers' verbal selection by third-party verification or return written confirmation notices. All new subscribers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new subscriber is unable to make a selection at the time the new subscriber places an order to establish local exchange service, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection. If selection is still not possible, the Telephone Company will inform the subscriber that he/she will be given 90 calendar days in which to inform the Telephone Company of an intraLATA toll carrier presubscription selection free of charge. Until the subscriber informs the Telephone Company of his/her choice for intraLATA toll carrier, the subscriber will not have a presubscribed intraLATA toll carrier, but rather will be

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required to dial a carrier access code to route all intraLATA toll calls to the carrier(s) of choice. Subscribers who inform the Telephone Company of a choice for intraLATA toll presubscription within the 90-day period will not be assessed a service charge for the initial subscriber request.

Subscribers of record may initiate an intraLATA presubscription change at any time subject to the charges specified in e.ii. below. If a customer of record inquires of the Telephone Company of the carriers available for intraLATA toll presubscription, the Telephone Company will read a random listing of all available intraLATA carriers to aid the subscriber in selection.

e. IntraLATA Presubscription Charges

i. Application of Charges

After a subscriber's initial selection for a presubscribed intraLATA toll carrier and as detailed in Paragraph D above, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph E.2. will apply.

ii. Nonrecurring Charges IntraLATA Presubscription Change Charge

Per business or residence line, trunk, or port:

-- Initial line, trunk, or port	\$5.00
-- Additional line, trunk, or port	\$1.50

B. REQUIREMENTS FOR PROVISION OF CERTAIN SERVICES, OR WHERE CERTAIN CONDITIONS OF SERVICE ARE UTILIZED (check all applicable):

☒ 1. DISCOUNTS FOR PERSONS WITH COMMUNICATION DISABILITIES AND THE TELECOMMUNICATION RELAY SERVICE

Applicable to all telephone companies offering message toll service (MTS)
(See also Case Nos. 87-206-TP-COI and 91-113-TP-COI):

- a. For purposes of these requirements, the definition of disabled refers to those persons with communication disabilities, including those hearing-disabled, deaf, deaf/blind, and speech-disabled persons who

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have a disability that prevents them from communicating over the telephone without the aid of a telecommunications device for the communicatively disabled.

- b. Residential disabled customers or disabled members of a customer's household, upon written application and upon certification of their disabled status, which is evidenced by either a certificate from a physician, health care official, state agency, or a diploma from an accredited educational institution for the disabled, are eligible to receive a discount off their MTS rates, and, if they utilize telebraille devices, they are eligible to receive free access to local and intrastate long distance directory assistance. Additionally, TDD lines maintained by non-profit organizations and governmental agencies, upon written application and verification that such lines are maintained for the benefit of the disabled, are eligible to receive a discount off their MTS rates.
- c. Upon receipt of the appropriate application, and certification or verification of a person with a communication disability, one of the following discounts shall be made available for the benefit of the disabled person:
 - i. Off the basic MTS, current, price list day rates: a 40 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 8:00 a.m. and 4:59 p.m. Monday through Friday; a 60 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 5:00 p.m. and 10:59 p.m. Sunday through Friday, and New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas; and a 70 percent discount off the intrastate, interexchange, customer-dialed, station-to-station calls occurring between 11:00 p.m. and 7:59 a.m. any day, 8:00 a.m. and 4:59 p.m. Sunday, and all day Saturday; or
 - ii. Off the basic MTS, current, price list day rates: no less than a straight 70 percent discount shall be made available on a 24 hour a day basis; or
 - iii. For MTS which is offered similar to the mileage-banded rate structure established in the Commission's April 9, 1985 Opinion and Order in Case No. 84-944-TP-COI, with the traditional day, evening, and night/weekend discounts: the "evening" discount off the intrastate, interexchange, customer-dialed,

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station-to-station calls placed during the "day" period Monday through Friday; and the "night/ weekend" discount off the intrastate, interexchange, customer-dialed, station-to-station calls placed during the "evening" period Sunday through Friday, and on New Year's Day, Independence Day, Labor Day, Thanksgiving, and Christmas. Furthermore, the "night/ weekend" discount plus an additional discount equivalent to no less than ten percent of the company's current, price list, "day" rates for basic MTS shall be made available for intrastate, interexchange, customer-dialed, station-to-station calls placed during the "night/ weekend" period any day, the "day" period Sunday, and all day Saturday.

- d. All MTS calls placed through the telecommunication relay service (TRS) are eligible to receive a discount off the MTS rates. The rate discounts are the same as those set forth in paragraph 1.c. preceding. The discount shall not apply to sponsor charges associated with calls placed to pay-per-call services, such as 900, 976, or 900-like calls.

☒ 2. EMERGENCY SERVICES CALLING PLAN

Applicable to all CLECs and CTSs offering MTS (See also Case Nos. 85-1466-TP-COI and 89-54-TP-COI):

Message toll telephone calls to governmental emergency service agencies, as set forth in (a) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (b) following, are offered at no charge to customers:

- a. Governmental fire fighting, Ohio State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) 24-hour basis, 365 days a year, including holidays.
- b. An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both, and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency service agency in order to seek assistance for such an emergency.

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3. ALTERNATIVE OPERATOR SERVICES

The following applies to the provision of alternative operator services (AOS) including Inmate Facility Services. (See, also, Case No. 88-560-TP-COI, December 30, 1991 Supplemental Opinion and Order and February 27, 1992 Entry on Rehearing):

Preceding the maximum operator-assisted surcharges set forth in the text of the proposed tariff, as well as preceding the operator-assisted surcharges set forth in the price list attached to the proposed tariff, the service provider must insert a statement which specifies whether the rates as set forth apply to the provider's provision of traditional operator services, alternative operator services (AOS), or both.

(A) Definitions

- (1) AOS are those services provided by the provider in which the customer and the end user are totally separate entities. The provider contracts with the customer to provide the AOS; however, the provider does not directly contract with the end user to provide the services even though it is the end user who actually pays for the processing of the operator-assisted calls. These do not include coin-sent calls.
- (2) Traditional operator services are those services provided by the provider in which the end user has a customer relationship with the provider, the provider contracts with the customer/end user to provide the services, and the customer/end user pays for the actual processing of the operator-assisted calls.

(B) AOS Service Parameters

- (1) Local operator-assisted calls:
For local operator-assisted calls, both live and automated, the AOS provider shall not charge the billed party more than the ILEC's price list rates for traditional local operator-assisted calls in the same exchange. This requirement includes both the local usage rate (either flat-rate per call or a minute-of-use rate per call) and applicable operator surcharges. The minutes-of-use rate for a local call shall be no higher than the rates for MTS identified in paragraph (B)(2), below.

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(2) MTS provided in conjunction with AOS:

For intraLATA and interLATA, intrastate toll service calls, each AOS provider must apply one of the following MTS price ceilings to the MTS provided in conjunction with AOS:

Mileage Band	Initial Minute	Each Additional Minute
1 - 10	.32	.16
11 - 22	.40	.22
23 - 55	.48	.28
56 - 124	.57	.37
125 - end	.58	.39

or;

\$0.36 per minute of use

(3) For intraLATA and interLATA, intrastate toll service calls, each AOS provider's maximum operator-assisted rates shall be no more than:

- (a) \$1.70 for customer-dialed calling card calls;
- (b) \$2.50 for operator-handled calls; and
- (c) \$4.80 for person-to-person calls.

(4) Notice of any change in the rates stated above, whether it be upward or downward, must be maintained in the company's tariff (via its web-site or its tariff on file with the Commission), on or before the effective date.

(C) Secured Inmate Facilities:

The following provisions apply to those operator service providers (OSPs) providing service to a secured inmate facility where the originating caller does not have access to other OSPs for the call from the secured inmate facility.

(1) Local operator-assisted calls:

For local operator-assisted calls, the AOS provider serving secured inmate facilities shall not charge the billed party more than the ILEC price list rates for a local operator-assisted call in the same exchange.

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- (2) IntraLATA and interLATA intrastate toll service calls:
For intraLATA and interLATA intrastate toll service calls, the AOS provider serving secured inmate facilities shall not charge the billed party more than the ILEC price list rates for an intraLATA intrastate call. This requirement includes both the rates for message toll service and operator surcharges.
- (D) The AOS providers shall not charge end users surcharges in addition to the price list rates for MTS and operator-assisted surcharges set forth in the AOS providers' tariffs. This restriction means that no surcharges, including but not limited to, bill rendering charges and any additional surcharge which a host facility may request the AOS provider to bill an end user, may be levied by the AOS provider on the end user. Any surcharges imposed by a host facility are to be billed separately by the host facility.
- (E) AOS and secured inmate facility services are not subject to either Tier 1 or Tier 2 regulatory treatment, but rather will remain subject to the provisions of these rules and the applicable provisions adopted by the Commission in Case No. 88-560-TP-COI.

4. **LIMITATION OF LIABILITY**

The following is applicable to all telephone companies that choose to include in their tariffs language which may limit their liability (See also Case No. 85-1406-AU-COI):

Approval of limitation of liability language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a courts responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.

5. **TERMINATION LIABILITY**

The following is applicable to all telephone companies who choose to include in their tariffs language which imposes early termination liability on a customer for termination of service prior to the designated term of service:

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Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

6. SERVICE CONNECTION ASSISTANCE (SCA)

The following is applicable to all LECs that offer local service to residential customers:

SCA is targeted to help defray the one-time, up-front costs of connecting to the local exchange network for qualified customers. It provides a waiver of the deposit requirement, full or partial waiver of the service connection charges.

☒ **7. LOCAL NUMBER PORTABILITY and NUMBER POOLING**

See Case No. 95-845-TP-COI Guideline XIV, FCC Dockets 95-116 and 99-200. NOTE: LNP and number pooling are required of all facilities-based LECs, regardless of size, and CMRS where currently rolled-out by the FCC or as a result of a bona fide request unless granted an extension, exemption, or waiver by the Commission or the FCC.

☒ **8. TARIFFING AND DISCONNECTION PROCEDURES FOR SERVICE PACKAGES OR BUNDLES**

Applicable to all LECs packaging or bundling regulated local services with toll service and/or unregulated services. See Rule 4901:1-6-21(C), Ohio Administrative Code.

☒ **Option 1**

Tariffing

Under option 1, LECs that package or bundle regulated local services with toll and/or unregulated services shall tariff only the regulated compennets of a package or bundle of services either as a package at a separate, single rate for the regulated compenets or individually at individual tariffed rates. The unregulated services and any rate(s) associated with the unregulated service compenets of any package or bundle of services shall not be tariffed.

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Disconnection Procedures

Under option 1, if a customer fails to submit timely payment sufficient to cover the amount of the regulated charges, the LEC may discontinue the provision of the regulated services in compliance with Rule 4901:1-5-17, Ohio Administrative Code.

Staff Notice

Under option 1, LECs shall keep the Director of the Consumer Services Division and the Chief of Telecommunications of the Utilities Department informed and up-to-date on all current offers to consumers that bundle regulated local services with unregulated services at a single packaged rate, different from the rate shown in the tariff for the regulated components of the package. The notice to staff shall identify the regulated and unregulated services included and the packaged rate (the combined tariffed and untariffed rate).

Option 2**Tariffing**

Under option 2, LECs shall tariff the entire package or bundle of services including both regulated local services and toll and/or unregulated services for a single combined packaged rate (including any amount attributable to the unregulated components). The LEC shall clearly identify the services within the package and denote which services are unregulated.

Disconnection Procedures

Under option 2, if a customer fails to submit timely payment sufficient to cover the entire amount of the regulated and unregulated bundled packaged rate, the LEC may discontinue the provision of any regulated and unregulated services, other than basic local exchange service, if payment is sufficient to cover the rate for basic local exchange service. For purposes of this rule, the rate for basic local exchange service shall be the tariffed rate for stand-alone basic local exchange service. In the event a CLEC does not offer basic local exchange service on a stand-alone basis, the CLEC shall identify an amount in the tariff for the basic local exchange service component of the package. In no event shall this amount exceed the packaged rate. Further, if the customer loses services included in the package due to non-payment or partial payment pursuant to this rule, the customer shall be entitled to add, change, or discontinue any regulated services provided according to the LEC's normal procedures for adding, changing or discontinuing such services.

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Disconnection Notice

Under option 2, the LEC shall, in its notice of disconnection for non-payment, state the total amount due to avoid discontinuance of the package, as well as the total amount due to avoid discontinuance of the basic local exchange service component of the package.

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**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE SERVICES WITHIN THE STATE OF OHIO
BY
DIGITAL CONNECTIONS, INC. D/B/A DIGITAL CONNECTIONS OF OHIO, INC.
WITHIN THE COUNTIES OF**

Belmont
Columbiana
Coshocton
Cuyahoga
Fairfield

Franklin
Gallia
Geauga
Guernsey
Harrison

Jefferson
Mahoning
Monroe
Muskingum
Perry

Portage
Stark
Summit
Tuscarawas
Washington

This Tariff applies to the Intrastate Telecommunications Services furnished by Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. ("Carrier") between one or more points in the State of Ohio. This Tariff is on file with the Public Utilities Commission of Ohio and copies may be inspected during normal business hours at Carriers principal place of business.

Issue Date:

Effective Date:

Issued under authority of the Public Utilities Commission of Ohio,
Dated in Case No.

Robert Joseph, Director/Investor
Digital Connections, Inc.
PO Box 270
235 High Street
Morgantown, WV 26507

TARIFF FORMAT

Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.

Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th revised Page 14 cancels the 3rd revised Page 14.

Paragraph Numbering Sequence - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:

2

2.1

2.1.1

2.1.1.1

Check Sheets - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

Issue Date:

Effective Date:

Issued under authority of the Public Utilities Commission of Ohio,
Dated _____ in Case No. _____

Robert Joseph, Director/Investor, Digital Connections, Inc.
PO Box 270, 235 High Street
Morgantown, WV 26507

CHECK SHEET

This tariff is effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
1	Original	36	Original	71	Original
2	Original	37	Original	72	Original
3	Original	38	Original	73	Original
4	Original	39	Original	74	Original
5	Original	40	Original	75	Original
6	Original	41	Original	76	Original
7	Original	42	Original	77	Original
8	Original	43	Original	78	Original
9	Original	44	Original	79	Original
10	Original	45	Original	80	Original
11	Original	46	Original	81	Original
12	Original	47	Original	82	Original
13	Original	48	Original	83	Original
14	Original	49	Original	84	Original
15	Original	50	Original	85	Original
16	Original	51	Original	86	Original
17	Original	52	Original	87	Original
18	Original	53	Original	88	Original
19	Original	54	Original	89	Original
20	Original	55	Original	90	Original
21	Original	56	Original	91	Original
22	Original	57	Original	92	Original
23	Original	58	Original	93	Original
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CHECK SHEET

This tariff is effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

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2. SYMBOLS USED IN TARIFF FILINGS

General

The following symbols will be utilized for all alterations of material within the Tariff Schedule:

- C** - To signify a changed regulation
- D** - To signify a discontinued rate or regulation
- I** - To signify an increase in a rate
- M** - To signify text or rates relocated without change
- N** - To signify a new rate or regulation or other text
- R** - To signify a reduction in a rate
- S** - To signify reissued regulations
- T** - To signify a change in text but no change in rate or regulation
- Z** - To signify a correction

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ACCESS LINE

A central office circuit or channel that provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the Customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

BASIC LOCAL LINE SERVICE

Provides the Customer with a single, voice-grade communications channel and access to local calls, 911 and/or E911 calls, if available in the customer's area and toll free (e.g. "8XX") calls.

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BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

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CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.

Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

CLASS OF SERVICE

A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

COMMUNICATIONS SYSTEMS

Channels and other facilities that are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

COMPANY

Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc.

COMPLEX SERVICE

The provision of a circuit requiring special treatment, special equipment or special engineering design.

CONDUIT

A tubular runway for cable facilities

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

CONNECTION CHARGE

See "Service Charges."

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CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT

The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

CONTRACT PERIOD

The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

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CUSTOMER PREMISES INSIDE WIRE

All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring provided by a Customer, that may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

CUSTOMER TROUBLE REPORT

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities.

One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARICATION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

DIRECTORY

A book that typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

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DIRECTORY ASSISTANCE SERVICE

Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

DISCONNECT NOTICE

The written notice sent to a Customer following billing, notifying the Customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DISCONNECTION OF SERVICE

An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a Customer's premise.

E911 SERVICE

See Emergency Number Service.

EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

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3. DEFINITION OF TERMS

ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premise on which service is furnished.

EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

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3. DEFINITION OF TERMS

IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INITIAL SERVICE PERIOD

The minimum period of time, for which service is provided, which is typically one month unless otherwise specified in the Tariff

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

INTEREXCHANGE PRIVATE LINE

A communication path between two or more serving areas not connected for exchange telephone service.

INTERFACE

The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.

The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

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INTRALATA

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

LINE

See "Access Line."

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

Applies to that portion of a channel that connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

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LOCAL EXCHANGE SERVICE

Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished Customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

MAINTENANCE SERVICE CHARGE

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

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MESSAGE

A communication between two or more exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.,) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

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 and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NON-PUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the Customer, *is not listed in the telephone directory and is not made available to the general public* by the Company.

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

NUMBER PORTABILITY

The ability of end users to retain their geographic or non-geographic telephone number when they change service provider, location or their service.

OFF PREMISE EXTENSION (OPX)

A telephone located in a different office or building from the main phone system.

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PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISE

The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the Customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

PREMISE WIRING

All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY SERVICE

The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

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PRIMARY TERMINATION

Applies to channels that extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a Customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

PRIVATE BRANCH EXCHANGE

An arrangement of equipment situated on a Customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PRIVATE LINE SERVICE

The channels furnished to a Customer for communication between specified locations.

PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

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PUBLISHED TELEPHONE NUMBER

A number that appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

RESIDENTIAL SERVICE

Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

ROTARY HUNTING SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE CHARGE

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

SERVING CENTRAL OFFICE

The central office from which a Customer's telephone service is normally provided.

STATION EQUIPMENT

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

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SUPERSEDURE OF SERVICE

An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

SUSPENSION OF SERVICE

An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this Tariff.

TELEPHONE NUMBER

A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

TELEPHONE SOLICITATION

An unsolicited telephone call.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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TERMINATION AGREEMENT

An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

TOLL SERVICE

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

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VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A service designed to meet the needs of Customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

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4. GENERAL RULES AND REGULATIONS

4.1 GENERAL APPLICATION

4.1.1 Description and Areas of Operation

- A. This Tariff describes generally the regulations and rates applicable to the provision of Telecommunications Services for residential and business customers between points within the State of Ohio. This Tariff is governed and interpreted according to the laws of Ohio and is on file with the Public Utility Commission of Ohio. Copies may be inspected during normal business hours at the Company's principal place of business.
- B. Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. ("Company") is a telecommunications service provider providing telecommunications service in the areas certificated to the Company by the Public Utility Commission of Ohio.

- C. Headquarters for the Company are located at:

PO Box 270
235 High Street
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Company representatives may be contacted at 888-303-6190

D. Areas of Operation

The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 4.1.2 of this Tariff.

Service will be provided in the following exchanges within the State of Ohio:

Athens, Barlow, Barnesville, Bellaire, Cadiz, Cambridge, Dublin, Duffy, Gahanna, Grove City, Hilliard, Jackson, Lancaster, Lowell, Lower Salem, Marietta, Martins Ferry, Newport, Pomeroy, Portsmouth, St. Clairsville, Steubenville, Watertown, Waverly, Woodsfield, and Zanesville.

For purposes of this section, the exchanges of the Columbus Metropolitan Area consist of such areas as Columbus, Alton, Canal, Winchester, Dublin, Gahanna, Grove City, Groveport, Harrisburg, Hilliard, Lockbourne, New Albany, Reynoldsburg, Westerville, West Jefferson and Worthington.

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4. GENERAL RULES AND REGULATIONS**4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Athens	(None)	Athens Albany Amesville Guysville New Marshfield Shade The Plains
Barlow	(None)	Barlow Bartlett Watertown Marietta
Barnesville	Barnesville Beallsville* Bethesda Somerton Fairview Morristown Quaker City	(None)
Bellaire (Wheeling Zone VI)	Wheeling Zone VI Wheeling Zone VII Wheeling Zone VIII Centerville Powhattan Point Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	(None)

* Measured Rate Service

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4. GENERAL RULES AND REGULATIONS**4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Cadiz	(None)	Cadiz Adena Flushing Freeport Hopedale Jewett Scio
Cambridge	(None)	Cambridge Byesville New Concord Old Washington
Dublin	Columbus Metro Area Pataskala Sunbury	Cheshire Center Delaware* Plain City Rathbone
Duffy	Duffy Clarrington Graysville New Matamoras Woodsfield New Martinsville, WV	(None)

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4. GENERAL RULES AND REGULATIONS**4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Gahanna	Columbus Metro Area Johnstown* Pataskala Sunbury	Cheshire Center Plain City Rathbone
Grove City	Columbus Metro Area Mt. Sterling* Pataskala Sunbury	Cheshire Rathbone
Hilliard	Columbus Metro Area Pataskala Sunbury	Cheshire Center Plain City Rathbone Resaca
Jackson	(None)	Jackson Oak Hill Wellston
Lancaster	Lancaster Canal Winchester Carroll Rushville Sugar Grove	Amanda North Baltimore Bremen Millersport Pleasantville

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4. GENERAL RULES AND REGULATIONS

4.1 GENERAL APPLICATION (Cont'd)

4.1.2 Local Calling Scope (Cont'd)

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Lowell	(None)	Lowell Beverly Lower Salem Marietta Watertown
Lower Salem	(None)	Lower Salem Dexter City Lowell Marietta
Marietta	Marietta Newport Belpre* New Matamoras* Bartlett* Williamstown, WV	Barlow Beverly Dexter City Lowell Lower Salem Watertown
Martins Ferry (Wheeling Zone VII)	Wheeling Zone VII Wheeling Zone VI Wheeling Zone VIII Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	Adena Tiltonsville Dillonville

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4. GENERAL RULES AND REGULATIONS**4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Newport	Newport Marietta New Matamoras	(None)
Pomeroy	(None)	Pomeroy Chester Letart Falls Portland Mason, WV
Portsmouth	(None)	Portsmouth Minford-Stockdale South Shore, KY
St. Clairsville (Wheeling Zone VIII)	Bethesda Wheeling Zone VIII Wheeling Zone VI Wheeling Zone VII Centerville Morristown Wheeling Zone I Wheeling Zone II Wheeling Zone III Wheeling Zone V	Adena Flushing

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4. GENERAL RULES AND REGULATIONS**4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Steubenville	Steubenville Mingo Junction Toronto Bloomington Follansbee Hopedale Weirton	Amsterdam Bergholz Brilliant* Dillonvale-Mt. Pleasant Knoxville Richmond Smithfield Tiltonsville
Watertown	(None)	Watertown Barlow Bartlett Beverly Lowell Marietta Stockport Watertown
Waverly	(None)	Waverly Beaver Idaho Piketon

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4. GENERAL RULES AND REGULATIONS**4.1 GENERAL APPLICATION (Cont'd)****4.1.2 Local Calling Scope (Cont'd)**

<u>EXCHANGE AREA</u>	<u>Local Calling Area (SBC)</u>	<u>Local Calling Area (Verizon)</u>
Woodsfield	Woodsfield Beallsville Clarington Duffy Graysville Lewisville Somerton	(None)
Zanesville	Zanesville Dresden Fultonham Norwich Philo Roseville New Lexington* Adamsville Fazeysburg Gratiot	(None)

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4. GENERAL RULES AND REGULATIONS

4.1 GENERAL APPLICATION (Cont'd)

- 4.1.3 Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 4.1.4 Failure on the part of any Customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.
- 4.1.5 The Company will comply with Ohio's Minimum Telephone Service Standards (MTTS) as defined in Case Number 00-1265-TP-ORD and in subsequent revisions thereafter.

4.2 ESTABLISHING SERVICE

4.2.1 Availability of Facilities

- A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available.
- B. The Company shall not be liable for failure to furnish service where facilities are not available.
- C. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.

4.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An applicant may be required to make an advance payment at the time the application is accepted, in cases where a deposit is not collected. Any required advanced payment would equal the applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.

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4. GENERAL RULES AND REGULATIONS

4.2 ESTABLISHING SERVICE (Cont'd)

4.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where installation of service has been started prior to the cancellation, a Cancellation Charge equal to the Minimum Service Charge may apply.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

4.2.4 Refusal of Service

A. Grounds for Refusal of Service:

- 1. The Company may refuse to serve an Applicant for any one of the following reasons:
 - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
 - b. In extraordinary circumstances where an Applicants unlimited access to the network may result in substantial loss of revenue to the Company.
 - c. For refusal to make a deposit or advanced payment if the Applicant/Customer is required to make a deposit under the requirements outlined in this Tariff.

B. Applicant's Recourse

- 1. In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.
- 2. In the event the Applicant believes the Company's refusal of service is unjustified, the Applicant may appeal the refusal with the Consumer Division at the Ohio Public Utilities Commission.

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4. GENERAL RULES AND REGULATIONS

4.2 ESTABLISHING SERVICE (Cont'd)

4.2.5 **Transfer, Assignment, or Supersedure of Service**

Service previously furnished to one (1) Customer may not be assumed by a new Customer without lapse in the rendition of service. The new Customer must execute a new service agreement subject to the provisions of this Tariff.

4.2.6 **Minimum Service Periods**

A. **Business**

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one (1) month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty (30) days.

B. **Residential**

There is no minimum period of service for residential Customers. If a residential Customer disconnects service prior to month end, charges will be prorated and the residential Customer will be responsible for paying the prorated amount.

4.2.7 **Priority of Establishment of Service**

Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.

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4. GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE

4.3.1 Provision and Ownership of Service and Facilities

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

4.3.2 Company Facilities at Hazardous or Inaccessible Locations

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The Customer will reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

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4.3 FURNISHING OF SERVICE (Cont'd)

4.3.3 Protective Equipment

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions of Section 10 of this Tariff.
- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

4.3.4 Telephone Numbers

- A. Telephone numbers may be retained by the Customers as long as the Customer maintains active service within the number portability calling area. The Company reserves the right to change the central office name associated with such numbers assigned to the Customer whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.
- C. Telephone numbers assigned to Customers during the implementation of new service are not guaranteed to the Customer until the number has been physically installed.

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4. GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.5 Classifications of Service

A. Basis for Classification

1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

D. Changes in classification between residential to business service may be made without change in telephone number if the Customer so desires.

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4. GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.6 Installation, Maintenance, and Repair of Facilities

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.
- C. The Customer may be billed the applicable Minimum Service Charge for each service call to the Customer's premise where off-hook condition is found. The Minimum Service Charge will be the minimum premise visit charge as listed in 5.3 (B.1) of this tariff.

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4. GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.7 Work Performed Outside Regular Working Hours

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

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4. GENERAL RULES AND REGULATIONS

4.4 USE OF SERVICE AND FACILITIES

4.4.1 Use of Service

- A. The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- B. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
 - 1. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concurs in.
 - 2. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.
- C. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein.

4.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

4.4.3 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

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4. GENERAL RULES AND REGULATIONS

4.4 USE OF SERVICE AND FACILITIES (Cont'd)

4.4.4 Unlawful, Abusive, or Fraudulent Use of Service

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.
- B. The Company may suspend or terminate telephone service, upon proper notice following the rules and regulations of the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-17, to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others. Proper notification procedures are listed in Section 4.5.1 of this Tariff.

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4. GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

4.5.1 Discontinuance of Service

A. Non-payment Service Interruption

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. A Subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
2. The Company complying with the conditions set forth in this rule may disconnect service during normal business hours; however, no disconnection for past due bills may be made after twelve thirty p.m. on the day preceding a day that all services necessary for reconnection are not regularly performed or available. The Company will comply with the disconnection requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-17.
3. No Local Service can be disconnected for non-payment of Local Service Charges unless the Company has given the affected Customer a written notice of the proposed disconnection at least seven (7) days before the proposed date of disconnection. The notice must include:
 - a. A statement that failure to pay the amount required at the Company's office or to one of its authorized agents by the date specified on the notice may result in the disconnection of local or toll optional service;
 - b. The earliest date when disconnection will occur.
 - c. The reasons for disconnection and any actions which the subscriber must take in order to avoid the disconnection, including the total amount required to be paid. This amount shall not be greater than the past due balance.
 - d. The total amount due to avoid disconnection of local or toll service.

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4. GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

4.5.1 Discontinuance of Service (Cont'd)

A. Non-payment Service Interruption (Cont'd)

- e. The total amount due for non-regulated charges and a statement that nonpayment of such charges cannot result in the disconnection of basic local service or regulated toll service.
- f. The address and telephone number of the office that the Subscriber may contact in reference to his account.
- g. A statement that the Commission staff is available to render assistance with unresolved complaints, and the then-current address and local / toll free telephone numbers and TDD/TTY numbers of the Commission's Public Interest Center; and
- h. A statement that an additional charge for reconnection may apply if service is disconnected. The statement shall also include a notice that payments to an unauthorized payment agent may result in the untimely or improper crediting of the Subscriber's account.

B. Disconnection With Notice

Telephone service may be disconnected after proper notice, per the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-14, for any of the following reasons:

- 1. Failure to pay a delinquent account for charges incurred for local service.
- 2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the Customer and the Customer is provided with a reasonable opportunity to remedy the situation.
- 3. Failure to comply with deposit or guarantee arrangements where required.
- 4. Failure to pay the account of another Customer as guarantor thereof.

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4. GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

4.5.1 Discontinuance of Service (Cont'd)

B. Disconnection With Notice (Cont'd)

5. The Company must notify or attempt to notify the subscriber before service is disconnected when:

- a. the Subscriber has committed a fraudulent practice as set forth and defined in its tariff on file;
- b. a violation of or noncompliance with the Commission's then-current regulations governing service supplied by the Company;
- c. a violation or noncompliance with the Company's rules or tariffs on file with the Commission;
- d. a failure to comply with Municipal ordinances or other laws pertaining to telecommunications services; or
- e. a refusal by the Subscriber to permit the Company necessary access to its facilities or equipment.

C. Telephone service may be disconnected without notice under any of the following conditions:

1. When an emergency may threaten the health or safety of a person, or the Company's distribution system. If service is disconnected, the Company shall act promptly to assure restoration of service as soon as possible. Service shall be restored to a residence before it may be disconnected for any other reason;
2. In the event of a Subscriber's use of Telecommunications equipment in such a manner as to adversely affect the Company's equipment, its service to others, or the safety of the Company's employees or Subscribers; or
3. In the event of tampering with any facilities or equipment furnished and owned by the Company.

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4. GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

4.5.1 Discontinuance of Service (Cont'd)

D. Disconnection of Service other than Local Service

1. In addition to enforcing the Company's own billing, credit/deposit, and disconnection policies on regulated services provided by the Company, the Company may enter into formal contracts with toll providers that authorize the Company as a contractual agent for the purposes of enforcing the billing, credit/deposit and disconnection policies of the providers of service.
2. The Company is prohibited from disconnecting a Customer's local service for non-payment of charges incurred by the customer for toll service.
3. Partial payments by the Customer to the Company will be apportioned by the Company to the Company's regulated local service charges before being applied to any toll charges. In addition, charges will apply to all regulated services before being applied to charges for nonregulated services.
4. When the Company disconnects toll service for nonpayment of toll debt, whether owed to the Company or to another toll provider for which the Company has a contractual arrangement with, the method of toll disconnection:
 - a. must not function as a vehicle by which the nonpaying toll subscriber is denied access, through presubscription, to any other toll service provider besides the one whose provision of toll service has precipitated the toll disconnection;
 - b. must be available from the Company, by tariff, on a nondiscriminatory basis to all toll service providers; and
 - c. may consist of either a dePICing mechanism or else a selective toll blocking service.
5. Neither purchase of the toll service provider's accounts receivable by the Company, nor a requirement that the Company shall be the billing and collection agent for the toll service provider, shall be established as a necessary precondition imposed by the Company in connection with its tariffed disconnection services offered on a nondiscriminatory basis to all toll service providers.

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4. GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

4.5.1 Discontinuance of Service (Cont'd)

D. Disconnection of Service other than Local Service (Cont'd)

6. The Company may disconnect its customer's local service for nonpayment of charges incurred for local service. Such disconnection must be conducted pursuant to all applicable minimum telephone service standards. All practices of the Company pertaining to either the provision of its own toll service, if any, or as a duly-authorized agent for another toll service provider shall also conform to the minimum telephone service standards.
 - a. Disconnection notices issued by the Company pursuant to Rule 4901:1-5-10 (K)(3), O.A.C., must inform the subscriber facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service. It must also inform the subscriber of the Company's legal obligation to provide "local only" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
7. Toll disconnection service offerings are available on a nondiscriminatory basis (including rates) to all toll service providers in areas where implementation of intraLATA equal access has already occurred. Options and non-recurring costs are as follows:

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4. GENERAL RULES AND REGULATIONS**4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)****4.5.1 Discontinuance of Service (Cont'd)**

- a. DePICing service is available for the toll provider to request the customer be unsubscribed to its toll service.
- b. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the customer not be given access to any of the toll providers service plans.
- c. Rates and Charges

	Residential (Non-Recurring)	Business (Non-Recurring)
DePICing Service	<i>Reserved for Future Use</i>	\$2.50-\$5.00
Selective Toll Blocking	<i>Reserved for Future Use</i>	\$2.50-\$5.00

4.5.2 Restoration of Service

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 5 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.
- C. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. As directed in the Commission's MTSS document at Sec. 19(L), all charges to be paid prior to restoration include only past due amounts and not reconnection fees. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS

4.6.1 General

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the Applicant or Customer of the Company's lowest priced alternatives available at the Customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.
- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his/her rights as a Customer. This information shall inform the Customer concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints; supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.2 Customer Complaints

- A. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof within ten (10) business days.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a Customer, the Company shall make a suitable investigation and advise the Commission within ten (10) days of the results thereof.
- D. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.
- E. The Company will comply with the Customer Complaint regulations found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-05.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit

A. Definition of Applicant and Customer

For purposes of this subsection, an Applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service or has received service in the past.

B. Establishment of Credit

1. The Company may require an Applicant, a presently disconnected Customer, or a former Customer to satisfactorily establish credit for the purpose of guaranteeing final payment for service. Such establishment of credit will not relieve the Customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.

C. Interests on Deposits

1. The Company shall pay interest on deposits at a rate not to exceed the rate established by the Commission. Interest on deposits shall accrue annually and shall be credited annually, calculated to December 1 of each year for the time such deposit was held by the Company.
2. The Company will comply with the Customer Deposit requirements as found in the Commission's Minimum Telephone Service Standards as cited in 4901:1-5-13.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

D. Deposit Required

The required initial deposit may not exceed one-twelfth the estimated charge for all service for the ensuing twelve months plus thirty (30) percent of the monthly estimated charge for a specified customer. Deposits held for less than 180 days shall not accrue interest. Interest on intrastate deposits held for 180 days or longer will be handled in accordance with Rule 4901:1-17-05 of the Ohio Administrative Code. (OAC)

E. Information Provided With Deposits

At the time a deposit is required, the Company shall provide written information about deposits to Applicants for, or Customers of, business or residential service. This information will include:

1. the circumstances under which the Company may require a deposit, or request an additional deposit;
2. how a deposit is calculated;
3. the amount of interest paid on a deposit and how this interest is calculated; and
4. the time frame and requirement for return of the deposit to the Customer.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

F. Records of Deposits

1. The Company will keep records to show:
 - a. The name and address of each depositor;
 - b. The amount and date of the deposit; and
 - c. Each transaction concerning the deposit.
2. The Company will issue a receipt of deposit to each Applicant or Customer from whom a deposit is received and will provide means whereby a depositor may establish his claim if the receipt is lost.
3. A record of each unclaimed deposit will be maintained for four (4) years, during which time the Company will make a reasonable effort to return the deposit.

G. Refund of Deposit:

1. If service is not connected or after disconnection of service, the Company will promptly and automatically refund the Customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premise to another within the service area of the Company shall not be deemed a disconnection where refund of the deposit is concerned.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.4 Payment for Service**

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Section 4.5 concerning discontinuance of service. The Company will comply with language regarding subscriber bills as described in 4901:1-5-15.

A. Billing Period and Charges**1. Subscriber bills for local services shall be rendered at regular intervals (monthly) and provide the following:**

- a. The Subscriber's name, address, telephone number, or account number;
- b. The telephone numbers of the Company's business office to be contacted concerning the bill;
- c. The beginning and ending dates of the billing period;
- d. The current month's billing;
- e. Any unpaid amounts from previous bills;
- f. Any late payment charge;
- g. Any nonrecurring, fractional, or non-basic service charges;
- h. Any charges for non-regulated services or products and a statement that nonpayment of such charges may result in the disconnection or restriction of such services and such delinquencies may be subject to collection actions;
- i. Any applicable taxes;
- j. Any credits and charges applied to the account during the current billing period;
- k. The total amount due and payable;
- l. A statement as to how and where the bill may be paid;
- m. An explanation of codes and abbreviations used; and
- n. A statement that for unresolved inquiries, the Subscriber may wish to call the Public Utilities Commission of Ohio, including the current local and toll free telephone numbers of the Commission's public interest center and TDD/TTY number.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.4 Payment for Service (Cont'd)

A. Billing and Charges (Cont'd)

2. Charges for local services and facilities are payable monthly in advance.
3. A listing of current charges on a Subscriber's bill for local service must include an itemization of all charges, the type of service, and call characteristics. Subscribers' bills will conform to the requirements of 4901: 1-5-16.
4. A listing of current charges on a Subscriber's bill must include all interexchange services or toll calls which are either provided by the Company or by an EXC through billing arrangements with the Company.
5. A statement that nonpayment of toll charges may result in disconnection of toll service and may be subject to collection action.
6. The required detailed customer billing information required on a Customer's bill shall be retained by the Company for at least eighteen months.
7. The date the bill is due shall be clearly stated.
8. An itemized listing of the basic and optional services subscribed to, monthly rate of each service, and the amount of any security deposit being held by the Company will be included on each new Subscriber's first bill.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.4 Payment for Service (Cont'd)

B. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 4.5.2 of this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement that is subject to the provisions of this Tariff.

D. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill, but before the due date of the next bill if a Customer so requests. Other payment arrangements may be agree on depending upon individual circumstances. If the Customer does not fulfill the terms of such payment arrangements, the Company shall have the right to disconnect service.

- E. The Company will comply with the billing requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-16.

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4. GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.5 Allowance for Interruptions**

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be made to the Customer. If a service interruption exceeds twenty-four hours but is less than forty-eight hours, the adjustment shall be at least the pro-rate portion of the monthly charge for any and all local services rendered inoperative during the interruption. Any Subscriber who experiences a longer service interruption:

- a. In excess of 48 hours but less than 72 hours shall be provided with a credit equal to at least one third of one month's charges for any local services rendered inoperative.
- b. In excess of 72 hours but less than 96 hours shall be provided a credit equal to at least two-thirds of one month's charges for any local services rendered inoperable.
- c. In excess of 96 hours shall be provided a credit equal to at least one month's charges for any local services rendered inoperable.

The Company will comply with the service interruption requirements as found in Case No. 95-790-TP-COI and the Commission's Minimum Telephone Service Standards in Rule 4901:1-5-18 and 4901:1-5-25.

4.6.6 Adjustment of Charges for Overbilling and Underbilling

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

The backbilling for both overcharges and undercharges to the Customer shall not exceed twelve (12) months.

If such undercharges are one hundred dollars (\$100.00) or more, the Company shall offer the Customer a deferred payment plan option for the same length of time as that of the underbilling.

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4. GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.7 Disputed Bills

- A. In the event of a dispute between a Customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the Customer and, in the event the dispute is not resolved, shall inform the Customer of the complaint procedures of the Commission.
- B. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.
- C. Any Customer or Applicant for service requesting the opportunity to dispute any action or determination of the Company under the Customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the Customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the Customer chooses not to participate in such review or to make arrangements for such review to take place within thirty (30) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures. Any Customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the Customer within ten (10) days of the review, if requested.
- D. The Company will comply with the Billing Adjustment requirements as found in the Commission's Minimum Telephone Service Standards at Rule 4901:1-5-18.

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4. GENERAL RULES AND REGULATIONS

4.7 LIABILITY OF THE COMPANY (Cont'd)

4.7.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount of equivalent to the proportionate Local Service Charge to the Customer for the period of service during which such service irregularities occur and continue.

However, any such mistakes, mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

4.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

4.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the Customer against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof.

4.7.4 Defacement of Premise

The Company is not liable for any defacement or damage to the premise of a Customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premise unless such damage is created by the Company's negligence or intentional actions.

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4. GENERAL RULES AND REGULATIONS

4.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

4.8.1 General

Arrangements will be developed on a case-by-vase basis in response to bonafide requests from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive requests maybe different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a non-discriminatory basis. ICB rates and/or contracts will be filed with the Commission.

4.9 TEMPORARY PROMOTIONAL PROGRAMS

4.9.1 General

The Company may from time to time engage in special promotions of limited duration of its service offerings designed to attract new customers or to increase existing customer awareness of a particular tariff offering. Waiver of any charges other than a nonrecurring charge shall be limited to 90 calendar days on a per customer basis during a 12-month period. Requests for promotional offerings will be presented to the Commission for its review in accordance with Case No. 95-845-TP-COI.

4.10 APPLICATION OF RATES

4.10.1 Charges Based on Duration of Use

Where charges for a service are based on duration of use, i.e. the duration of the telephone call, the call will be measured in terms of initial and additional increments. All fractions of an increment will be rounded to the next whole increment. "Ring-busy" and "ring-no-answer" calls will not knowingly be charged to the Customer. Timing begins at the starting event and ends at terminating event, unless specified otherwise. Time between the starting event and the terminating event is the call duration. The starting event occurs when the Company's terminal experiences an "Incoming Signaling Protocol Successful", i.e., upon the seizure of an inbound trunk. The terminating event occurs when the Company's terminal receives a signal from the LEC that either the calling party or the called party has hung up.

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4. GENERAL RULES AND REGULATIONS**4.10 APPLICATION OF RATES (Cont'd)****4.10.2 Charges Based on Distance**

Where charges for a service are based on distance the distance between the two points will be measured in airline miles. Airline miles will be calculated as follows:

- A. Obtain the Vertical (V) and Horizontal (H) coordinates assigned to each point.
- B. Obtain the difference between the "V" coordinates and the difference between the "H" coordinates.
- C. Square each difference obtained in step B. above.
- D. Add the square of the "V" difference and the "H" difference obtained in step C. above.
- E. Divide the number obtained in step D. by ten (10). Round to the next whole number.
- F. Obtain the square root of the whole number obtained in step E. above. Round to the next higher whole number. This is the airline mileage.
- G. The formula for airline mileage calculation is:

$$\frac{(V - V) + (H - H)}{10}$$

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5. SERVICE CHARGES

5.1 DEFINITIONS

5.1.1 Account

A Customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one (1) or more premise as long as it is part of his/her main telephone system and billed to the main telephone number.

5.1.2 Service Charge Elements

A. Service Order Charge

The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.

B. Customer Premise Visit Charge

The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service.

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5. SERVICE CHARGES

5.2 APPLICATION OF CHARGES

5.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.

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5. SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.1 General (Cont'd)

F. Service Charges are not applicable for:

1. Moves or changes required for normal maintenance and repair of the Company's service.
2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
3. An upgrade or regrade of service for Company reasons.
4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
5. Telephone number changes for Company reasons.
6. When existing Customers disconnect their Local Exchange Access Service.
7. Implementing a toll blocking service requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

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5. SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Service Charges

A. Service Order Charges

1. Service Order Charges are applicable:

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the Customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
- h. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
- i. For changes to a directory listing if a Customer requests this change more than once in a calendar year.
- j. When two (2) or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

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5. SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Charges (Cont'd)

B. Customer Premise Visit Charge

1. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
2. Only one (1) First Quarter Hour Premise Visit Charge will apply in connection with the same service order.
3. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

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5. SERVICE CHARGES

5.3 TERMINATION CHARGE

5.3.1 General

When a Customer cancels an order for service prior to the in-service date of the order, the Customer will be responsible for the service ordering charge as specified in Section 5.6.(A)(1). In addition, the Customer will be responsible for any specialized engineering costs incurred up to the order cancellation date. Specialized engineering costs are assessed only when unusual and non-customary circumstances are involved with a specific order. If specialized engineering costs are involved, the Customer will be made aware of such costs prior to the ordering of service. If a Customer terminates services prior to the expiration of a contract, the Customer will be responsible for charges within the minimum contract period or the rules of the Fresh Look provision.

5.4 RETURNED CHECK CHARGE

5.4.1 General

The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business. Under appropriate circumstances, the Company may waive the dishonored check charge.

5.5 RESTORATION OF SERVICE CHARGE

5.5.1 General

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges and a Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnection of service; however, all past-due charges must be paid prior to reconnection. If a premise visit is necessary, additional charges as listed in 5.6 (B) will apply.

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5. SERVICE CHARGES**5.6 SCHEDULE OF SERVICE CHARGES****5.7**

	<u>Business</u>	<u>Residence</u>
A. Service Ordering Charge:		
1. For a service order associated with single line new service	\$ 62.85 <i>actual</i> \$ 75.00 <i>max</i>	<i>Reserved for Future Use</i>
2. For a service order associated with multi line / key / or PBX trunk	\$ 49.35	<i>Reserved for Future Use</i>
3. Change of service		
Single line service	\$ 31.15	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 41.55	<i>Reserved for Future Use</i>
Calling Features	\$ 7.30	<i>Reserved for Future Use</i>
B. Premise Visit Charge		
1. For premise visit associated with a Customer request.		
First Quarter Hour	\$ 25.00	<i>Reserved for Future Use</i>
Additional Quarter Hours	\$ 10.00	<i>Reserved for Future Use</i>
C. Record Order Charge	\$ 17.90	<i>Reserved for Future Use</i>
D. Directory Service Order Charge		
Single line service	\$ 9.80 <i>actual</i> \$ 15.00 <i>max</i>	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 41.55	<i>Reserved for Future Use</i>
E. Returned Check Charge, per occurrence	\$ 25.00 <i>actual</i> \$ 35.00 <i>max</i>	<i>Reserved for Future Use</i>
F. Restoration of Service Charge		
Single line service	\$ 33.55 <i>actual</i> \$ 40.00 <i>max</i>	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 87.70	<i>Reserved for Future Use</i>

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5. SERVICE CHARGES

5.6 SCHEDULE OF SERVICE CHARGES

	<u>Business</u>	<u>Residence</u>
A. Service Ordering Charge:		
1. For a service order associated with single line new service	\$ 62.85	<i>Reserved for Future Use</i>
2. For a service order associated with multi line / key / or PBX trunk	\$ 49.35	<i>Reserved for Future Use</i>
3. Change of service		
Single line service	\$ 31.15	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 41.55	<i>Reserved for Future Use</i>
Calling Features	\$ 7.30	<i>Reserved for Future Use</i>
B. Premise Visit Charge		
1. For premise visit associated with a Customer request.		
First Quarter Hour	\$ 25.00	<i>Reserved for Future Use</i>
Additional Quarter Hours	\$ 10.00	<i>Reserved for Future Use</i>
C. Record Order Charge	\$ 17.90	<i>Reserved for Future Use</i>
D. Directory Service Order Charge		
Single line service	\$ 9.80	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 41.55	<i>Reserved for Future Use</i>
E. Returned Check Charge, per occurrence	\$ 25.00	<i>Reserved for Future Use</i>
F. Restoration of Service Charge		
Single line service	\$ 33.55	<i>Reserved for Future Use</i>
Multi line / key / or PBX Service	\$ 87.70	<i>Reserved for Future Use</i>

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6. LOCAL EXCHANGE SERVICE**6.1 LOCAL EXCHANGE RATES****6.1.1 General**

Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth on the Rate Sheet. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

Basic Service provides a Customer with a single, voice grade dial tone that allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with touch-tone as a standard feature. Basic Service is available with the features described in Section 8. The features are available individually or packaged in groups.

6.1.2 Base Rates - Business

	<u>NonRecurring</u>	<u>Monthly</u>
Single Line Service	\$62.85	\$22.75
Multi Line Service	\$49.35	\$26.45
PBX Trunk Service	\$49.35	\$26.45

*End User Access and E911 charges are in addition to the base rates for local service. There rates are specified in Sections 6.3 and 6.4. following

6.1.3 Base Rates - Residential

	<u>NonRecurring</u>	<u>Monthly</u>
Single Line Service	<i>Reserved for Future Use</i>	<i>Reserved for Future Use</i>
Multi Line Service	<i>Reserved for Future Use</i>	<i>Reserved for Future Use</i>

*End User Access and E911 charges are in addition to the base rates for local service. There rates are specified in Sections 6.3 and 6.4. following

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6. LOCAL EXCHANGE SERVICE**6.1 LOCAL EXCHANGE RATES (Cont'd)****6.1.4 Direct Inward Dial Trunks (DID)**

DID service permits calls incoming to a PBX or other CPE from the network to reach a specific line number without the assistance of an attendant. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with the Customer CPE. The service must be provided on all trunks in a group arranged for DID. One primary directory listing will be furnished, without charge, for each separate trunk group. The Customer shall be responsible for providing interception to calls to vacant or non-working assigned DID numbers. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers.

	<u>Nonrecurring</u>	<u>Monthly</u>
Central Office Line Termination, per trunk	\$155.00	\$19.00
First Group of 20 numbers, per month	\$150.00	\$ 3.20
Additional Group of 20 numbers, per month	\$ 54.20	\$ 3.20
Individual DID number	No Charge	\$.25

6.1.5 Trunk Hunting

Trunk hunting is a combination of two or more individual lines connected to the same central office so that calls to the listed number overflow to the next available line if the listed number is available. The monthly rate for trunk hunting applies to each line in addition to the regular individual lines. Residential trunk hunting is limited to 10 telephone numbers. For groups of numbers greater than that, business trunk hunting rates will apply.

	<u>Monthly Rate</u>
Trunk hunting - Residential -	<i>Reserved for Future Use</i>
Trunk hunting - Business -	<i>Reserved for Future Use</i>

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6. LOCAL EXCHANGE SERVICE**6.1 LOCAL EXCHANGE RATES (Cont'd)****6.1.6 Subscriber Line Fee**

A monthly surcharge will be assessed on each of the following services: each residential voice line, business voice line, PBX trunk, Centrex line, and BRI ISDN. Where business lines exist on a channelized facility a subscriber line fee will be assessed on each line up to five lines.

	<u>Per Month</u>
Residential and Single Line Business	\$6.50
Multi-Line Business, PBX Trunk, Centrex, BRI ISDN, PRI ISDN	\$9.20

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6. LOCAL EXCHANGE SERVICE

6.2 VERIFICATION AND EMERGENCY INTERRUPT

6.2.1 General

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
2. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
3. The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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6. LOCAL EXCHANGE SERVICE**6.2 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd)****6.2.2 Rates**

- A. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls as defined in Section 8 of this Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt Charges.

Charge

- | | |
|--|--------------------------------|
| 1. Residential Verification Request, each | <i>Reserved for Future Use</i> |
| Business Verification Request, each | \$1.20 |
| 2. Residential Emergency Interrupt Request, each | <i>Reserved for Future Use</i> |
| Business Emergency Interrupt Request, each | \$1.30 |

6.3 E911 SERVICE

Enhanced 911 Service (E911) is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) may receive telephone calls dialed to the telephone number 911. A monthly charge applies per line or trunk for the provision of E911 in counties equipped with E911 service. The charges for E911 are in addition to the base rates for local service as defined in Section 6.1.2 and are dependent upon the location of the Customer.

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6. LOCAL EXCHANGE SERVICE

6.4 CENTREX SERVICE

6.4.1 General

A. Centrex Service provides an arrangement of switching equipment and station lines for intercommunicating among the station lines and for connection to other subscribers on a dial basis. Centrex will provide the following basic service capabilities:

1. Exchange and long distance message calls may be made to main stations by dialing the number associated with that main station line.
2. Exchange and long distance message network calls may be made to main stations via direct outward dialing.
3. Station to station calling is available using from two up to seven-digit dialing.
4. Outgoing long distance message calls dialed by a main station will be identified by the seven digit number of that main station.
5. Basic station line hunting.
6. A common recorded intercept announcement of calls to unassigned station numbers.
7. Some features may require compatible Customer provided terminal equipment.
8. A directory listing will be provided at no charge for each main station line.
9. Service charges, as specified in Section 6.4.5 of this Tariff, apply to each station link in the same manner as for individual business lines, unless otherwise indicated.
10. All centrex is provided on a flat-rate basis with no local measured service option.

B. Centrex Service is available to subscribers requesting two or more main stations.

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)****6.4.2 Centrex Features****A. Features at No Additional Charge**

Centrex Lines come equipped with the following features at no additional charge. This list is not all inclusive, and features available on the company's switch that are not included on this list may also be available with Centrex Service. The Company's goal is to make Centrex Service a premium offer with most features included in the basic price. All features will not be automatically turned on, but will be tailored per the Customer's request. Customer requested adds, deletions and changes to the features on each line after initial installation will incur a Centrex Moves and Changes Fee.

- Call Forwarding Busy Line
- Call Forwarding Don't Answer
- Call Forwarding Variable
- Call Hold
- Call Park
- Call Pickup
- Call Transfer
- Distinctive Ring
- Distributed Line Hunting
- Loudspeaker Paging, Answer
- Message Waiting Audible/ Lamp
- Speed Dialing 8
- Speed Dialing 30
- Station Restriction
- Three Way Calling

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6. LOCAL EXCHANGE SERVICE

6.4 CENTREX SERVICE (Cont'd)

6.4.2 Centrex Features (Cont'd)

B. Optional Centrex Features

The following features are available for Centrex Service at a monthly recurring fee.

1. Features offered to all telephone Centrex Customers. See Section 6.4.4 and 8.4 for a price for these features.

- Anonymous Call Rejection
- Assumed Dial 9
- Authorization Codes
- Automatic Call Distribution (ACD)
- Busy Connect
- Call Blocking
- Call Originating Trace, per Call or monthly
- Call Forwarding Multiple Simultaneous Calls
- Calling Number Delivery Blocking
- Call Return
- Call Selector
- Call Waiting
- Code Restrictions
- Customer Control of Call Forwarding
- Dial 0 Call Transfer
- Do Not Disturb
- Executive Busy Override
- Flexible Call Forwarding
- Group Intercom
- Network Speed Dialing
- Preferred Call Forwarding
- Remote Access to Call Forwarding
- Remote Call Forwarding
- Repeat Dialing
- Ring ID, 1 Additional Number
- Ring ID, 2 Additional Numbers
- Station Controlled Outgoing Restrictions
- Toll Restriction
- Voice Mail
- 800 Service / Outwats Terminations

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Issued under authority of the Public Utilities Commission of Ohio,
Dated in Case No.

Robert Joseph, Director/Investor, Digital Connections, Inc.
PO Box 270, 235 High Street
Morgantown, WV 26507

6. LOCAL EXCHANGE SERVICE

6.4 CENTREX SERVICE (Cont'd)

6.4.2 Centrex Features (Cont'd)

B. Optional Centrex Features (Cont'd)

2. Features available only to Centrex Customers. The following features are available only to Centrex Service Customers.
 - a. Tandem Features are designed to allow a Customer to utilize one Centrex group with Customers served out of more than one ILEC exchange area. Tandem features allow Customers in other offices to share in some of the benefits of Centrex.
 - b. System Communications Service allows for Customers in more than one location and in more than one office to share in an abbreviated dialing scheme.
 - c. Caller ID Basic will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call. The name and number will be delivered to the called party's CPR in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

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6. LOCAL EXCHANGE SERVICE

6.4 CENTREX SERVICE (Cont'd)

6.4.2 Centrex Features (Cont'd)

2. Features available only to Centrex Customers.

- d. Caller ID Deluxe will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call, both when the subscriber's line is in use and when it is not in use. When the line is in use, the name and number will be displayed on the Customer CPE along following the waiting call alerting tone. The displayed name is the name associated with the calling party number.
- e. Meet Me Conference allows up to 30 callers to be hooked up simultaneously to the same call by dialing into the line number of the Meet Me Conference.
- f. Music/Announcement on Hold allows Customer to choose a music source or develop a Customer announcement that will be heard by all callers to a station while on hold.
- g. Simplified Message Desk Interface (SMDI).
- h. Station Message Detail Recording allows for detailed billing by station to be delivered to the Customer. To the extent possible, the reports to be furnished can be modified to meet Customer requirements.
- i. Automatic Call Distribution (ACD) allows for the creation of operator consoles to answers calls from a location other than at each station. The installation of ACD does not include the Customer premises equipment or inside wiring required to attach stations to the ACD. ACD includes the following features: Primary Directory number, Abandon Call Clearing, Call Forcing, Overflow Enhancement, Multistage Queue Status Display, Automatic Not Ready, Make line Busy, Call park/Call Retrieve, and Login/Logout.

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6. LOCAL EXCHANGE SERVICE

6.4 CENTREX SERVICE (Cont'd)

6.4.3 Basic Centrex

Basic Centrex is available to Customers with more than 10 Centrex lines. With Restricted Centrex, Customers can limit the number of incoming and outgoing calls to the all Centrex lines by installing trunks between the central office and the stations. When all trunks are busy with calls, then no additional calls can be placed to or from any additional stations. A Basic Centrex Customer must order at least one trunk. The advantage to Customers is that the Company does not need to provision as many physical lines to the Customer location and can pass the savings from this to the Customer.

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)**

6.4.4	Rates	<u>Nonrecurring</u>	<u>Monthly Maximum</u>
	Centrex Service		
	Basic Line	\$ 12.00	\$ 9.00
	Electronic Key Line	\$ 12.00	\$ 11.50
	Intercom Line		\$ 14.50
	ISDN Centrex Line	\$ 54.00	\$ 17.00
	New System Charges (per system)		
	2-50 Lines	\$ 250.00	\$ 5.00
	51-100 Lines	\$ 400.00	\$ 5.00
	101-200 Lines	\$ 575.00	\$ 5.00
	201-500 Lines	\$1,000.00	\$ 5.00
	501 or more Lines	\$1,500.00	\$ 5.00
	System Conversion Charge (per system)		
	2-50 Lines	\$ 100.00	
	51-100 Lines	\$ 200.00	
	101-200 Lines	\$ 275.00	
	201-500 Lines	\$ 500.00	
	501 or more Lines	\$ 750.00	
	ISDN Services		
	Circuit Switched Voice per "B" Channel	\$ 25.00	\$ 4.70
	Circuit Switched Data per "B" Channel	\$ 20.00	\$ 9.00
	Alternate Switched Voice/Data per "B" Ch.	\$ 25.00	\$ 10.50
	Packet Switched Data per "B" Channel	\$ 100.00	\$ 87.00
	Packet Switched Data per "D" Service	\$ 20.00	\$ 6.50
	On Demand Packet Switched Data per "B" Ch.	\$ 25.00	\$ 25.00

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)**

6.4.4 Rates	<u>Nonrecurring</u> (actual-max)	<u>Monthly</u> (actual-max)
Centrex Service		
Basic Line	\$12.00-\$18.00	\$9.00 - \$15.00
Electronic Key Line	\$12.00 <i>actual</i>	\$11.50 - \$18.00
Intercom Line		\$14.50 - \$20.00
ISDN Centrex Line	\$54.00 <i>actual</i>	\$17.00 - \$25.00
	<u>Nonrecurring</u>	<u>Monthly</u>
New System Charges (per system)		
2-50 Lines	\$ 250.00	\$ 5.00
51-100 Lines	\$ 400.00	\$ 5.00
101-200 Lines	\$ 575.00	\$ 5.00
201-500 Lines	\$1,000.00	\$ 5.00
501 or more Lines	\$1,500.00	\$ 5.00
 System Conversion Charge (per system)		
2-50 Lines	\$ 100.00	
51-100 Lines	\$ 200.00	
101-200 Lines	\$ 275.00	
201-500 Lines	\$ 500.00	
501 or more Lines	\$ 750.00	
 ISDN Services		
Circuit Switched Voice per "B" Channel	\$ 25.00	\$ 4.70
Circuit Switched Data per "B" Channel	\$ 20.00	\$ 9.00
Alternate Switched Voice/Data per "B" Ch.	\$ 25.00	\$ 10.50
Packet Switched Data per "B" Channel	\$ 100.00	\$ 87.00
Packet Switched Data per "D" Service	\$ 20.00	\$ 6.50
On Demand Packet Switched Data per "B" Ch.	\$ 25.00	\$ 25.00

Issue Date: October 15, 2003

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)**

6.4.4	Rates	<u>Nonrecurring</u>	<u>Monthly Maximum</u>
	Optional Line Features		
	10 or 18 Button Add on Module	\$ 50.00	
	20, 22, or 36 Button Add on Module	\$ 100.00	
	Call Forward Over Private Facilities	\$ 5.00	\$ 4.00
	Call Request with Queue per line		\$ 1.00
	Call Request with Queue per system	\$ 95.00	
	Caller ID on Non ISDN lines		
	1 to 6 lines, per line		\$ 3.25
	7 to 11 lines, per line		\$ 1.45
	12 to 19 lines, per line		\$ 1.15
	20 to 95 lines, per line		\$ 1.00
	96 and over lines, per line		\$.80
	Call Request with Name		\$ 2.50

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)**

6.4.4	Rates	<u>Nonrecurring</u>	<u>Monthly Maximum</u>
	Calling Name Display on Intercom	\$ 5.00	\$.50
	CLASS Visual Message Waiting Indicator per line	\$ 5.00	\$ 1.00
	Custom Calling Name on Centrex, per line per line	\$ 5.00	\$ 3.50
	Direct Connect Originating, per line	\$ 5.50	\$ 1.00
	Direct Connect Originating w/Delay, per line	\$ 5.50	\$ 1.00
	Direct Station Selection/Busy Lamp Field with Fast Transfer	\$ 100.00	\$ 9.00
	Distance Extension per Electronic Key Line		\$ 26.00
	Distance Extension per IDSN Custom Line		\$ 26.00
	Distance Extension per IDSN National Line		\$ 26.00
	Executive Display Communications		\$.50
	Ground Start Line	\$ 5.00	\$ 10.00
	Make Busy Key	\$ 2.00	\$ 5.50
	Message Waiting Indication Lamp	\$ 5.00	\$ 1.65
	Multiple Appearance Directory Number Multiple Call Arrangement	\$ 5.00	\$.25
	Premium Feature Package per line or "B" channel service	\$ 5.00	\$ 1.00
	Query Busy Station, per queued station	\$ 7.50	\$ 1.50

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)**

6.4.4	Rates	<u>Nonrecurring</u>	<u>Monthly Maximum</u>
	Secondary Directory Telephone Number, each		\$.25
	Speed Calling - 30	\$ 10.75	\$.40
	Speed Calling - Expanded Number Group	\$ 10.75	\$.60
	Stop Hunt Key	\$ 2.00	\$ 4.95
	Optional ISDN Data Features		
	Alternate Access	\$ 5.00	\$ 3.00
	Queuing	\$ 10.00	\$ 1.00
	Speed Calling - 30	\$.75	\$.40
	Speed Calling - Expanded Number Group	\$ 10.75	\$.60
	Stop Hunt Key	\$ 2.00	\$ 4.95
	Optional ISDN Packet Features		
	Closed User Group, individual design		\$ 1.00
	Direct Call		\$ 1.00
	Permanent Virtual Circuits		\$ 1.00
	Trunk Side Access		
	Analog Termination per arrangement	\$ 75.00	\$ 25.00
	DS1 Connection- 24 Channel Termination	\$ 549.00	\$575.00
	PRI Connection- 24 Channel Termination	\$2000.00	\$450.00

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6. LOCAL EXCHANGE SERVICE**6.4 CENTREX SERVICE (Cont'd)**

6.4.4	Rates	<u>Nonrecurring</u>	<u>Monthly Maximum</u>
	Announcement Services		
	Customer Premises Announcement	\$ 185.00	\$ 18.00
	Central Office Recorded Announcement	\$ 70.00	\$ 40.00
	Secondary Announcement	\$ 70.00	\$ 40.00
	Assume Dial "9"	\$ 5.00	\$ 7.50
	Attendant Console - Digital	\$ 500.00	\$220.50
	Attendant Console - Digital	\$1500.00	\$220.50
	Meet Me Conference (30 Callers)	\$ 20.00	\$ 8.00
	Training		
	System Manager Training, Basic	\$ 135.00	
	System manager Training, Enhanced	\$ 135.00	
	System training, per Hour	\$ 135.00	
	Station Message Detail Recording		
	Per System	\$900.00	\$300.00
	Automatic Call Distribution (ACD)		
	Per ACD Group	\$175.00	\$ 38.00

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7. DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS

7.1.1 Provision of Directory Listings

- A. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge.
- B. At a Customer's option, the Company will arrange for additional listings at the rates set forth in Section 7.1.6 of this Tariff.
- C. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service.
- D. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
- E. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- F. Changes made to listings in the directory which are requested subsequent to the initial provision of service for a line will be assessed a Directory Service Order Charge.

7.1.2 Primary Directory Listings

A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

- 1. The Company provides for a single directory listing in the alphabetical (white) section of the directory published by the dominant exchange service provider in the Customer's exchange area and the local directory assistance database free of charge upon initiation of basic local exchange service. Rules and regulations governing the provisioning of directory listings apply as specified in the dominant local exchange tariffs.

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7. DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.3 Additional Directory Listings

A. General

1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
2. Additional listing charges are automatically discontinued upon termination of the main service.

7.1.4 Non-Published Telephone Number Service

A. General

1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing is not included in the published directory; however, it is included in the information records and is provided by the directory assistance operator upon request.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

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7. DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.4 Non-Published Telephone Number Service

A. General (Cont'd)

4. The rate for Non-Published Telephone Number Service does not apply to:
 - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
 - b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. service which is installed for a temporary period.
5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

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7. DIRECTORY PUBLICATION AND USE**7.1 DIRECTORY LISTINGS (Cont'd)****7.1.5 Liability For Directory Listing Service****A. General**

The liability of the Company for any error or omission of a directory listing during the effective life of the directory in which the error or omission is made from the white pages will be the equivalent of not less or more than three (3) months local service charges. Such credit shall not apply in cases where the Subscriber has provided such listing information after the deadline for directory publication. The Subscriber shall be given the option of taking the credit or pursuing other remedies.

7.1.6 Rates and Charges**A.****Recurring Monthly Rate**

Primary Service Listing	No Charge
Additional Listings, Business	\$1.99
Additional Listings, Residential	<i>Reserved for Future Use</i>
Non-Published Telephone Number Service	\$1.10 - \$2.20

B. Directory Service Order Charge

1. A service charge applies for additions and changes in directory listings. For all orders to establish or change non-published numbers a service charge applies as listed below.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional service charge will apply for the directory listing(s).

Service Charge	\$9.80 - \$41.55
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7. DIRECTORY PUBLICATION AND USE

7.2 PROVISION AND OWNERSHIP OF DIRECTORIES

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its Customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 7.1.5 of this Tariff.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 LOCAL DIRECTORY ASSISTANCE SERVICE

8.1.1 General

- A. Local directory assistance service is furnished to Customers who request assistance in determining directory information.
- B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State having the authority to certify the existence of such handicaps.
- C. No credit will be given for any unused portion of the call allowance. No credit will be given for requested listings that are unpublished or unlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- D. Call allowances are not transferable between separately billed accounts of the same Customer.

8.1.2 Rates and Charges – Per Call

Within Local Calling Area	\$.75 per call
Outside Local Calling Area	\$1.25 per call
DA Call Completion	\$.95 per call

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.2 TOLL RESTRICTION SERVICE****8.2.1 General**

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a Customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the Customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. This service will not block all toll calls a Customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
- F. The Customer accepts full responsibility for denial of access to the toll network.
- G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This service is available only where facilities permit.

8.2.2 Rates and Charges

	Non-Recurring	Monthly
Residential	<i>Reserved for Future Use</i>	<i>Reserved for Future Use</i>
Business	\$24.40	\$51.70

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.3 LOCAL OPERATOR SERVICE

8.3.1 Operator Assisted Charges

- A. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
- B. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.
- C. Operator assisted: The Customer places the call without dialing the designated number, although the capability to do it himself exists. The Customer will dial "0" for local calls and then requests the operator to dial to a called station or person.
- D. Service Charges do not apply for the following Operator Assisted Local Calls:
 - 1. Calls to designated Company numbers for official telephone business;
 - 2. Emergency calls to recognizable authorized civil agencies; or
 - 3. Those cases where an operator provides assistance to:
 - a. Re-establish a call that has been interrupted after the calling number has been reached;
 - b. Reach the calling telephone number where Company-provided facility problems prevent Customer dial completion; or
 - c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.3 LOCAL OPERATOR SERVICE (Cont'd)****8.3.2 Rates and Charges**

The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.

1. Station-to-Station automated calling card calls. Station-to-Station refers to calls other than person to person, calls billed collect or to a third party number, and non-Customer-dialed credit card calls.

Each call \$.50

2. Station-to-Station Customer dialed calls. Station to Station refers to calls other than person to person, calls billed collect or to a third party number, and non-Customer-dialed credit card calls.

Each call \$1.25

3. Station-to-Station operator assisted calls. Station-to-Station refers to calls other than person to person, calls billed collect or to a third party number, and non-Customer-dialed credit card calls.

Each call \$1.10

4. Third party billed operator assisted calls. Third party billed refers to calls billed to another third party with the assistance of the operator.

Each call \$1.50

5. Person-to-person operator assisted local calls. These calls are completed with the assistance of an operator to a particular person, rather than a station, department, or PBX extension. The person is specified by the calling party. Calls may be billed to the calling station, collect or third party number.

Each call \$3.00

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES

8.4.1 Description of Features

Call Management features are detailed below for both business and residential customers available to Subscribers of basic line services.

1. Anonymous Call Rejection

Rejects incoming calls from anonymous callers who have blocked their number from appearing on a Customer's caller ID.

2. Auto Redial

Repeat Dialing continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use basis.

3. Call Forwarding Busy Line

Call Forwarding Busy Line allows calls to be transferred automatically to a pre-designated telephone number when the line is busy.

4. Call Forwarding Don't Answer

Call Forwarding Don't Answer allows calls to be transferred automatically to a pre-designated telephone number when the line is unanswered.

5. Call Forwarding Multiple Simultaneous Calls

Call Forwarding Multiple Simultaneous Calls allows the Customer to specify the number of simultaneous calls to transfer automatically to the forwarding number.

6. Call Forwarding Variable

Call Forwarding Variable enables a Customer to automatically divert all incoming calls to another telephone number.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.1 Description of Features (Cont'd)

7. Caller ID Basic (Calling Number Delivery)

Caller ID Basic will enable the Customer to receive the date, time, and calling number on an incoming call. The date, time, and calling number will be delivered to the called party's CPE in the interval between the first and second ring.

8. Caller ID Deluxe

Caller ID Deluxe will enable the Customer to receive the name of the caller, the time, the date and the calling number on an incoming call, both when the subscriber's line is in use and when it is not in use. When the line is in use, the name and number will be displayed on the Customer CPE along following the waiting call alerting tone. The displayed name is the name associated with the calling party number.

9. Call Block (Calling Number Delivery Blocking)

Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called party with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's directory number. Calling Number Delivery Blocking on a per line basis is available for no charge. Calling Number Delivery Blocking on a per call basis is available at no charge.

Two options for Calling Number Delivery Blocking are available:

a. Per call Blocking

Customers utilize an activation code on a per call basis to prevent the disclosure of the calling party's directory number. Use of the activation code prevent the number display on the ensuing call only and does not prevent the calling number from display on subsequent calls. The activation code must be utilized on each call.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.1 Description of Features (Cont'd)

9. Call Block (Calling Number Delivery Blocking)

b. Subscription per line Blocking (published subscribers only)

Subscription per line blocking is applicable on all outgoing calls placed from the Subscriber's line. (Non-recurring charges will be applied as follows for Subscriber's requesting the blocking service after initial enrollment period)

Non-Published Listing Customers:

No charges (monthly or non-recurring) will assessed if the per line blocking is requested at the enrollment of the non-published service. A non-recurring charge will be assessed if per line blocking is requested after 90 days of the enrollment of non-published service, and at the time of enrollment for all published customers.

10. Call Return

Call Return allows a Customer to have a call set up performed automatically to the calling party of the last incoming call. Call Return is also available on a per call basis.

11. Call Screening

This feature provides the customer with the ability to prevent repeated calls from an unwanted caller whose number may or may not be known. The customer receiving the call needs only to hang up and immediately dial the Call Screening access code which will deny the caller the ability to ring the customer's telephone. In addition, the customer has the ability to create a list of telephone numbers from which the customer may not wish to receive calls. Calls from these telephone numbers will be sent an appropriate announcement indicating that the call cannot be completed because the customer has activated Call Screening.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.1 Description of Features (Cont'd)

11. Call Selector

Call Selector allows a Customer to define a list of calling telephone numbers that will be accepted. Any calling telephone number not on the list will be routed to announcements and rejected.

12. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered.

13. Customer Control of Call Forwarding

Customer Control of Call Forwarding allows the Customer to activate and deactivate Call Forwarding features.

14. Customer-Originated Trace (Call Tracing)

Customer-Originated Trace is an optional service, available upon Customer request, that allows the Customer to initiate a trace of the last incoming call. The customer must dial a company-designated code before another call or call-waiting tone is received by the Customer. A recording will indicate if the trace was successful. If the Customer desires for the retention of the trace record, the Customer must contact the Company within five business days. Call trace is available where facilities permit. The results of the trace may not be provided directly to the Customer initiating the trace.

15. Distinctive Ring

Distinctive Ring allows a Customer to receive a distinctive ring tone, from a choice of several rings, from a Customer designated list of telephone numbers.

16. Do Not Disturb

Do Not Disturb allows Customer to temporarily disconnect the phone from ringing and replace the ring with a recording.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.1 Description of Features (Cont'd)

17. Home Intercom

Home Intercom allows a Customer to dial other lines on the same premise with a distinctive ring.

18. Preferred Call Forwarding

Preferred Call Forwarding allows the Customer to forward calls from a list of up to six (6) telephone numbers. Forwarded calls are limited to just the telephone numbers on the list.

19. Remote Access to Call Forwarding Variable

Remote Access to Call Forwarding Variable allows the capability of activating and deactivating Call Forwarding features from locations other than the base telephone.

20. Remote Call Forwarding

Remote Call Forwarding allows the Customer to establish a local presence in distant areas by forwarding calls to just about anywhere.

21. Repeat Dialing

Repeat Dialing dials the last outgoing number and continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use or per month basis. This service may also be used to recall a party after the conversation has been terminated. This service is offered universally or on a Subscription method. Customers utilizing the service on a universal basis will pay a per call fee. Customers subscribing to a monthly service will be charged a per month fee and the feature may be used in unlimited manner. Where offered on a universal basis, the Customer may request removal of the feature at no additional cost.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.1 Description of Features (Cont'd)

22. RingID

RingID allows one (1) or two (2) additional telephone number(s) with a distinctive ring to be added to the existing line.

23. Speed Calling (8 or 30)

Speed Calling 8 enables a Customer to call a list of up to eight (8) preselected telephone numbers by dialing a one (1) digit code. Speed Calling 30 enables a Customer to call a list of up to thirty (30) preselected telephone numbers by dialing a two (2) digit code.

24. Three Way Calling

Three Way Calling allows a Customer to add a third party to an existing call, enabling a simultaneous conference between parties at multiple locations.

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.2 Residential Offering (Service Offering to be Determined)

A. The following Features are sold individually:

1. Auto Redial
2. Call Return
3. Call Waiting
4. Call Trace
5. Call Forwarding Variable
6. Caller ID Basic
7. Caller ID Deluxe
8. Ring ID, 1 Additional Number
9. Ring ID, 2 Additional Numbers
10. Voice Mail

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.2 Residential Offering (Service Offering to be Determined)

B. The following features are offered to residential Customers on a monthly, bundled basis:

1. Anonymous Call Rejection
2. Auto Redial
3. Call Forwarding Busy Line
4. Call Forwarding Don't Answer
5. Call Forwarding Multiple Simultaneous Calls
6. Call Forwarding Variable
7. Call Block
8. Call Return
9. Call Selector
10. Customer Control of Call Forwarding
11. Customer Oriented Trace
12. Distinctive Ring
13. Do Not Disturb
14. Home Intercom
15. Preferred Call Forwarding
16. Remote Access to Call Forwarding Variable
17. Speed Dialing 8
18. Speed Dialing 30
19. Three Way Calling

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.3 Business Offering

A. The following Features are sold individually:

1. Auto Redial
2. Call Forwarding Variable
3. Call Return
4. Call Trace
5. Call Waiting
6. Caller ID Basic
7. Caller ID Deluxe
8. Ring ID, 1 Additional Number
9. Ring ID, 2 Additional Numbers
10. Remote Access to Call Forwarding Variable
11. Three Way Calling, per call

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 CALL MANAGEMENT SERVICES (Cont'd)

8.4.3 Business Offering

B. The following features are offered to business Customers on a bundled basis:

1. Auto Redial
2. Call Forwarding Busy Line
3. Call Forwarding Don't Answer
4. Call Forwarding Variable
5. Call Blocking
6. Call Return
7. Customer Oriented Trace
8. Distinctive Ring
9. Speed Dialing 8
10. Speed Dialing 30
11. Three Way Calling

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8. MISCELLANEOUS SERVICE ARRANGEMENTS**8.4 CALL MANAGEMENT SERVICES (Cont'd)****8.4.4 Charges for Call Management Features**Rates below apply to **Business Customers**.

Feature	Current Monthly	Maximum	Per Call
Auto Redial	\$ 4.00	-	\$.70
Call Block	\$ 1.00	\$ 2.00	-
Call Forwarding Don't Answer	\$ 4.00	-	\$.90
Call Forwarding Variable	\$ 4.00	-	-
Call Return	\$ 4.00	-	\$.70
Call Screening	\$ 4.00	-	-
Call Waiting	\$ 5.00	\$10.00	-
Caller ID - Basic	\$ 7.00	\$ 8.00	-
Caller ID - Deluxe	\$ 9.50	-	-
Customer Oriented Trace, per successful activation	-	\$ 7.00	\$ 3.50
Distinctive Ring	\$ 4.00	-	-
Repeat Dialing	\$ 4.00	-	\$.75
Ring ID- 1st Additional Number	\$ 4.00	-	-
Ring ID- 2nd Additional Number	\$ 3.95	-	-
Speed Dialing 8	\$ 4.00	-	-
Speed Dialing 30	\$ 4.00	-	-
Three Way Calling	\$ 4.00	-	\$.70

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8. MISCELLANEOUS SERVICE ARRANGEMENTS

8.5 EMERGENCY NUMBER SERVICE

8.5.1 General

The Company will provide a universal central office number, 911, for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. No charge applies to the calling party for calls to the 911 number.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE****9.1.1 General**

Terminal equipment, inside wiring and/or communications systems may be connected at the Customer's premise to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

9.1.2 Responsibility of the Company

- A. The Company shall not be responsible for the installation, operation or maintenance of any Customer-provided terminal equipment, inside wiring or communications system. Telecommunications Services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with Telecommunications Services, the responsibility of the Company shall be limited to the furnishing of service components suitable for Telecommunications Services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.
- B. At the Customer's request the Company will provide information concerning interface parameters, including the number of ringers that may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with Telecommunications Services.
- C. The Company may make changes in its Telecommunications Service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any Customer's terminal equipment incompatible with Telecommunications Service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the Customer will be given adequate notice at least thirty (30) days in advance, in writing, to allow the Customer an opportunity to maintain uninterrupted service.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)

9.1.2 Responsibility of the Company (Cont'd)

- D. The Company shall not be responsible to the Customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, render the Customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

9.1.3 Liability of the Company

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the Customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

9.1.4 Responsibility of the Customer

- A. Upon request of the Company, the Customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The Customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of Customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
 - 1. The safety of Company employees or the public cannot be endangered.
 - 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
 - 3. No interference with the proper functioning of Company equipment or facilities.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.4 Responsibility of the Customer (Cont'd)**

4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.
- C. Upon suitable notification to the Customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of Customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal equipment of the Customer is causing or is likely to cause hazard or interference, the Customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the Customer. As soon as possible after such action is taken, the Company will inform the Customer of the nature of the hazard and the type of remedial action taken. Failure of the Customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Tariff.
- E. The Customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

9.1.5 Connection at Hazardous or Inaccessible Locations

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for Telecommunications Service through connecting equipment furnished by the Company.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)

9.1.6 Connections of Registered Equipment

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the Customer's premise to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

B. Premise Wiring Associated With Registered Communications Systems

2. Protected premise wiring requiring acceptance testing for imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
3. Unprotected premise wiring is all other premise wiring. Customers who intend to connect premise wiring other than fully-protected premise wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES**9.1 CONNECTION ON CUSTOMER PREMISE (Cont'd)****9.1.6 Connections of Registered Equipment (Cont'd)**

4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
 - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
 - b. A failure has occurred during acceptance testing for imbalance; or
 - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under Part 68.
5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

9.2 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

9.2.1 General

- A. Telecommunications Services are not represented as adapted to the recording of two-way telephone conversations. However, voice recording equipment may be directly, acoustically or inductively connected with telecommunications services as follows:
 - 1. A distinctive recorder tone that is repeated at intervals of approximately fifteen (15) seconds is required when recording equipment is in use and is connected with services of the Company; or
 - 2. All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing, or be part of, and obtained at the start of the recording.
- B. The voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the services of the Company or switched on and off.
- C. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:
 - 1. The licensee informs each party to the call of its intent to broadcast the conversation;
 - 2. each party to the call is aware of the licensee's intent to broadcast the call; or
 - 3. such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- D. The Federal Communications Commission has established exceptions to these requirements in cases of recording of: calls to and from emergency numbers involving health, safety, police, public utilities and road service; calls made by the U.S. Department of Defense Emergency Command Centers and U.S. Nuclear Regulatory Commission Operations Centers; calls made from patently unlawful purposes (such as bomb threats, kidnap ransom requests and obscene telephone calls); calls made by the U.S. Secret Service concerning Presidential security; and calls made by law enforcement or intelligence authorities acting under color of law.

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9. CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

9.3 SERVICE CHARGES

9.3.1 Failure of Acceptance Tests

If the premise wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 68.215 of the FCC's code and/or if the wiring has caused harm to the network, the Customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

9.3.2 Line Conditioning or Treatment

Should a Customer's line require treatment or conditioning other than that which would normally be required to operate a local loop because of the connection of Customer premise equipment or transmission of data, the Customer will be required to bear the cost that exceeds normal engineering standards for local loops. The cost will be determined on an individual cost basis.

9.3.3 Damages to Facilities

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the Customer to facilities or equipment of the Company, caused by the negligence or willful act of the Customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

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10. PRIVATE LINE TELEPHONE SERVICE

10.1 GENERAL

- A. Private Line Telephone Service provides a dedicated transmission path to connect Customer designated premise, directly, through a Company hub or hubs where bridging or multiplexing functions are preformed, or to connect a Customer designated premise and a WATs serving office. Private Line Telephone Service is offered for local and IntraLATA only.
- B. The connections provided by Private Line Telephone Service can be either analog or digital.
- C. Company services may be connected to services or facilities of other communications carriers only where authorized by, or in accordance with, the terms and conditions of any Tariffs of such other communications carriers.
- D. All facilities required for this service are furnished by the Company on a full period basis only.
- E. Where special or unusual configurations are required for this service, one that has limited requirements by other Customers of the Company, either an Installation Charge or Termination Charge may be required at the option of the Company. Such charge will be at least equal to the non-recovered in plant cost plus taxes, overhead and profit.
- F. When multipoint service is furnished, the local channels are bridged at the wire center.

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10. PRIVATE LINE TELEPHONE SERVICE

10.2 SERVICE CONFIGURATIONS

- A. There are two types of service configurations over which Private Line Telephone Service can be furnished: two (2) point and multi-point service.

1. Two-Point Service

A two-point service connects two Customer premises, either directly through a serving wire center, or through a hub where multiplexing functions are preformed.

2. Multi-Point Service

Multi-point services connect three or more Customer premises through one or more Company hubs.

The channel between hubs (i.e. bridging locations) on a multi-point service is a mid-link. There is no limitation on the number of mid-links available with multi-point service. However, when more than three mid-links are provided the quality of service may be degraded.

Multi-point service utilizing a customized technical specification package will be provided when technically feasible. If the Company decides that the requested parameter specifications are not compatible, the Customer will be advised and given an opportunity to change the order. When a customized channel is ordered, the Customer will be notified whether Additional Engineering Charges apply. In such cases, the Customer will be advised and given the opportunity to change the order.

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10. PRIVATE LINE TELEPHONE SERVICE

10.3 DATA DESCRIPTIONS

10.3.1 Basic Rate Categories

- A. Local Channels. A local channel provides for a communication path between a Customer's premise and the serving wire center of that premise. One local channel charge applies per channel termination.
- B. Interoffice Channel. An interoffice channel provides for the transmission facility between serving wire centers associated with two Customer premises, between serving wire centers associated with a Customer premise and a hub, or between two Company hubs. Interoffice mileage is charged on a per mile basis.
- C. Non-Wire Center Connected Channels (Point to Point) is Private line Service connecting two Customer premises without going through a Company wire center or hub.
- D. Optional features and functions are items that may be added to service to improve quality or meet specific communications requirements. Such items may include signaling, conditioning, transfer arrangements, protection switching, etc. The Company's philosophy will be to include as many of such options as is reasonable in the base price of the Private Line Service. Some optional features are included in this Tariff, but the list is not all-inclusive. The Company reserves the right to suggest a charge for non-standard features not included in this Tariff, and to then Tariff the item upon sale to a subscriber. As an alternative, the subscriber will be given the opportunity to pay the full cost of installing the non-standard feature.

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10. PRIVATE LINE TELEPHONE SERVICE

10.3 DATA DESCRIPTIONS (Cont'd)

10.3.2 Voice Grade Service

A. Basic Channel Description

A voice grade channel is a channel that provides voice frequency transmission capability in the normal frequency range of 300 to 3,000 Hz and may be terminated two (2) wire or four (4) wire.

B. Optional Features and Functions

1. Central Office Bridging Capability

Both voice and data bridging are available.

2. The price of the service includes several optional features such as C-Type Conditioning, Improved Return Loss, and Signaling Capability. Other potential features that are not included in the Tariff may be available at the Company's election. Such Tariffed items will be added to the Tariff if sold to a Customer, or alternatively, the Customer may elect to pay for the full up-front cost of such options.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd)****10.3.3 Commercial Quality Video**

Commercial Quality Video private line service provides for video transmission with less stringent parameters than Broadcast Quality Video Service. Channels are provided on a two-point arrangement. These channels are available for use with Customer-provided station equipment only. Commercial Quality Video Service provides a one-way video channel with the capability of a standard 525-line/60-field monochrome video signal. This service includes two 15 kHz associated audio signals.

10.3.4 Wired Music

Wired Music private line service provides for a one-way audio transmission for use in connection with loudspeaker and sound recording equipment. Channels are provided on a two-point or multipoint arrangement for a minimum period of one month. These channels are available for use with Customer-provided station equipment only. Wired Music Service is furnished only directly to the Customer originating the program material, and the Company will not allocate charges between, nor collect charges from the patrons of the Customer.

10.3.5 Interoffice Mileage

Mileage is determined between offices, between offices and hubs, or between two-point or multipoint service located in two offices between the Customer promises per the formulas detailed in Section 4.10.2. for the purposes of applying multipoint charges, the bridging or hubbing locations are determined by that combination of airline distances connecting the serving wire center that will produce the lowest interoffice mileage charges.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd)****10.3.6 Digital Data Service****A. Basic Channel Description**

A digital data channel is a channel for duplex four wire transmission of synchronous serial data at the rate of 56 or 64 Kbps. The actual bit rate is a function of the channel interface selected by the Customer. The channel provides a synchronous service with timing provided by the Company to the Customer in the received bit stream. Digital data channels are provided as either hubbed or non-hubbed between Customer designated premises or between a Customer designated premise and a Company hub or hubs.

The Company will provide a channel capable of meeting monthly average performance equal to or greater than 99.875% error free seconds, if provided through a digital data hub, or if it is provided through a CSU equivalent which is designated, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62310.

The Digital Terminating Equipment must be provided by the Customer to connect to a Company provided digital facility. Customer provided equipment must be compatible with the Company provided terminal equipment at the central office.

The service options available to the Customer include Two-station Service, Multipoint Service, Secondary Channel Capacity and Data over Voice Channel.

Digital Data Service is sold in several components. First is the Digital Data Local Channel that represents the facility from the serving central office to the Customer premises. Second is a Digital Data Termination. A termination will be counted at the entrance to each Company facility, either central offices, hubs or wire centers. The third component of Digital Data is Interoffice Channel sold on a per mile basis.

B. Optional Features and Functions

Bridging is available for Digital Data Service.

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10. PRIVATE LINE TELEPHONE SERVICE**10.3 DATA DESCRIPTIONS (Cont'd)****10.3.7 Channelized T-1****A. Basic Description**

Channelized T-1 provides channelization capability for the Customer at the company's central office. Channelized T-1 is provided in packets based upon multiple voice grade channel equivalents (DS0) where 24 voice grade channels are equal to a T-1. The service provides local channels or interoffice channels for network access, Centrex station lines, off-premise extensions and digital data lines.

Channelization is provided by D type channel banks. The Customer may channelize all or part of a T-1 to activate voice and data facilities. Individual channels may be connected with service offerings in other parts of this Tariff as appropriate.

The Customer must provide the Network Channel Terminating Equipment associated with the high capacity channel at the Customer's premise. Customer equipment must be compatible with the Company provided channelization at the central office. The Customer must be prepared to activate his portion of joint service in a timely manner on the negotiated due date.

A channel with the technical specifications of HC1 will be capable of an error free performance of 98.75% over a continuous twenty-four (24) hour period as measured at the rate of 1.544 Mbps rate through a CSU equivalent which is designed, manufactured and maintained to conform with the specifications in Technical Reference PUB 62411.

B. Optional Features and Functions**1. Transfer Arrangement**

An arrangement that affords the Customer an additional measure of flexibility in the use of an access channel. The arrangement can be used to transfer a leg of a private line service to another channel that terminates in either the same or a different Customer premise. A key activated or dial-up control is required to operate the transfer arrangement. A spare channel, if required, is not part of this option.

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10. PRIVATE LINE TELEPHONE SERVICE

10.3 DATA DESCRIPTIONS (Cont'd)

10.3.8 Unchannelized T-1

A. Basic Description

Unchannelized T-1 provides a high capacity transmission link of 1.544 Mbps.

An unchannelized T-1 Channel provides for the connection between a Customer's premise and their serving wire center.

Customer provided Terminal Equipment may be connected to an unchannelized T-1 when such connections is acceptable to the Company.

10.3.9 Channelized T-3

A. Basic Description

Channelized T-3 provides channelization capability for the Customer at the company's central office. Channelized T-1 is provided in packets based upon multiple voice grade channel equivalents (DS0) where 24 voice grade channels are equal to a T-1 and 28 T-1s are equal to a T-3 for a total of 672 channels. The service provides local channels or interoffice channels for network access, Centrex station lines, off-premise extensions and digital data lines.

Channelization is provided by D type channel banks. The Customer may channelize all or part of a T-3 to activate voice and data facilities. Individual channels may be connected with service offerings in other parts of this Tariff as appropriate.

The Customer must provide the Network Channel Terminating Equipment associated with the high capacity channel at the Customer's premise. Customer equipment must be compatible with the Company provided channelization at the central office. The Customer must be prepared to activate his portion of joint service in a timely manner on the negotiated due date.

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10. PRIVATE LINE TELEPHONE SERVICE

10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

ISDN service allows for the integration of voice and non-voice (data) on a single telephone access line. ISDN service consists of a digital service line that provides digital termination capabilities to the Customer's premise and allows for the simultaneous transmission of voice and data traffic. Basic service capabilities, customized features and optional features are available.

10.4.1 Service Description

- A. Digital Service Line - Provides the digital central office termination, via a Basic Rate Interface, that has the potential to support digital transmission of voice and data to the Customer's premise. One digital service line comes standard with any ISDN class of service capabilities, customized features or optional features. Each digital service line comes equipped with the following standard features:
1. Drop - Allows the user to drop the last party added to a three-way/conference call.
 2. Transfer - Allows the user to transfer a call to another terminal.
 3. Hold - Allows the user to place call on hold by pressing the function button.
 4. Three-way Calling - Allows the user to include a third party in the call.
- B. Circuit Switched Voice and Data Services - establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

10.4.2 Basic ISDN Service Capabilities

The digital service line provides a combination of up to two B Channels and one D Channel. Each B Channel is capable of transmitting up to 64 Kbps for Circuit Switched Voice, Circuit Switched Data or High Speed Packet Switched Data. The D Channel is a 16 Kbps channel and is used for signaling as well as transmission of packet switched data. The Company's Basic offering is a BRI with two B channels and one D channel. Other combinations are possible, and to the extent that other combinations do not incur significant additional company costs, the intent is for other ISDN combinations of channels to cost the same as the Basic BRI. Options that cannot be offered for the basic price will be configured and sold on an individual case basis.

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10. PRIVATE LINE TELEPHONE SERVICE

10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

10.4.3 Regulations

- A. The rates specified for ISDN Service contemplate the availability of existing compatible facilities from the normal serving wire center which must be a digital ISDN equipped central office entity. If such facilities are required to provide ISDN Service, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a nonrecurring and/or monthly charge.
- B. ISDN Service must include a digital service line and at least one (1) basic service capability.
- C. The minimum service period for ISDN Service is 12 months.
- D. An individual directory number will be assigned for each digital service line.
- E. The Customer must provide Customer Premises Equipment (CPE) that complies with the ISDN requirements of the Company.

10.4.4 Termination Charges

- A. If ISDN Service is terminated prior to the expiration of the minimum service period, the Customer shall be required to continue paying the applicable charges for the remainder of the minimum service period.

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10. PRIVATE LINE TELEPHONE SERVICE

10.4 INTEGRATED SERVICES DIGITAL NETWORK (ISDN) (Cont'd)

10.4.5 ISDN PRI

- A. ISDN PRI provides a method to access the network using an ISDN based T-1 access link and provides the integration of multiple voice and data transmission channels on the same line. The basic channel structure for ISDN PRI is twenty-three 64 Kbps B channels and one 64 Kbps D channel. One primary Directory listing will be furnished at no charge for each ISDN PRI Plus service B Channel.
- B. ISDN PRI is a service for the transmission of digital signals only.
- C. The minimum service period for ISDN PRI is one month.
- D. ISDN PRI service between a serving wire center and a Customer location will be charged at a rate per Basic PRI. Interoffice Channels between central offices will be charged based upon airline distance between offices.

The Customer may choose any number of channels up to 23 B channels. There is a charge per PRI channel in use.

There is a Service Establishment Charge applicable to each ISDN PRI in addition to any installation nonrecurring charge. This fee is for the ordering, recording, provisioning and engineering required with a Customers request for ISDN PRI. Additionally, there is a Service Change Charge applicable to move or transfer an ISDN PRI service line.

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES****A. Local Channels**

1.	2-Wire Voice Circuit	Monthly	\$ 39.05
		Non-Recurring	\$222.65
2.	4-Wire Voice Circuit	Monthly	\$ 56.40
		Non-Recurring	\$222.65
3.	2-Wire Data Circuit	Monthly	\$ 39.05
		Non-Recurring	\$222.65
4.	4-Wire Data Circuit	Monthly	\$ 56.40
		Non-Recurring	\$222.65
5.	Wired Music		
	1 st ¼ Mile or Fraction Thereof	Monthly	\$ 15.00
	Each Additional ¼ Mile	Monthly	\$ 6.25
6.	Load Coil or Bridge Tap Removal per Cable Opening		\$520.50

B. Interoffice Channels

1.	Voice Grade Circuit	Monthly	\$ 50.15
		Per Mile	\$ 5.75
		Nonrecurring	\$282.65
2.	Data Grade Circuit	Monthly	\$ 50.15
		Per Mile	\$ 5.75
		Nonrecurring	\$282.65
3.	Wired Music	Monthly	\$ 71.55
		Per Mile	\$ 13.25
		Nonrecurring	\$282.65

C. Optional Features and Functions

1.	Voice Grade Switching	Monthly	\$ 31.75
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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd)****D. Digital Data Service- 2.4, 4.8, 9.6, 19.2, and 56 kbps**

1.	Service Order Charge	Non-Recurring	\$487.00
2.	Local Channel	Monthly	\$120.00
3.	Channel Termination	Monthly	\$ 17.40
4.	Interoffice Channel	Per Mile	\$ 1.45
5.	Bridging	Monthly	\$ 26.50

E. Digital Data Service- 128, 256, and 384 kbps

1.	Service Order Charge	Non-Recurring	\$465.00
2.	Local Channel	Monthly	\$216.00
3.	Channel Termination	Monthly	\$ 38.00
4.	Interoffice Channel	Per Mile	\$ 9.00

F. Digital Data Service- DS1

1.	Service Order Charge	Non-Recurring	\$444.00
2.	Local Channel	Monthly	\$242.00
3.	Channel Termination	Monthly	\$ 88.50
4.	Interoffice Channel	Per Mile	\$ 28.25
5.	Clear Channel Capacity	Non-Recurring	\$280.00
6.	Diverse Local Channel	Non-Recurring Monthly	\$525.00 \$ 65.00

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd)****G. Digital Data Service- DS3**

1.	Service Order Charge	Non-Recurring	\$1440.00
2.	Local Channel	Monthly	\$2950.00
3.	Channel Termination	Monthly	\$ 402.50
4.	Interoffice Channel	Per Mile	\$ 124.00
5.	Diverse Local Channel	Non-Recurring	\$ 525.00
		Monthly	\$ 700.00

H. Optical Data Service- OC3

1.	Service Order Charge	Non-Recurring	\$ 885.00
2.	Local Channel	Monthly	\$1607.00
3.	Channel Termination	Monthly	\$ 469.00
4.	Interoffice Channel	Per Mile	\$ 250.00
5.	Add/Drop Multiplexing	Monthly	\$1107.00
6.	Add/Drop Function per DS3	Monthly	\$ 120.00
	Add/Drop Function per DS1	Monthly	\$ 50.00

I. High Capacity Transport Service

1.	Local Channel	Non-Recurring	\$ 93.75
2.	Additional Channel	Non-Recurring	\$ 28.90
3.	Interoffice	Non-Recurring	\$ 118.40
4.	Channelization		
	Initial	Non-Recurring	\$ 38.10
	After the Initial Order	Non-Recurring	\$ 81.95

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd)****J. ISDN Basic**

1.	BRI Direct Service Line (each)	Non-Recurring	\$1500.00
		Monthly	\$ 460.00
2.	BRI Direct Co Termination (each)	Non-Recurring	\$ 50.00
		Monthly	\$ 17.00
3.	B Channel Voice	Non-Recurring	\$ 15.00
		Monthly	\$ 3.00
4.	B Channel Data	Non-Recurring	\$ 15.00
		Monthly	\$ 8.00
5.	B Channel Alternate Voice/Data	Non-Recurring	\$ 15.00
		Monthly	\$ 8.50
6.	B Channel Packet	Non-Recurring	\$ 100.00
		Monthly	\$ 85.00
7.	D Channel Packet	Non-Recurring	\$ 15.00
		Monthly	\$ 6.50
8.	Standard Features		
	CSV per B Channel, per Request	Non-Recurring	\$ 15.00
	CSD per B or D Chan, per Request	Non-Recurring	\$ 15.00
9.	Optional Features		
	Additional Mult. Call Appearance	Non-Recurring	\$ 5.00
		Monthly	\$ 2.00
	Secondary Telco Number	Non-Recurring	\$ 5.00
		Monthly	\$ 2.00
6.	Miscellaneous Charges		
	Add/Change Channels per group	Non-Recurring	\$ 50.00
	Distance Ext. Charge per line	Non-Recurring	\$ 26.00

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10. PRIVATE LINE TELEPHONE SERVICE**10.5 RATES (Cont'd)****K. ISDN PRI**

1.	Basic PRI (each)	Non-Recurring Monthly	\$2000.00 \$ 650.00
2.	Back-up D Channel (each)	Non-Recurring Monthly	\$ 200.00 \$ 120.00
3.	Packet Switched Data (per B Ch.)	Non-Recurring Monthly	\$ 200.00 \$ 120.00
4.	Optional Features		
	Call by Call for FX per group	Non-Recurring Monthly	\$ 75.00 \$ 25.00
	Call by Call for Tie Lines per group	Non-Recurring Monthly	\$ 75.00 \$ 25.00
	System Inter-Communication Svc (per trunk group)	Non-Recurring Monthly	\$ 150.00 \$ 35.00
	Circular Hunt per PRI	Non-Recurring	\$ 50.00
	Network Ring Again per group	Non-Recurring Monthly	\$ 400.00 \$ 75.00
	Network Name Display per group	Non-Recurring Monthly	\$ 400.00 \$ 75.00
	Calling Name ID per group	Non-Recurring Monthly	\$ 200.00 \$ 75.00
	2 B-Channel Transfer per group	Non-Recurring Monthly	\$ 150.00 \$ 60.00
	Selective Class of Call Screening per group	Non-Recurring Monthly	\$ 150.00 \$ 30.00
	Redirected Number per PRI	Non-Recurring	\$ 150.00
	Unlimited Local Usage per PRI	Monthly	\$1000.00
5.	Miscellaneous Charges		
	Add/Change Channels per group	Non-Recurring	\$ 50.00

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Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc.

REGULATIONS AND SCHEDULE OF INTRASTATE ACCESS CHARGES

This Tariff describes generally the regulations and rates applicable to the provision of Intrastate Access Services. Service is provided by Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. with principle offices at 235 High Street, Morgantown, WV 26507. This Tariff is on file with the Public Utilities Commission of Ohio and copies may be inspected during normal business hours at the Company's principal place of business.

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Digital Connections, Inc.
PO Box 270
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CHECK SHEET

Pages 1 through 107 of this Tariff are effective as of the date shown. Original and revised pages as named below contain all changes that are in effect on the date hereof.

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6	Original	46	Original	86	Original
7	Original	47	Original	87	Original
8	Original	48	Original	88	Original
9	Original	49	Original	89	Original
10	Original	50	Original	90	Original
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20	Original	60	Original	101	Original
21	Original	61	Original	102	Original
22	Original	62	Original	103	Original
23	Original	63	Original	104	Original
24	Original	64	Original	105	Original
25	Original	65	Original	106	Original
26	Original	66	Original	106	Original
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28	Original	68	Original	108	Original
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30	Original	70	Original	110	Original
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34	Original	74	Original		
35	Original	75	Original		
36	Original	76	Original		
37	Original	77	Original		
38	Original	78	Original		
39	Original	79	Original		
40	Original	80	Original		
41	Original	81	Original		

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Dated in Case No.

Robert Joseph, Director/Investor

Digital Connections, Inc.

PO Box 270

235 High Street

Morgantown, WV 26507

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CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

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EXPLANATION OF SYMBOLS

- C - To signify changed regulation
- D - To signify decreased rate
- I - To signify increased rate
- T - Textural change
- N - New rate or regulation

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SECTION 1 - GENERAL REGULATIONS

1.1 APPLICATION OF TARIFF

This Tariff contains regulations, rates and charges applicable to the provision of access services by Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc. to Customers.

The provision of service by the Company as set forth in this Tariff does not constitute a joint undertaking with the Customer for the furnishing of any service.

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SECTION 1 - GENERAL REGULATIONS

1.2 DEFINITIONS

ACCESS CODE - Denotes a uniform code assigned by the Company to an individual Customer. The code has the form 101XXXX, 950-0XXX, or 950-1XXX.

ACCESS MINUTES - Denotes that usage of exchange facilities in intrastate service for the purpose of calculating chargeable usage.

ACCESS TANDEM - A switching system that provides a traffic concentration and distribution function for originating or terminating traffic between end offices and a Customer's premises.

ANSWER SUPERVISION - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the Customer's point of termination as an indication that the called party has answered or disconnected.

CALL - A Customer attempt for which the complete address code is provided to the service end office.

CARRIER OR COMMON CARRIER - Any individual, partnership, association, corporation or other entity engaged in intrastate communication for hire by wire or radio between two or more exchanges.

CENTRAL OFFICE - A local Company switching system where exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

CHANNEL - A communications path between two or more points of termination.

COMMUNICATIONS SYSTEM - Denotes channels and other facilities which are capable of communications between terminal equipment provided by other than the Company.

COMPANY - Digital Connections, Inc. d/b/a Digital Connections of Ohio, Inc.

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SECTION 1 - GENERAL REGULATIONS, (Cont'd)

1.2 DEFINITIONS, (Cont'd)

CUSTOMER - Any individual, partnership, association, corporation or other entity which subscribes to the services offered under this Tariff, including both Interexchange Carriers and End Users.

CUSTOMER DESIGNATED PREMISES - The premises specified by the Customer for termination of Access Services.

DUAL TONE MULTIFREQUENCY (DTMF) - Tone signaling, also known as touch tone signaling.

END OFFICE SWITCH - A Company switching system where exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

ENTRY SWITCH - First point of switching.

EXCHANGE - A group of lines in a unit generally smaller than a LATA established by the Company for the administration of communications service in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications service within that area.

FACILITIES - Denotes any cable, poles, conduit, carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the service offered under this Tariff.

FIRST POINT OF SWITCHING - The first Company location at which switching occurs on the terminating path of a call proceeding from the Customer premises to the terminating end office and, at the same time, the last Company location at which switching occurs on the originating path of a call proceeding from the originating end office to the Customer premises.

INTERSTATE COMMUNICATIONS - Any communications with that crosses over a state boundary. Interstate Communications includes interstate and international communications.

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SECTION 1 - GENERAL REGULATIONS, (Cont'd)

1.2 DEFINITIONS, (Cont'd)

INTRASTATE COMMUNICATIONS - Any communication which originates and terminates within the same state and is subject to oversight by a state regulatory commission as provided by the laws of the state involved.

LOCAL ACCESS AND TRANSPORT AREA (LATA) - A geographic area established for the provision and administration of communications service. A LATA encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

LOCAL CALLING AREA - A geographical area, as defined in the Company's local or general exchange service Tariff in which an End User may complete a call without incurring toll usage charges.

MESSAGE - A Message is a Call as defined above.

OFF-HOOK - The active condition of Switched Access Service or a telephone exchange line.

ON-HOOK - The idle condition of Switched Access Service or a telephone exchange line.

ORIGINATING DIRECTION - The use of Switched Access Service for the origination of calls from an End User premises to a carrier's premises.

POINT OF TERMINATION - The point of demarcation within a customer-designated premises at which the Company's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between Company communications facilities and customer-provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

PREMISES - A building or buildings on contiguous property, not separated by a public highway or right-of-way.

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SECTION 1 - GENERAL REGULATIONS, (Cont'd)

1.2 DEFINITIONS, (Cont'd)

RESELLER - Any customer of an intrastate telecommunications service that is not a Carrier or Common Carrier, except that a Carrier shall be deemed to be a Reseller when such Carrier uses a telecommunications service for administrative purposes. A person or entity that offers telecommunications service exclusively as a reseller shall be deemed to be a Reseller if all resale transmissions offered by such reseller originate on the premises of such reseller when making such service available to others, directly or indirectly.

SERVING WIRE CENTER - The wire center from which the Customer-designated premises normally obtains dial tone from the Company.

SPECIAL ACCESS CIRCUIT - The physical pathway for transmission of information between a dedicated originating point and a dedicated terminating point.

TERMINATING DIRECTION - The use of Switched Access Service for the completion of calls from a carrier's premises to an End User premises.

TRANSMISSION PATH - An electrical path capable of transmitting signals within the range of the service offering. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant used in the telecommunications industry.

TRUNK - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

TRUNK GROUP - A set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

WIRE CENTER - A physical location in which one or more central offices, used for the provision of exchange services, are located.

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SECTION 1 - GENERAL REGULATIONS, (Cont'd)

1.3 UNDERTAKING OF THE COMPANY

The Company shall be responsible only for the installation, operation and maintenance of service, which it provides and does not undertake to transmit messages under this Tariff.

Services provided under this Tariff are provided 24 hours a day, seven days per week, unless otherwise specified in applicable sections of this Tariff.

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SECTION 2 - RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 Use of Service

- A) Service may be used for any lawful purpose by the Customer or by any End User.
- B) The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.
- C) Recording of telephone conversations of service provided by the Company under this Tariff is prohibited except as authorized by applicable federal, state and local laws.
- D) Any service provided under this Tariff 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 account(s) pursuant to this Tariff, 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.
 - 1. Service may be used for any lawful purpose by the Customer or by any End User.
 - 2. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.
 - 3. Recording of telephone conversations of service provided by the Company under this Tariff is prohibited except as authorized by applicable federal, state and local laws.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations

- A) Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this Tariff.
- B) The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this Tariff), or when service is used in violation of provisions of this Tariff or the law.
- C) The Company does not undertake to transmit messages, but offers the use of its service when available, and, as more fully set forth elsewhere in this Tariff, shall not be liable for errors in transmission or for failure to establish connections.
- D) The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.
- E) 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 Tariff until the indebtedness is satisfied.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.3 Customer-Authorized Use

Any service provided under this Tariff 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 Tariff, 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 Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). 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.

2.2 MINIMUM PERIOD OF SERVICE

The minimum period for which services are provided and for which rates and charges are applicable is one month unless otherwise specified. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED

2.3.1 Service is provided and billed on a monthly basis. Bills are due and payable upon receipt. In the event that the Company incurs fees or expenses, including attorney's fees, collecting, or attempting to collect, any charges owed to the Company, the Company may charge the Customer all such fees and expenses reasonably incurred, including a collection fee on the overdue charges accruing at the rate of 1.5% per month or the highest rate allowed by law, whichever is lower. Collection fees on overdue charges shall begin to accrue when the Account is assigned to an outside collection agency. Such collection fees are separate and distinct from attorney's fees and other costs incurred in collecting charges owed to the Company.

2.3.2 The Customer is responsible for payment of all charges for service furnished to the Customer, or the Customer's agents, End Users or customers. All charges due by the Customer are payable to the Company or to the Company's authorized billing agent. Any objections to billed charges must be reported promptly to the Company in accordance with Section 2.6 following.

2.3.3 The Company reserves the right to assess a charge of \$20.00 whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written. The foregoing shall not limit the Company's right to discontinue service for returned checks or drafts under Section 2.9.1 below.

2.3.4 Application of Late Payment Charge

Late payment charges do not apply to final accounts.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.4 DEPOSITS

- 2.4.1 The Company reserves the right to examine the credit record of the Customer. If the Customer's financial condition is unknown or unacceptable to the Company, the Customer may be required to provide the Company with a security deposit which the Company may apply against overdue charges. The amount of the security deposit shall be equal to two month's estimated usage but may vary with the Customer's credit history and projected usage. The Customer shall be apprised that after one year of service the Account shall be reviewed, and in the event that all amounts due have been paid within the terms and conditions of this Tariff, the deposit shall be refunded in full. If subsequent payment or usage patterns change, the Company may request an increase in or resubmission of the security deposit as appropriate. The Company may also require a security deposit before service is restored (along with the payment of overdue charges) from the Customer whose service has been discontinued for nonpayment of overdue charges. Such security deposit may be based on a new credit history (taking into account the discontinuance of service) and estimates of usage.
- 2.4.2 The fact that a security deposit has been made in no way relieves the Customer from the prompt payment of bills upon presentation.
- 2.4.3 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.
- 2.4.4 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 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 - RULES AND REGULATIONS, (Cont'd)

2.5 ADVANCE PAYMENTS

The Company reserves the right to require an advance payment from the Customer instead of or in addition to a security deposit. The advance payment shall be in an amount equal to or less than estimated installation charges plus two months estimated billing.

2.6 DISPUTED BILLS

In the case of a billing dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer may, within 30 days of the date of the bill containing the disputed amount, request an in-depth investigation and review of the disputed amount. The Company shall comply with the request. (The undisputed portion and subsequent bills must be paid on a timely basis or service shall be subject to cancellation under Section 2.8 following). The Company shall communicate to the Customer the results of such investigation and review as soon as reasonably possible. If the dispute notification is not made within 30 days of the bill date, the bill will be considered final.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.7 INSPECTION, TESTING AND ADJUSTMENT

- 2.7.1 The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment. The Company may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.
- 2.7.2 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.
- 2.7.3 Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four hours in length and is requested by the Customer.

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SECTION 2 - 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 must remit a Connection Charge as well as any payment due and any applicable deposits prior to re-connection.

Suspension or termination shall not be made until:

- A) At least 10 days after written notification has been served personally on the Customer, or at least 20 days after written notification has been mailed to the billing address of the Customer or;
- B) At least 10 days after the Customer has either signed for or refused a registered letter containing written notification mailed to the billing address of the Customer.

Access service 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.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE, (Cont'd)

2.8.2 Exceptions to Suspension and Termination

Access service shall not be suspended or terminated for:

- A) Nonpayment of bills rendered for charges other than access service or deposits requested in connection with access 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.
- E) Access 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.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE, (Cont'd)

2.8.3 Verification of Nonpayment

Access service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit unless The Company has verified, in a manner approved by the 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.

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SECTION 2 - 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 - 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. Permitting fraudulent use.

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 access service.
2. In the event that access 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 - RULES AND REGULATIONS, (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE, (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.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE, (Cont'd)

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.

2.9 OBLIGATIONS OF THE CUSTOMER

2.9.1 Damages

The Customer shall reimburse the Company for damages to Company facilities utilized to provide services under this Tariff caused by the negligence or willful act of the Customer, or resulting from improper use of the Company's facilities, or due to malfunction of any facilities or equipment provided by other than the Company, except that no Customer shall be liable for another Customer's actions.

2.9.2 Ownership of Facilities

Facilities utilized by the Company to provide service under the provisions of this Tariff shall remain the property of the Company. Such facilities shall be returned to the Company by the Customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear permits.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.9 OBLIGATIONS OF THE CUSTOMER, (Cont'd)

2.9.3 Equipment Space and Power

The Customer shall furnish to the Company, at no charge, equipment space and electrical power required by the Company to provide services under this Tariff at the points of termination of such services. The selection of AC or DC power shall be mutually agreed to by the Customer and the Company. The Customer shall make necessary arrangements in order that the Company will have access to such spaces at reasonable times for installation, testing, repair, maintenance or removal of Company service.

2.9.4 Testing

The services provided under this Tariff shall be made available to the Company at mutually agreed upon times in order to permit the Company to test, adjust and maintain the services in satisfactory operating condition. No credit will be allowed for any interruption during such tests and adjustments.

2.9.5 Design of Customer Services

The Customer shall be responsible for its own expense for the overall design of its services and for any redesigning or rearrangements of its services which may be required because of changes in facilities, operations or procedures of the Company, minimum protection criteria or operating or maintenance characteristics of the facilities.

2.9.6 Network Contingency Coordination

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

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.9 OBLIGATIONS OF THE CUSTOMER, (Cont'd)

2.9.7 Jurisdictional Reports

For Switched Access services, the Company will use the percentage of intrastate originating feature group D usage to determine the Percent of Intrastate Usage (PIU) to apply to all other switched access services provided by the Company to the Customer.

For Switched Access services for which the Company cannot determine the jurisdictional nature of Customer traffic and its related access minutes, the Company reserves the right to require the Customer to provide a projected estimate of its traffic, split between the interstate and intrastate jurisdictions. The Customer shall upon ordering service, and annually thereafter, report the percentage of intrastate use and such report will be used for billing purposes until the Customer reports a different projected intrastate percentage for a working trunk group. When the Customer adds trunks to or removes trunks from an existing group, the Customer shall furnish a revised projected intrastate percentage that applies to the total trunk group. The revised report will serve as the basis for future billing and will be effective on the next bill date.

No pro-rating or back-billing will be done based on the report. The Company may require call detail records to substantiate projected intrastate usage provided to the Company. In the event that the required jurisdictional report is not provided, the Company recorded or estimated percentage of intrastate usage will be applied to the bill.

The Company may request this detailed information annually. If the audit results represent a substantial deviation from the Customer's previously reported PIU for the period upon which the audit was based, the call detail records may be requested more than once annually.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.9 OBLIGATIONS OF THE CUSTOMER, (Cont'd)

2.9.8 Mixed Interstate and Intrastate Access Service

When mixed interstate and intrastate Access Service is provided, all charges, including nonrecurring charges, usage charges, and optional features, will be prorated between interstate and intrastate. The percentage provided in the reports as set forth in 2.9.7 will serve as the basis for prorating the charges. The percentage of an Access Service to be charged as intrastate is applied in the following manner:

- A) For nonrecurring chargeable rate elements, multiply the percent intrastate use times the quantity of chargeable elements times the state Tariff rate per element.
- B) For usage sensitive chargeable rate elements, multiply the percent intrastate use times actual use (measure or Company assumed average use) times the stated rate.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.10 AUTOMATIC NUMBER IDENTIFICATION

2.10.1 General

This option provides the automatic transmission of a seven or ten digit number and information digits to the Customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature, which is a software function, will be associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a Customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an access tandem and a Customer's premises.

Additional ANI information digits are available with Feature Group D only. These information digits will be transmitted as agreed to by the Customer and the Company.

2.10.2 Up to 7 Digit Out-pulsing of Access Digits to Customer

This Option provides for the end office capability of providing up to 7 digits of the uniform access code (950-10XX) to the Customer premises. The Customer can request that only some of the digits in the access code be forwarded. The access code digits would be provided to the Customer premises location using multi-frequency signaling, and transmission of the digits would precede the forwarding of ANI if that feature were provided. It is available with Feature Group B.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.10 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

2.10.3 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:

- A) 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, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B) 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.
- C) 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.

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.10 AUTOMATIC NUMBER IDENTIFICATION, (Cont'd)

2.10.3 Regulations (cont'd)

- D) 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 A, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
- E) Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.
- F) 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 Company 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.
- G) The ten digit ANI telephone number is only available with Feature Group D. The ten digit ANI telephone number consists of the Numbering Plan Area (NPA) plus the seven digit ANI telephone number. The ten digit ANI telephone number will be transmitted on all calls except in the case of ANI failure, in which case only the NPA will be transmitted (in addition to the information digit described below).

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SECTION 2 - RULES AND REGULATIONS, (Cont'd)

2.10 AUTOMATIC NUMBER IDENTIFICATION, (Cont'd)

2.10.3 Regulations, (cont'd)

- H) Where ANI cannot be provided, information digits will be provided to the Customer.

The information digits identify: (1) telephone number is the station billing number - no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner. The ANI telephone number is the listed telephone number of the Customer and is not the telephone number of the calling party.

2.11 DETERMINATION OF MILEAGE

Service for which rates are mileage sensitive are rated on the airline distance between the Company's switch location and Customer-designated premises or the end office of the Customer-designated premises.

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