A1. DEFINITION OF TERMS

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to, the communications path of the telecommunications systems.

ADD-ON

A private branch exchange or Centrex feature which permits a station user to add another station to the conversation on incoming central office trunk calls.

AFFILIATED ENTITIES

Affiliated entities are those corporations, partnerships, proprietorships, or other groups that hold stock in excess of fifty percent (50%) of the stock of the entity which claims to be affiliated.

AGENT OR REPRESENTATIVE

One authorized to act on behalf of another, usually by legal contract.

ALTERNATING CURRENT SUPPLY

Electrical energy which is used for the operation of bells and signal devices.

BASE RATE

A schedule rate for any form of exchange service or equipment which does not include zone charges.

BASE RATE AREA

A specific section of an exchange area within which primary classes of service are available without extra exchange line mileage charges.

A1. DEFINITION OF TERMS

BUILDING (SAME)

The term "Same Building" is to be interpreted as a structure under one roof, or two or more structures under separate roofs, but connected by enclosed passageways in which the wires or cable of the Company can be safely run, provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by enclosed passageways and the plant facility requirements for furnishing service are appreciably greater than would be required normally if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures. Pipes and conduit are not considered enclosed passageways.

BUILDING (SINGLE)

In a Shared Tenant Service application, the term "Single Building" means one structure under one roof. Separate buildings superficially connected are not considered as one building.

"CPE"

The term "CPE" includes terminal equipment intended for use on the customer's premises, and in inventory, such as telephone sets, teletypewriters, data terminal equipment, mobile telephone terminal equipment, public telephones (pay stations), private branch exchange equipment, key system equipment, dialers and other supplemental equipment. "CPE" does not include: 911 public safety answering point equipment; ALI, ANI, or ACD equipment; terminal equipment used for official Telephone Company business; networking equipment located on the customer's premises; or telecommunications devices required by hearing- or speech-impaired subscribers.

CALL

An attempted or completed communication.

CALL FORWARDING

A private branch exchange, Centrex, or local exchange feature which permits the station user to have his incoming calls transferred automatically to any station in the PBX, Centrex, or other main station.

A1. DEFINITION OF TERMS

CALL FORWARDING - BUSY LINE

Centrex service optional feature which automatically routes incoming central office trunk calls to the attendant when called station is busy.

CALL HOLD

A private branch exchange or Centrex feature which permits any call in progress to be "held" by dialing a code, thus freeing the line for the purpose of originating another call.

CALL PICKUP

A private branch exchange or Centrex feature which enables a station user to answer incoming calls directed to other stations within his own pickup group by dialing a code.

CALL TRANSFER-INDIVIDUAL

A private branch exchange or Centrex feature which permits a station user to transfer a misdirected call or any call in progress without the assistance of the attendant. This feature is available on incoming central office calls only, unless specified as Call Transfer-Individual-All Calls. Call Transfer-Individual is not available at Centrex II satellite installations.

CALLING CARD

The term "Calling Card" (Credit Card) denotes a billing arrangement by which a call may be charged to an authorized Telephone Company credit card number.

CANCELLATION CHARGE

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

CENTRAL OFFICE

A central office is a local operating unit by means of which telephonic intercommunication is provided for subscribers within a specified area under contracts for exchange service. An essential characteristic of a central office is switching equipment to which telephone stations are connected by means of circuits known as "Central Office Lines."

A1. DEFINITION OF TERMS

CENTRAL OFFICE LINE

See "Exchange Line."

CENTREX-CO from a Central Office and CU Service

A. A service arrangement of dial switching equipment and facilities which permits completion of inward and outward local and long distance calls from stations associated with the system without intermediate handling by the attendant.

B. Classification of Centrex-CO from a Central Office and CU Stations.

1. Centrex-CU Dormitory Station Line: A station furnished to a college or university and located in the living quarters of students, faculty members or employees.

2. Centrex-CO from a Central Office or CU Extension Station: An additional station connected on the same line as the main or interior station and subsidiary thereto. When the extension station is associated with a Centrex-CU dormitory main station line, its location is confined to the same room, suite or apartment as the dormitory main station line.

3. Interior Centrex-CO from a Central Office or CU Station: A station that cannot originate or receive calls outside the Centrex either directly or through the attendant.

4. Main Centrex-CO from a Central Office or CU Station: A station arranged to originate or receive local and long distance calls either directly or through the attendant.

C. Principal location: The premises of the customer at which the largest number of main Centrex stations are located within the serving central office area.

D. Secondary location (Centrex-CU Service Only): Different premises from the principal location of the same customer served by one or more main Centrex stations of the same Centrex-CU system. Stations in secondary locations may be provided by extending lines from switching equipment serving the principal or other secondary location or by providing satellite Centrex-CU service. The Company reserves the right to determine the method used to serve secondary locations.

A1. DEFINITION OF TERMS

CENTREX-CO from a Central Office and CU Service (Cont'd.)

E. Satellite Centrex-CU Service: Service provided by auxiliary dial switching equipment which is connected by tie lines to the main dial switching equipment serving the principal location. Attendants' positions are not furnished at satellite locations.

CHANNEL TERMINAL

The term "Channel Terminal" denotes that portion of a service required to terminate within a central office, the interoffice, or interexchange transmission system.

CIRCUIT

See "Exchange Line."

CLASS OF SERVICE

A description of telephone service furnished a subscriber in terms such as:

A. Grade of Line: Individual Line. (See also "Primary Class of Service.")

B. Type of Rate: Flat rate, message rate, or measured rate.

C. Character of Use: Business or residence.

COLLECT CALL

The term "Collect Call" denotes a billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called station. A collect call may be billed to a Credit Card or third party number. In the case of a public coin telephone, the charges must be billed to a Credit Card or third party number, or the call may be reoriginated from the called station.

COMMON BATTERY SERVICE

The type of telephone service in connection with which electrical energy for talking and signaling is supplied from a central point.

A1. DEFINITION OF TERMS

COMPANY

Wherever used in this R.T. & C. document, "Company" refers to the Northeast Florida Telephone Company regulated operations unless the context clearly indicates otherwise.

COMPANY STATION

See "Station."

COMPLEX INSTRUMENT SERVICE (CIS)

Any installation other than Single Line/Simple. Complex installations include private lines, data sets, answering devices or other telephone instruments such as dialers and multipurpose single line instruments. All single line instruments connected to a local private line, key system or PBX are considered part of a complex installation.

CONFORMING ANSWERING DEVICE

The term "Conforming Answering Device" denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must meet the requirements of Part 68 of the FCC rules.

A1. DEFINITION OF TERMS

CONNECTING ARRANGEMENT

The term "Connecting Arrangement" denotes the equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company, or of facilities of the Company with other facilities of the Company.

CONNECTING COMPANY

A corporation, association, firm, or individual owning and operating a toll line and/or one or more central offices providing local exchange telephone service to the public and with whom the Company interchanges traffic.

CONSTRUCTION CHARGE

A separate charge authorized in the R.T. & C. document for construction of pole lines, circuits, facilities, etc.

CONSULTATION HOLD

A private branch exchange or Centrex feature which permits a station user to hold an existing call while originating a new call for the purpose of consultation. After consultation, the initial call can be restored. This feature is available on incoming calls only, unless specified as Consultation Hold-All Calls.

CONTRACT PERIOD

The length of time for which a subscriber is obligated to retain service, facilities, and equipment.

COST

Whenever the word "cost" is used in this R.T. & C. document, it is intended to cover the cost of labor, material, and incidentals - plus a charge for supervision.

A1. DEFINITION OF TERMS

CREDIT CARD

See "Calling Card."

CUSTOMER-OWNED PAY STATION SERVICE

A business one-party exchange service furnished solely for connection with customer-provided telephone equipment.

CUSTOMER PREMISES

The discrete property owned, leased, or controlled by a customer for the customer's own business or residential purposes.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically, or inductively.

DEMARCATION POINT

The point of physical interconnection (connecting block, terminal strip, jack, protector, or telephone network interface device) between the telephone network and the customer's premises wiring. This point is part of the telephone network, provided and maintained by the Telephone Company under R.T. & C. document. The location of this point is:

A. Single Line/Single Customer Building: Either at the point of physical entry to the building, or a junction point as close as practical to the point of entry.

B. Single Line/Multi-Customer Building: Within the customer's premises at a point easily accessed by the customer.

C. Multi-Line System: At a point within the same room and within twenty-five (25) feet of the FCC-registered terminal equipment or cross connect field.

A1. DEFINITION OF TERMS

DIRECT CURRENT SUPPLY

Electrical energy for talking and signaling purposes, other than ringing.

DIRECT ELECTRICAL CONNECTION

A physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

The publication in the Company's directory and/or information records of information relative to a subscriber's telephone number, by which telephone users are enabled to ascertain the call number of a desired station.

A. Caption Listing: The listing of a subscriber's name without address or telephone number, followed by a series of indented listings covering branches or different departments of the business.

B. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.

C. Indented Listing: A directory listing indented under another listing.

D. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with the inside wiring.

EMBEDDED CPE

Consists of all CPE reflected on the books of the regulated local exchange telephone company on December 31, 1982, including subsequent minor additions, reduced only by subsequent sale or other approved method of depletion.

A1. DEFINITION OF TERMS

EXCHANGE

A central office or group of central offices, together with the subscribers' stations and lines connected thereto, forming a local system which furnishes means of telephonic intercommunication without toll charges between subscribers within a specified area, usually a single city, town or village.

When an exchange includes only one central office, it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multioffice exchange.

EXCHANGE ACCESS LINE

The serving central office line equipment and all Company plant facilities up to and including the Company-provided Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the R.T. & C. documented use offering selected by the customer.

EXCHANGE LINE

Any line (circuit) directly or indirectly connecting an exchange station with a central office. Exchange lines are subdivided as follows:

A. Central Office Line: A circuit extending from a central office to the location of an individual line or party line, a PBX, or Centrex system, or such similar equipment whether provided by the Company or the customer.

B. Exchange Access: The circuit portion of a station; the exchange access line extends from the service location to the central office.

C. Extension Station Line: The circuit portion of an extension station. It consists of wiring on a customer's premises to the jack or outlet of the extension station location, other than the inside wiring associated with the telephone jack or outlet of a main station location.

D. Extension Line: A circuit with characteristics similar to an extension station line.

A1. DEFINITION OF TERMS

EXCHANGE LINE (Cont'd.)

E. PBX Station Line: The circuit portion of a PBX station. It consists of all facilities from the PBX common equipment to the telephone jack or outlet of a PBX station location on a customer's premises.

F. PBX Extension Station Line: The circuit portion of a PBX extension station. It consists of all facilities to the telephone jack or outlet of the PBX extension station location, other than those facilities associated with the telephone jack or outlet of the PBX main station location.

G. Centrex Station Line: The circuit portion of a Centrex station. It consists of all facilities, including intercommunication and outside plant facilities from the Centrex system dial switching equipment to the Network Interface of the Centrex station location.

H. Centrex Extension Station Line: The Centrex extension station consists of additional usage of traffic sensitive equipment.

I. Tie Line: A circuit connecting PBX and/or other switching arrangements.

J. Trunk Line: A circuit extending from a central office and terminated in Private Branch Exchange (PBX) switching equipment, and to other services, whether provided by the Company or the customer, as specified in this R.T. & C. document.

A1. DEFINITION OF TERMS

EXCHANGE SERVICE

The general telephone service rendered in accordance with R.T. & C. document provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this R.T. & C. document.

A. Flat and Message Rate

1. Flat Rate Service: A classification of exchange service for which a stipulated charge is made, regardless of the amount of use.

2. Message Rate Service: A classification of exchange service which is charged for on the basis of amount of use.

3. Measured Rate Service: A classification of exchange service which is charged on the basis of local usage, as determined by the number of calls, the duration of the calls, the distance of the calls and the time of day the calls are placed.

B. Individual Line

Individual Line Service: A classification of exchange service which provides that only one main station shall be served by the line connecting such station with the central office or other switching unit.

C. Foreign Central Office

Foreign Central Office Service: A classification of exchange service furnished to a subscriber in a multioffice exchange from a central office other than the one from which service would normally be furnished.

A1. DEFINITION OF TERMS

EXCHANGE SERVICE (Cont'd.)

D. Foreign Exchange

Foreign Exchange Service: A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

E. Tone Phone

Tone Phone Service: A classification of exchange service furnished from certain specified central offices whereby calls are originated through the use of pushbuttons in lieu of a rotary dial.

EXCHANGE SERVICE AREA

The territory, including the base rate, suburban and rural areas served by an exchange, within which local telephone service is furnished at the exchange rates applicable within that area.

EXCHANGE STATION

See "Station."

EXTENDED AREA SERVICE

A type of telephone service furnished under R.T. & C. document provisions whereby subscribers of a given exchange may complete calls to and, where provided by the R.T. & C. document, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

EXTENSION RINGER

An additional ringer on the same premises and on the same line and generally operated in connection with the ringer at the station location. Extension ringers are of two types:

A. Extension Bell (ordinary type): An additional bell of the type used on standard telephone instruments, connected with the same line as the first bell, but mounted separately and generally installed at some distance from the station set.

B. Extension Gong (loud-ringing type): A loud-sounding bell, connected in the same manner as the ordinary type of extension bell, for use in noisy or other locations where the common type of bell would not be heard.

A1. DEFINITION OF TERMS

EXTENSION STATION

See "Station," "Private Branch Exchange Service (PBX Service)," and "Centrex Service."

FLAT RATE SERVICE

See "Exchange Service."

FOREIGN CENTRAL OFFICE MILEAGE

See "Mileage Charge."

FOREIGN CENTRAL OFFICE SERVICE

See "Exchange Service."

FOREIGN EXCHANGE LISTING

See "Directory Listing."

FOREIGN EXCHANGE MILEAGE

See "Mileage Charge."

FOREIGN EXCHANGE SERVICE

See "Exchange Service."

HEADSET

A hands-free, multiwire device containing acoustic-to-electric (transmitter) and electric-to-acoustic (receiver) transducers, normally worn on the head of the user for close talking, which provides 2-way transmission of live human speech.

A1. DEFINITION OF TERMS

INDENTED LISTING

See "Directory Listing."

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INSIDE WIRE

Inside wire is defined as all wire or cable located on the customer's side of the demarcation point. This term includes facilities used to furnish service for off-premise extension, provided such facilities are not part of the Telephone Company's exchange cable (Accounts 232 and 234).

INSTALLATION CHARGE

A nonrecurring charge applying to the provision of certain items of equipment or facilities as distinguished from the service connection charge applicable for establishment of basic telephone service. The installation charge is normally associated with optional service features and may sometimes be called an "initial" charge.

INTERIOR CENTREX STATION

See "Centrex Service."

INTERIOR STATION

See "Private Branch Exchange Service (PBX Service)."

INTRASYSTEM WIRING

Intrasystem wiring includes all cable and wiring and its associated components (e.g., connecting blocks, terminal boxes, conduit between buildings, support structure, etc.) which connect a system's station components to one another or to the common equipment of a PBX, key or similar system.

A1. DEFINITION OF TERMS

JOINT USER SERVICE

A classification of exchange service furnished to a joint user, in connection with subscribers' exchange service. A joint user is a person, firm or corporation sharing the subscribers' exchange service in accordance with R.T. & C. document provisions, but who would not otherwise be entitled to the use of the service.

LIFELINE PROGRAM

A low-income assistance program, available to qualified residential subscribers, which reduces monthly charges for local service through credits supported by federal and Company funds.

LISTING

See "Directory Listing."

LOCAL MESSAGE

See "Message."

LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

LOCAL SERVICE AREA

The area within which telephone service is furnished subscribers under a specific schedule of exchange rates and without long distance charges. A local service area may include one or more exchange service areas.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscribers' telephone communications on an individual message basis between rate centers or, in connection with toll stations, within the same rate center.

A. Appointment Call

An arrangement made in advance with a particular party for the establishment of a person-to-person long distance message telephone connection at a specified time.

A1. DEFINITION OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (Cont'd.)

B. Messenger Service

An arrangement whereby the Company, when possible and at the request of the calling party, will arrange to notify the called party of a long distance call. The Company shall be reimbursed by the calling party for the amount expended for such messenger service, such charges being subject to prior authorization by the calling party to the extent that they can be determined in advance. Such charges for messenger service are in addition to the R.T. & C. document charges for the message.

C. Person-to-Person Call

A service whereby the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, or a particular station, department, or office to be reached through a PBX or Centrex attendant.

D. Station-to-Station Call

A service whereby the person originating the call either dials the telephone number desired or gives to the Company operator the telephone number of the desired telephone. Miscellaneous Common Carrier connecting circuit, Centrex, PBX or PBX station which is reached directly rather than through a PBX attendant, or gives only the name and address under which such number is listed and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier attendant, nor a particular station, department or office to be reached through a PBX or Centrex attendant.

MAIN CENTREX STATION

See "Centrex Service."

A1. DEFINITION OF TERMS

MAIN STATION

See "Station."

MEASURED SERVICE

See "Exchange Service."

MESSAGE

A communication between two telephone stations. Messages may be classified as follows:

A. Local Message: A message between telephone stations within the same local service area.

B. Long Distance Message: A message between telephone stations in different exchange areas for which a long distance message charge is made.

MESSAGE RATE SERVICE

See "Exchange Service."

MILEAGE CHARGE

A charge applying for the use of part or all of a line furnished by the Company.

A. Airline Measurement: The shortest distance between two points.

B. Extension Line Mileage: The measurement applying to that portion of an extension line, in excess of the length provided without additional charge, for the use of which a circuit charge is made in accordance with R.T. & C. document provisions.

C. Foreign Central Office Mileage: The measurement applying to a line within the exchange connecting a subscriber's main station, PBX, or Centrex system with a central office other than that from which he would normally be served, for the use of which a separate circuit charge is made in addition to the base rate.

A1. DEFINITION OF TERMS

MILEAGE CHARGE (Cont'd.)

D. Foreign Exchange Mileage: The measurement applying to a line connecting a subscriber's main station, PBX, or Centrex system with a central office of an exchange other than that from which the subscriber would normally be served, for the use of which a separate charge is made in addition to the base rate.

E. Route Measurement: The actual length of a circuit between two points.

F. Tie Line Mileage: The measurement upon which the rate for tie lines is based in accordance with R.T. & C. document provisions.

MISCELLANEOUS COMMON CARRIERS

Miscellaneous Common Carriers, as defined in Part 22 of the Federal Communications Commission Rules, are communications common carriers which are not engaged in the business of providing either a public landline message telephone service or public message telegraph service.

MISCELLANEOUS EQUIPMENT

Equipment furnished at additional charges associated with the various classes of subscriber service.

NETWORK CONTROL SIGNALING

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, 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.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished for the provision of network control signaling.

A1. DEFINITION OF TERMS

NETWORK INTERFACE

All premises services will connect to the telecommunications network through the Network Interface.

PAY PER CALL SERVICE (900)

The Term "Pay Per Call Service (900)" is defined as switched telecommunications service between locations within the state of Florida which permit communications between an end user customer and an information provider's program at a per-call charge to the end user/customer.

PAYPHONE SERVICE PROVIDER

The term "Payphone Service Provider (PSP)" denotes an entity that provides public telephone service via a coin box public telephone(s), a coinless public telephone(s), or both.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service."

PREMISES (SAME)

The term "Same Premises" shall be interpreted to mean:

A. the building or buildings, together with the surrounding land occupied or used in the conduct of one establishment or business, or as a residence, and not intersected by a public thoroughfare or by property occupied by others; or

B. the portion of the building occupied by the subscriber, either in the conduct of his business or as a residence, and not intersected by a public corridor or by space occupied by others; or

C. the building or portion of a building occupied by the subscriber in the conduct of his business and as a residence, provided both the business and the residence bear the same street address; or

D. the continuous property operated as a single farm whether or not intersected by a public thoroughfare.

In connection with inside moves, the term "Same Premises" is to be interpreted to mean the building or portion of a building occupied as a unit by the subscriber in the conduct of his business or residence, or combination thereof, and not intersected by a public thoroughfare, a corridor or space occupied by others.

A1. DEFINITION OF TERMS

PRIMARY CLASS OF SERVICE

Any of those classes of exchange service which the Company undertakes to furnish at any portion within the base rate at a rate common to all applicants for the same class. Primary classes of service may be furnished at points outside a base rate area at base rates.

PRIVATE BRANCH EXCHANGE SERVICE (PBX SERVICE)

A. A type of service providing an arrangement of switching equipment and stations for intercommunicating among the stations and for connections through the local and long distance message telephone network to other subscribers.

B. Lines (circuits), equipment and facilities ordinarily available with PBX service include the following:

1. PBX Main Station: A station directly connected with a PBX switchboard or dial PBX switching equipment.

2. PBX Extension Station: A station which is bridged to the same station line as the PBX main station.

3. PBX Interior Station: A PBX station that cannot originate or receive local or long distance calls either directly or through the PBX attendant.

4. PBX Trunk: A central office line (circuit) connecting a PBX system with a central office.

5. Tie Line: See "Exchange Line."

PRIVATE TELEPHONE NUMBER

A telephone number associated with an access line which, at the request of the subscriber, has the listing omitted from the telephone directory and is not shown on records available to the general public.

A1. DEFINITION OF TERMS

PUBLIC TELEPHONE

An exchange main station installed at the customer's request, at a location chosen or accepted as suitable for furnishing service to the general public.

A. Coin Box Public Telephone: A public telephone equipped with a coin-collecting device into which all payments for the use of the telephone may be deposited prior to (prepayment) the time the desired connection is established.

B. Coinless Public Telephone: A public telephone without a coin-collecting device furnished for the placing of collect, credit card and third-number-billed long distance calls only.

REFERENCE LISTING

See "Directory Listing."

RESELLER CLIENT

The term "Reseller Client," as it applies to Shared Tenant Service, means a customer who utilizes shared or resold local service provided by the Shared Tenant provider.

ROUTE MEASUREMENT

See "Mileage Charge."

SERVICE CONNECTION CHARGE

A nonrecurring charge applying to the establishment of basic telephone service for a subscriber, and certain subsequent additions to that service.

SERVICE LINE

A two-way business individual line, a dial PBX main station, a Centrex main station, or an extension of any of the aforementioned, which is required for testing of certain services provided by the Company and which is to be billed at the existing R.T. & C. document rate.

A1. DEFINITION OF TERMS

SERVICE LOCATION

The term "Service Location," as it applies to Shared Tenant Service, means a building or multiple buildings located within the confines of specifically-identified, contiguous property areas under the control of a single owner or management unit.

SHARED TENANT PROVIDER

One who has been granted a Certificate of Public Convenience and Necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Section 364.339 Florida Statutes (Supp.1997).

SHARED TENANT SERVICE (STS)

Shared Tenant Service (STS) is the resale or sharing of local exchange service furnished through a common switching or billing arrangement to tenants by an entity other than an existing local exchange telecommunications company.

SINGLE-ENDED TERMINAL DEVICE

A terminal device which terminates only one line or channel at a given time (example - headsets).

SINGLE LINE/SIMPLE INSTRUMENT SERVICE (SL/SI)

Any residential or business service arrangement using single line instruments incapable of being switched from one access line to another by subscriber-provided switches or common equipment.

SPEED CALLING

A private branch exchange, Centrex or local exchange feature which permits the station dialer to reach other stations by abbreviated dialing.

STATION

A unit of service, complete with instrument either customer- or Company-provided, and lines (circuits) so arranged as to permit sending and receiving messages through the exchange and long distance network. Instruments and lines, when furnished by the Company, are charged for separately, unless otherwise specified in the R.T. & C. document.

A1. DEFINITION OF TERMS

STATION (Cont'd.)

A. Main and Extension Stations:

1. Main Station: A station directly connected by means of an individual line or party line with a central office.

2. Extension Station: An additional station connected on the same circuit as the main station and subsidiary thereto.

B. PBX and Centrex-CO and CU Stations:

1. See "Private Branch Exchange Service (PBX Service)."

2. See "Centrex-CO and CU Service."

C. A termination of an individual exchange line or PBX trunk, provided in accordance with the provisions of this R.T. & C. document, in Company switching equipment located in an exchange foreign to the exchange in which the customer is located.

Exchange Station: A station which is used for exchange service and is directly or indirectly connected with a central office.

The term "Station" used in connection with WATS:

1. Denotes the network central signaling unit and any other equipment which is arranged for WATS and provided at a customer's premises in accordance with this R.T. & C. document; or

2. Denotes the point at a customer's premises at which customer-provided terminal equipment or communications system is connected to Company facilities furnished for WATS; or

3. Denotes the point of connection of WATS to switching equipment. Such switching equipment is located in a Company Central Office; or

A1. DEFINITION OF TERMS

STATION (Cont'd.)

C. (Cont'd.)

4. Denotes the points of connection of Outward WATS to an Other Common Carrier channel (utilizing WATS Central Office Connecting Facilities) at a Company WATS serving central office.

   The term "Main Station" denotes the first WATS station or the first two stations arranged for inward service furnished for use with a WATS access line. The term "Extension Station" denotes any other WATS station furnished for use with the same WATS access line with a main station.

STATION JACKS

The jacks on a private branch exchange switchboard for the connection of station circuits.

STATION LINE

See "Exchange Line."

STATION TERMINAL

The term "Station Terminal" generally denotes the local loop and interoffice facilities required for terminating and connecting the interexchange channel to a station. An exception to this is the Type 2006 Station Terminal which does not include local loop facilities.

STATION-TO-STATION CALL

See "Long Distance Message Telecommunications Service."

SUBSCRIBER OF RECORD/CUSTOMER OF RECORD

Any person, firm, partnership, corporation, municipality or cooperative organization which orders and is responsible for paying the telephone bill for any form of exchange service furnished by the Company. A subscriber may also be the agent for multisubscribers when the exchange service is for residential individual line service, and the service will be used by multiowners of the individual residential apartment, the individual residential condominium unit apartment, or the single-occupancy residential house.

A1. DEFINITION OF TERMS

SUPPLEMENTAL CONTRACT

A contract for service, equipment, or facilities in addition to that provided for under the original contract.

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of R.T. & C. document regulations by the subscriber, for temporary interruption of service without terminating the service agreement or removing the telephone equipment from the subscriber's premises. Although the service is rendered inoperable, the facilities are reserved in anticipation that normal service will be resumed at some future date.

TELECOMMUNICATIONS SERVICE

The services offered by the Company in the General Subscriber Service R.T. & C. document.

TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

TELEPHONE STATION

See "Station."

TENANT

The term "tenant," as it applies to Shared Tenant Service, means any person entitled to occupy a premise under a rental or lease agreement.

TERMINATION CHARGE

A charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item. The basic termination charge is an amount established for an individual item of service or equipment from which the termination charge is computed.

A1. DEFINITION OF TERMS

THREE-WAY CALLING

A private branch exchange, Centrex, or local exchange feature which permits a station user to add another station to an existing call.

TIE LINE

See "Exchange Line."

TOLL MESSAGE (LONG DISTANCE MESSAGE)

See "Message."

TOLL SERVICE

See "Long Distance Message Telecommunications Service."

TRANSIENT

One temporarily occupying the premises, with occupancy not to exceed nine (9) months.

TRANSITIONAL LIFELINE ASSISTANCE PROGRAM

A transitional program which provides reduced basic local service for a period of up to one year for those subscribers who are no longer eligible to participate in the current Lifeline program.

WATS

See "Wide Area Telecommunications Service."

WIDE AREA TELECOMMUNICATIONS SERVICE

The furnishing of facilities for dial-type telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the R.T. & C. document.

WIRE CENTER

A wire center is a geographical area in which all customers within the area normally gain network access for local service via that location. It forms a local system which furnishes the means of telephone intercommunication at the same rates for the same services to all customers in the area.

A2. GENERAL REGULATIONS

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A2. GENERAL REGULATIONS

A2.1 APPLICATION

The regulations specified herein are applicable to all communication services offered in this R.T. & C document by Northeast Florida Telephone Company's regulated division, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this R.T. & C document.

A2.2 LIMITATIONS AND USE OF SERVICE

A2.2.1 Use of Subscriber's Service

A. Telephone facilities are furnished for the use of the subscriber, employees, agents or representatives of the subscriber or members of the subscriber's domestic establishment, except in connection with public telephone service and except as the use of the service may be extended to the transient public; i.e., patrons of hotels subscribing to message rate service; members of clubs; patients of hospitals; occupants of licensed nursing homes; Continuing Care Facilities (CCFs); retirement homes; occupants of licensed Adult Congregate Living Facilities (ACLFs); occupants of living units of time-share facilities (interval ownership); yacht basins; condominiums; apartment hotels; students living in quarters furnished by schools, colleges, or universities; persons temporarily subleasing a subscriber's residential premises; the transient public in connection with reservation service at airport terminals and other public places; exhibitors in exhibition halls, etc., or a subscriber who is engaged as a communications common carrier in an overseas data message service.

1. The transient public, for purposes of this R.T. & C document, is defined as one temporarily occupying the premises, with occupancy not to exceed nine (9) months.

2. The exception in A2.2.1.A for Adult Congregate Living Facilities, nursing homes, Continuing Care Facilities and retirement homes is appropriate when at least 75 percent of the occupants are over age 62, or totally or permanently disabled, and the facility has one or more of the following licensed or certificated components:

   (a) Licensed as a nursing home pursuant to Chapter 400, Florida Statutes;

A2. GENERAL REGULATIONS

A2.2 LIMITATIONS AND USE OF SERVICE (Cont'd.)

A2.2.1 Use of Subscriber's Service (Cont'd.)

A. (Cont'd.)

2. (Cont'd.)

(b) Licensed as an Adult Congregate Living Facility pursuant to Chapter 400.404, Florida Statutes, or exempted as an ACLF pursuant to Section 400, Florida Statutes;

(c) Certificated as a Continuing Care Facility pursuant to Chapter 651, Florida Statutes; or

(d) If funded or insured by the United States Department of Housing and Urban Development (HUD) pursuant to the National Housing Act, 12 U.S. Code SS 1701, program designed to aid the elderly.

B. Except as otherwise provided in Section A14 of this R.T. & C document, service furnished by the Company is intended only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm, or corporation for such use, or in the collection, transmission, or delivery of any communication for others.

A2.2.2 Establishment of Identity

A. The calling party shall establish his identity in the course of any communication as often as may be necessary.

B. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

A2.2.3 Customer-Provided Terminal Equipment and Communications Systems

Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company for telecommunications services.

A2. GENERAL REGULATIONS

A2.2 LIMITATIONS AND USE OF SERVICE (Cont'd.)

A2.2.4 Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is permissible provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the provisions set forth in this R.T. & C document.

A2.2.5 Recorded Public Announcements

A. Use of Company service in connection with automatic announcement service, automatic answering and recording service, recorded-coupler service or miscellaneous devices for recorded public announcements is subject to the following conditions:

1. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

2. Subscribers transmitting factual public announcements such as time, stock market quotations, airline schedules and similar information are excluded from the preceding condition.

3. Private telephone numbers will not be furnished for use with recorded public announcements.

4. Failure to comply with the provisions of this R.T. & C document shall be cause for termination of the service.

A2.2.6 Limited Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions. In addition, when deemed necessary by the Company to prevent degradation of its general telephone service, arrangements which are designed to limit the volume of calls directed beyond a central office in which such calls originate may be used by the Company. The Company will incur no liability for not forwarding such calls.

A2. GENERAL REGULATIONS

A2.2 LIMITATIONS AND USE OF SERVICE (Cont'd.)

A2.2.7 Transmitting Messages

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company.

A2.2.8 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued 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.

A2.2.9 Refusal or Discontinuance of Service by Company

A. As applicable, the Company may refuse or discontinue telephone service under the following conditions provided that, unless otherwise stated, the customer shall be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency:

1. With Notice

(a) For noncompliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.

(b) For the use of telephone service for any other property or purpose than that described in the application.

(c) For failure or refusal to provide the Company with a deposit to insure payment of bills in accordance with the Company's regulations.

(d) For neglect or refusal to provide reasonable access to the Company for the purpose of inspection and maintenance of equipment owned by the Company.

A2. GENERAL REGULATIONS

A2.2 LIMITATIONS AND USE OF SERVICE (Cont'd.)

A2.2.9 Refusal or Discontinuance of Service by Company (Cont'd.)

A. (Cont'd.)

1. With Notice (Cont'd.)

(e) For noncompliance with and/or violation of the Commission's regulations or the Company's rules and regulations on file with the Commission, provided five (5) days' written notice is given before termination.

(f) For nonpayment of bills for telephone service, provided that suspension or termination of service shall not be made without five (5) days' written notice to the customer, except in extreme cases.

(g) Listening in on party line conversations.

(h) Use of service or facilities for calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another.

(i) The Company reserves the right to cancel any contract for service with, and to discontinue service to, any person who uses or permits the use of obscene, profane or grossly abusive language over, or by means of, the Company's facilities, and who, after reasonable notice, fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

2. Without Notice

(a) In the event of customer use of equipment in such manner as to adversely affect the Company's equipment or the Company's service to others.

(b) In the event of tampering with the equipment furnished and owned by the Company.

A2. GENERAL REGULATIONS

A2.2 LIMITATIONS AND USE OF SERVICE (Cont'd.)

A2.2.9 Refusal or Discontinuance of Service by Company (Cont'd.)

A. (Cont'd.)

2. Without Notice (Cont'd.)

(c) In the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the customer to make, at his own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

(d) In the event of abandonment of the service.

B. In the case of refusal to establish service, or whenever service is discontinued, the Company shall notify the applicant or customer in writing of the reason for such refusal or discontinuance.

C. Service shall be initiated or restored when cause for refusal or discontinuance has been satisfactorily adjusted.

D. The following shall not constitute sufficient cause for refusal of service to an applicant or customer:

1. Delinquency in payment for service by a previous occupant of the premises, unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and shall benefit from such new service.

2. Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the subscriber in good standing.

3. Delinquency in payment for separate telephone service of another subscriber in the same residence.

A2. GENERAL REGULATIONS

A2.2 LIMITATIONS AND USE OF SERVICE (Cont'd.)

A2.2.9 Refusal or Discontinuance of Service by Company (Cont'd.)

D. (Cont'd.)

4. Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice versa.

5. Failure to pay for a service rendered by the Company which is not regulated by the Commission.

6. Failure to pay the bill of another customer as guarantor thereof.

7. Nonpayment of Pay Per Call (900 Service) charges will not result in disconnection of local service.

E. When service has been discontinued for proper cause, the Company may charge a reasonable fee to defray the cost of restoring service, as provided in Section A4 of this R.T. & C document.

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE

A2.3.1 Availability of Facilities

A. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.

B. The rates and charges quoted in this R.T. & C document provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.

C. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section A5, "Charges Applicable Under Special Conditions," except as otherwise specified.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.1 Availability of Facilities (Cont'd.)

D. Touch-Calling Service

1. Touch-Calling service provides for the origination of telephone calls through the use of push buttons in lieu of a rotary dial.

2. Touch-Calling is only available with individual residence and business service or PABX and PBX systems.

3. Touch-Calling is not offered in connection with PABX systems on which the following services are provided:

   (a) Dial Dictation Terminals

   (b) Dial Code Call Systems

   (c) Foreign Exchange and Foreign Central Office Service from central offices not equipped for Touch-Calling, unless a multifrequency tone converter is provided.

   (d) Dial tie lines connected with PABX or Centrex systems not arranged for Touch-Calling, unless a multifrequency tone converter is provided.

4. Key stations arranged for Touch-Calling must not be equipped with lines not arranged for Touch-Calling, unless a multifrequency tone converter is provided.

5. It is not necessary that all telephones on a line be equipped for Touch-Calling service.

6. Touch-Calling service for individual residence and business service or PBX and PABX systems will be provided only from central offices where the necessary facilities are available.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.2 Reserved For Future Use

A2.3.3 Reserved For Future Use

A2.3.4 Application for Service

A. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with the rates, charges, rules, and regulations from time to time in force and effect.

B. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness, except that failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice versa. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

C. If telephone service is established and it is subsequently determined that either condition in B above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

D. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service are canceled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.4 Application for Service (Cont'd.)

E. When a subscriber requests a change in location of all or a part of the facilities covered by his application for service or requests for additions, rearrangements or modifications of his existing service prior to completion of the work involved, he may be required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially.

A2.3.5 Application of Rates for Business and Residence Service

A. Although in general business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.

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

1. Offices, stores, factories, mines and all other places of a strictly business nature.

2. Boarding houses[1], except as modified under A2.3.5.C.2; offices of hotels, halls and offices of apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under A2.3.5.C.5; public, private or parochial schools, hospitals, nursing homes, libraries and other institutions and churches.

NOTE 1: For the purpose of this R.T. & C document, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when, in the judgment of the Company, they are not conducted primarily for business purposes and are listed as residences.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.5 Application of Rates for Business and Residence Service (Cont'd.)

B. (Cont'd.)

3. Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.

4. At residence locations where an extension station or extension bell is located in any place where business rates would apply under the provisions of this R.T. & C document, except where the extension station is in a business location which is classed as business for purposes of obtaining a business designation in the directory and would otherwise not be considered a business, and further provided the extension station is located on the same premises as the main residence service.

5. Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.

6. Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under A2.3.5.C.3.

7. All other locations where the subscriber's primary use of the service is for business purposes.

8. Where data services are provided on lines at a residence location, business rates apply for all lines in excess of two and for the second line if it will not be available for use by members of the household or if the location, listing, or stated use indicates residence rates are not applicable.

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

1. Private residences on service not employing business listings.

2. Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the subscriber and business listings are not employed.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.5 Application of Rates for Business and Residence Service (Cont'd.)

C. (Cont'd.)

3. The place of residence of a clergyman, physician, registered or practical nurse, midwife, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," "Professor" are not considered business designations.

4. Private stable or garage when strictly a part of the subscriber's domestic establishment.

5. College fraternity houses where members of the fraternity lodge within the house.

6. Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.

7. Where data services are provided on lines at a residence location, residence rates apply to one or two lines unless the second line will not be available for use by members of the household or if the location, listing, or stated use indicates residence rates are not applicable.

D. Changes from business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service. Ordinarily, the subscriber's business number is to be changed and a new number assigned to the residence service without reference of calls.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.

E. Changes from residence to business service may be made without change in telephone number if the subscriber so desires. Service charges which apply for such changes are quoted in Section A4 of this R.T. & C document.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.5 Application of Rates for Business and Residence Service (Cont'd.)

F. Customers identifying themselves as amateur radio operators, licensed under Part 97 of the Federal Communications Commission (FCC) Rules and Regulations, will be charged business rates at business locales and residence rates at residence locales. This includes Amateur Radio Emergency Service (ARES), Radio Amateur Civil Emergency Service (RACES) and Military Affiliate Radio System (MARS) individual or club requests. The Company expects that the access line will be employed to connect amateur radio transmitters and receivers to the Company's telephone network for Control Line, Phonepatch, and/or Autopatch purposes. Although the FCC prohibits the transmission of business communications by an amateur radio station (Para. 97.ll0), this rule does not negate the application of the appropriate business or residence classification of telephone access lines.

A2.3.6 Transfer of Service between Subscribers

A. Service previously furnished one subscriber may be assumed by a new subscriber upon due notice of cancellation, or in case of abandonment, provided there is no lapse in the rendition of service. Such transfers are subject to service connection charge regulations and may be arranged for in either of two ways:

1. If the new subscriber, fully understanding the regulations governing the service and the status of the account, willingly assumes all obligations thereunder, then future bills will be rendered to him without an adjustment to or from any particular date, with the Company arranging for the requested change in billing and directory listing.

2. If the new subscriber does not wish to assume payment of the old account, a new service application is taken and an adjustment in billing is made to and from the date the transfer is effective.

B. Under either method of transfer the reassignment of the old telephone number to the service of the new party is arranged for only after the former subscriber has given his consent to its use, and then only when, in the judgment of the Company, there exists no relationship, business or otherwise, between the old and new subscribers, and when in the judgment of the Company a change in the telephone number is not required.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.6 Transfer of Service Between Subscribers (Cont'd.)

C. When in the judgment of the Company a relationship does exist, business or otherwise, between the old and new subscribers, the reassignment of the old telephone number will not be permitted unless all charges due under the current account have been paid, and then only when in the judgment of the Company a change in the telephone number is not required.

A2.3.7 Initial Service Periods

A. Unless otherwise specified, the rate for all services offered in this R.T. & C document are monthly rates, and the initial service period is one month, commencing with the date of installation of the service.

B. The Company may require a contract period of more than one month at the same location in connection with special (nonstandard) service arrangements.

C. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

A2.3.8 Provision and Ownership of Directories

Telephone directories distributed from time to time by the Company remain the property of the Company, shall not be mutilated and shall be surrendered upon request. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a subscriber-provided binder, holder, insert, or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

A2.3.9 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.10 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this R.T. & C document, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

A2.3.11 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impracticable to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, with any remuneration to be based on the conditions involved.

A2.3.12 Work Performed Outside Regular Working Hours

Except as expressly provided in this R.T. & C document, the rates and charges specified in this R.T. & C document contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or that work once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this R.T. & C document, the amount of additional costs incurred by the Company as a result of the subscriber's special requirements.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.13 Suspension of Business and Residence Service

A. General

1. Upon written request, a subscriber to business or residence service may arrange for the temporary suspension of such service, except as provided for public telephone service in paragraph 2 below. Suspension of service is available on a subscriber's complete service, or on such portion thereof as can be suspended.

2. Public telephone providers will be permitted to place their lines in suspension status only when those instruments are located inside a closed establishment, rendering them totally inaccessible to the general public. Since public telephone providers' instruments are available for the general public's use and may be the only telephones available to transient or nonsubscribing persons, this restriction is necessary.

3. When the period of suspension for residence service is less than two months or more than eight months in any calendar year, the regular charges for the full month of service shall apply for that period of less than two months or more than eight months.

4. When the period of suspension for business service is less than one month or more than six months in any calendar year, the regular charges for the full month of service shall apply for that period of less than one month or more than six months, except for certain subscribers as specified in B.2.(b) following.

5. In connection with complete suspension of service, local or long distance service is not furnished during the period of suspension. At the request of the subscriber, inward calls to a station at which service is suspended may be referred to the call number of another station in the same or a distant exchange.

6. The charge for the total suspension period may be collected in advance.

7. There is no reduction in the charge for foreign central office line mileage, foreign exchange line mileage, PBX off-premise extensions, or tie line services during the period of suspension.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.13 Suspension of Business and Residence Service (Cont'd.)

A. General (Cont'd.)

8. No allowance is made in the charges for additional listings, except when the service under the main contract is temporarily suspended.

9. In connection with business and residence service at a concession rate, the allowance for the period of suspension is the difference between the amount of concession rate and fifty percent (50%) of the regular rate for the class of service, facilities, and equipment furnished.

10. No allowance for temporary suspension of service is made when a subscriber is furnished exchange service at a concession of fifty percent (50%) or more.

B. Application of Charges

1. Residence Service

(a) The charge for residence service or any part billed on the same account during the period of suspension is charged at fifty percent (50%) of the regular monthly rate.

2. Business Service and Residence PBX Service

(a) The charge for business service, which includes public telephone service and residence PBX service, during the period of suspension is fifty percent (50%) of the rates regularly charged except as modified in (b) through (c) following.

(b) The minimum charge for any calendar year shall be three-fourths of the annual rate except for Centrex (CO or CU) dormitory stations or where the subscriber is an emergency-oriented organization, the primary mission of which is the preservation of life or property and is government funded, and use of the suspended service is limited to emergency situations and kept on a standby basis during nonemergency times, except during testing by the subscriber.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.13 Suspension of Business and Residence Service (Cont'd.)

B. Application of Charges (Cont'd.)

2. Business Service and Residence PBX Service (Cont'd.)

(c) The monthly charge and the minimum charge for suspension of Centrex (CO or CU) dormitory stations, or any part billed on the same account, is the same as that specified in paragraph A2.3.13.B.1 above.

A2.3.14 Termination of Service

A. Termination of Service by the Company

1. Violation of any of the regulations contained in this R.T. & C document on the part of the subscriber may be regarded as sufficient cause for termination of the subscriber's service.

2. When the service is terminated on the initiative of the Company because of violation of its regulations by the subscriber, the regulations stipulated below for termination of service at the subscriber's request apply.

3. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used or is used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

B. Termination of Service at the Subscriber's Request

Service may be terminated at any time upon reasonable notice in writing from the subscriber to the Company. Upon such termination the subscriber shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of an initial service period or applicable termination charges, or both.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.15 Ringer Limitations

The number of ringers directly connected to the line is limited to four per line in the case of individual lines.

A2.3.16 Residence Service for Company Employees

A. Employees' Concession:

Concessions from the residential access line charges, service connection charges, moves and change charges, and class and custom calling features are allowed to employees of this Company who live in the area serviced by Northeast Florida Telephone Company, as follows: (T)

1. The following concessions are allowed to active, full-time employees of this Company who have completed 90 days of continuous employment:

   (a) Fifty percent (50%) from the residential access line charge for regular dial or tone phone service.

   (b) One hundred percent (l00%) for initial service connection charges for employees' primary access lines. One hundred percent (l00%) for nonrecurring charges related to moves and changes of employees' primary access lines is allowed once in any twelve-month period.

   (c) One hundred percent (100%) for all monthly recurring charges generated from subscription to any class or custom calling feature. One hundred percent (100%) for nonrecurring charges related to subscription of any class or custom calling feature(s). Calling feature concession is not subject to per annum limitations. (T) (N)

2. Company employees at supervisory, management or officer levels, and all other Company employees who are subject to be called at all times or for emergency work, will be furnished service at no charge, upon approval of the proper official of the Company.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.16 Residence Service for Company Employees (Cont'd.)

B. Concessions to employees are allowed at only one location, and only for residential service, which is located in a residence occupied by the employee, and for which the employee is financially responsible; i.e., a residence personally owned, rented, or leased by the employee.

C. Employees are responsible for monthly telephone bills, due upon receipt. If the bill is not paid by the termination date shown on the delinquent notice, the employee is subject to having the service disconnected, and to disciplinary action by management.

D. All employees are required to have telephone service in their primary residences. Failure to have such service available would constitute reason for dismissal, since many employees are subject to call-out at any time, and any employee could be called for an emergency situation.

A2.3.17 Connection with Miscellaneous Common Carriers

A. Application

l. Service is available to and from customers of miscellaneous common carriers through connecting facilities provided by the Telephone Company in accordance with the provisions set forth in 2 through 5 following.

2. Subject to the availability of facilities and the reasonable requirements of the Telephone Company for its telecommunications service, the Telephone Company will, at the miscellaneous common carrier's request, extend and physically connect its facilities with those of the miscellaneous common carrier for the purpose of interchanging intrastate traffic in connection with the miscellaneous common carrier's Domestic Public Land Mobile Radio Services (as defined in Part 22 of the FCC Rules). Such connection and interchange of intrastate traffic shall be as follows:

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.17 Connection with Miscellaneous Common Carriers (Cont'd.)

A. Application (Cont'd.)

2. (Cont'd.)

(a) Two-Way Mobile Traffic

The Telephone Company will extend and connect its facilities between any telephone exchange whose rate center is located in the miscellaneous common carrier's Reliable Service Area (as defined in Part 22 of the FCC Rules) and the miscellaneous common carrier's control point(s) or communications system serving that Reliable Service Area.

(b) One-Way Signaling Traffic

The Telephone Company will extend and connect its facilities between any telephone exchange within which a signaling receiver is served by the miscellaneous common carrier's system and the miscellaneous common carrier's control point(s) or communications system serving that system.

3. The facilities provided for connection and interchange of traffic shall not be used, switched, or otherwise connected together by the miscellaneous common carrier for the provision of through calling from a landline telephone to another landline telephone, nor shall they be switched or otherwise connected together by the miscellaneous common carrier for the provision of through calling from a landline or mobile unit located in one Reliable Service Area to a landline telephone or mobile unit in another Reliable Service Area.

4. Specific administrative procedures, connection and operating arrangements and charges for the facilities provided by the Telephone Company to the miscellaneous common carrier for the purpose of connection and interchanging traffic are set forth in various intercarrier agreements between the Telephone Company and the miscellaneous common carriers or in the R.T. & C documents of the Telephone Company as appropriate. Where the state franchise area or state authorization of the miscellaneous common carrier is different than the Reliable Service Area, the terms and conditions of connection and interexchange of traffic may be modified to recognize the extent of such state franchise or authorization.

A2. GENERAL REGULATIONS

A2.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd.)

A2.3.17 Connection with Miscellaneous Common Carriers (Cont'd.)

A. Application (Cont'd.)

5. The connection and interchange of traffic as set forth in 1 through 4 preceding do not constitute a joint undertaking with the miscellaneous common carrier for the furnishing of any service.

A2.4 PAYMENT ARRANGEMENTS

A2.4.1 Advance Payments

A. An applicant for service may be required to pay in advance of installation an amount not to exceed applicable service connection, or other nonrecurring charges, plus charges for one month of service. Where construction charges are applicable, the payment thereof may be required in advance of start of construction.

B. The amount of the advance payment is credited to the customer's account on the first bill rendered under the contract.

A2.4.2 Payment for Service

A. All charges due by the subscriber are payable at the Company's Business Office, or at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customer bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates, or that an adjustment may otherwise be appropriate.

B. The subscriber shall pay monthly in advance or on demand all charges for service and equipment and shall pay on demand all charges for long distance service. The subscriber is responsible for payment of all charges for services furnished the subscriber, including charges for services originated or charges accepted at the subscriber's premises.

1. The following charge will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written: $25 if the face value of the check does not exceed $50; $30 if the face value is more than $50 but does not exceed $300; $40 if the face value is more than $300; or 5 percent of the face value of the check (applicable if amount exceeds $800), whichever is greater.

C. Should service be suspended for nonpayment of charges, it will be restored only as provided under "Restoration Charge" in Section A4 of this R.T. & C document.

D. When the service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement, which is subject to the provisions of this R.T. & C document.

A2. GENERAL REGULATIONS

A2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd.)

A2.4.2 Payment for Service (Cont'd.)

E. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service.

Note 1: Nonpayment of the charge in B.1 preceding will not constitute sufficient cause for interruption or cancellation of service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this R.T. & C document; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

F. Bills for service shall not be considered delinquent prior to the expiration of fifteen days from the date of mailing or delivery by the Company. However, the Company may demand immediate payment under the following circumstances:

1. Where service is terminated or abandoned.

2. Where toll service is two times greater than the subscriber's average as reflected on the monthly bills for the three months prior to the current bill, or in the case of a new customer who has been receiving service for less than four months, where the toll service is twice the estimated monthly toll service.

3. Where the Company has reason to believe that a business subscriber is about to go out of business or that bankruptcy is imminent for that subscriber.

G. The Company shall apply partial payment of a customer's bill first towards satisfying any unpaid regulated charges. The remaining portion of the payment (if any) shall be applied to nonregulated charges.

A2.4.3 Customer Overbilling by Company

Overbillings of subscribers by the Company will normally be credited to the customers' accounts. No interest will be paid on overbillings.

A2. GENERAL REGULATIONS

A2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd.)

A2.4.4 Allowance for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this R.T. & C document. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work. For the purpose of administering this regulation, every month is considered to have thirty days.

A2.4.5 Provision for Certain State and Local Taxes and Fees

When a municipality or political subdivision of the State charges the Company any license, occupational, franchise, inspection or other similar tax or fee, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities, the aggregate amount of such taxes and fees will be billed, insofar as practical, pro rata to exchange subscribers receiving service in the municipality or political subdivision.

The Florida Gross Receipts Tax will be billed in the full amount for all services which are subject to this tax.

A2.5 LIABILITY OF THE COMPANY

A2.5.1 Service Irregularities

The liability of the Company for damages arising out of impairment of service provided to its subscribers, such as defects or failure in facilities furnished by the Company, or mistakes, omissions, interruptions, delays, errors or defects in the provision of its services set forth herein, or any portion of its services, occurring in the course of furnishing such facilities or services and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities or services occurs.

A2. GENERAL REGULATIONS

A2.5 LIABILITY OF THE COMPANY (Cont'd.)

A2.5.1 Service Irregularities (Cont'd.)

The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company: (l) caused by customer-provided equipment (except where a contributing cause is the malfunctioning of a company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to the proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs); or (2) not prevented by customer-provided equipment but which would have been prevented had company-provided equipment been used.

A2.5.2 Use of Facilities of Other Connecting Carriers

A. When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's 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.

B. Northeast Florida Telephone Company concurs with the uniform statewide Access Service R.T. & C document filed in Docket No. 820537-TP.

A2.5.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the subscriber, or subscribers, against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with the facilities provided by the Company.

A2. GENERAL REGULATIONS

A2.5 LIABILITY OF THE COMPANY (Cont'd.)

A2.5.4 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a subscriber resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on such premises, or by the installation or removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

A2.5.5 Period for the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

A2.6 CLASSIFICATION OF AREAS AS THE BASIS FOR FURNISHING TELEPHONE SERVICE

A2.6.1 General

A. Economical operation of the telephone business, to secure protection to the whole body of ratepayers and to the business itself, requires that the property be built and operated in accordance with a definite plan under which specified classes of service are regularly furnished in specified areas or types of areas. The Telephone Company therefore does not undertake to furnish any desired class of service at any desired location, nor does it undertake to extend its plant to remote sections where such extension is not warranted by the public necessity, as distinguished from personal desire, except where adequate protection is afforded.

B. The provisions contained in the other sections of this R.T. & C document describe the application of the general principles of providing telephone service.

A2.6.2 Classification of Areas

The general plan for furnishing telephone service is based on the following classification of areas by types for the determination of the classes of service available and for the application of rates.

A2. GENERAL REGULATIONS

A2.6 CLASSIFICATION OF AREAS AS THE BASIS FOR FURNISHING TELEPHONE SERVICE (Cont'd.)

A2.6.2 Classification of Areas (Cont'd.)

A. Exchange Area

The Exchange Area or Local Service Area is that territory in which local exchange service is furnished and comprises all the area in which some form of local telephone service is furnished, as distinguished from toll service. The exchange area comprises the following:

1. The base rate area is that territory within the exchange area in which local exchange service is furnished at rates common to all subscribers. Base rate areas should be restricted to the developed sections which are a part of, or contiguous to, the community in which the exchange is located.

2. Immediately outside the base rate area, by reason of the somewhat greater distance and the sparseness of development, construction charges may be charged.

A2.6.3 Extension of Service Beyond the Base Rate Area

The extension of the Telephone Company's property beyond the base rate area is based on the facts in each case. Generally, the Telephone Company's property will be extended beyond the base rate area to serve subscribers in general without the application of construction charges where the service to be furnished is of a permanent nature. In all other cases, the Telephone Company's property will be extended beyond the base rate area if:

A. The applicant or applicants will meet the special conditions imposed, as by payment of construction charges and/or by execution of a term contract, under some arrangement based on the facts in the case and designed to protect the general body of ratepayers by assessing all or a part of such cost against those for whom the costs are specifically incurred; or

B. The applicant or applicants for the service will provide facilities to meet the Telephone Company's lines at some agreed-upon point which is within the scope of its general plan for development.

A2. GENERAL REGULATIONS

A2.7 OBLIGATION OF THE COMPANY

A2.7.1 Obligation to Furnish Service

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain, and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

A2.8 CUSTOMER PREMISES INSIDE WIRE

A2.8.1 General

A. Customer premises inside wire and standard jacks associated with residence and business individual and party line basic exchange services, as defined in Section A1 of this R.T. & C document, may be provided by either of the following options effective July 1, 1986:

1. Customers may provide their inside wire installation and maintenance.

2. Customers may have some other nonregulated source provide their inside wire installation and maintenance.

B. Customer premises inside wire provided by the customer must be installed in accordance with the technical standards of the Company.

C. Customer premises inside wire provided by the customer may be connected to residence and business individual and party line basic exchange service or private line service furnished by the Company at the demarcation point.

D. The rates and charges for the Exchange Access Line do not include Telephone Company maintenance of customer premises inside wire associated with residence and business individual line and party line basic exchange service.

E. Maintenance of customer premises inside wire may be performed by either of the two options stated in Section A2.8.1.A.

A2. GENERAL REGULATIONS

A2.8 CUSTOMER PREMISES INSIDE WIRE (Cont'd.)

A2.8.2 Responsibility of the Customer

A. The customer is responsible for the installation and maintenance of any customer-provided inside wire and standard jacks in accordance with the technical standards furnished by the Company. Customers electing to maintain telephone inside wire and standard jacks must do so in accordance with those same technical standards.

B. The customer may elect to have the options for maintenance of inside wire on the customer's premises, as stated in Section A2.8.1.E.

C. In the event that the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to, or injury of, the customer or the customer's agent. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's wire maintenance activity.

D. Where customer premises inside wire is maintained by the customer, the customer is responsible for correcting any service difficulty that is causing harm to the telecommunications network upon notice from the Company that such wire is causing the difficulty.

E. In those instances where the Telephone Company makes a repair visit to the customer's premises and the service difficulty or trouble results from customer-owned inside wire, the customer is responsible for the payment as specified in Section A4.1.8 of this R.T. & C document.

A2.8.3 Responsibility of the Company

A. The Company will provide the technical standards and installation guidelines for customer provision of inside wire to customers at its Business Office or other designated locations.

A2.8.4 Violation of Regulations

A. Where customer-provided inside wire is installed or maintained by the customer in violation of Section A2.8 of this R.T. & C document, the Company will promptly notify the customer of the violation, and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.

A2. GENERAL REGULATIONS

A2.8 CUSTOMER PREMISES INSIDE WIRE (Cont'd.)

A2.8.4 Violation of Regulations (Cont'd.)

B. The customer shall discontinue use of the customer-provided inside wire, which is in violation of Section A2.8 of this R.T. & C document, or correct the violation and notify the Company in writing within 10 days after receipt of such notice that the violation has been corrected.

C. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until the customer complies with the provisions of this R.T. & C document.

A2. GENERAL REGULATIONS

A2.9 SPECIAL PROMOTIONS (Cont'd.)

A2.9.3 Bundled Services

A. Bundle Availability

1. Bundled Services are promotional offerings which group combinations of telephone service, calling features, long distance, and internet services for a flat monthly rate. Available bundled service offerings are shown on the company website and are offered subject to availability of the requested service throughout the NEFCOM service territory.

2. Bundled Service offerings are not available in wholesale or resale.

A2. GENERAL REGULATIONS

A2.10 TRAP AND TRACE (ANNOYANCE CALLS)

A. General

1. Trap and Trace is the service of attempting to trace and identify, at the request of the customer, the source of origin of annoyance type telephone calls.

2. The Company does not guarantee successful call trace results. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals which may, in any manner, result from the provision of this service, or from any mistakes, interruption, delays, or errors by the Company in connection with Trap and Trace.

B. Types of Annoyance Calls

The most serious annoyance calls are the ones which are abusive in nature and can generally be classified as one of the following four types:

1. Obscene - The call is considered obscene when a comment, request, suggestion, or proposal is made which a reasonable person would consider indecent.

2. Harassing - Harassing calls are usually one of the following types:

   (a) Ring and hang-up calls, or calls with heavy breathing without speaking.

   (b) False report calls where the caller represents himself as a member of the police force or hospital staff and informs the called party that a member of his family has had an accident.

3. Threatening - These include threats of kidnapping, bodily harm, property damage, bomb threats, etc.

4. Interfering - These calls are made with the intent of hindering the called party in the use of his/her service, usually accomplished by the calling party not hanging up when the call is completed.

A2. GENERAL REGULATIONS

A2.10 TRAP AND TRACE (ANNOYANCE CALLS) (Cont'd.)

C. Request Procedure to Trap and Trace

1. Responsibility of the Customer

(a) A customer believing that he/she has received an abusive call shall contact the local Sheriff's Department and request that agency to issue to the Telephone Company a Trap and Trace order signed by the County Court Judge and approved by the State Attorney or the Assistant State Attorney.

(b) In case of criminal action against the responsible person or civil action later by the person accused, the customer-complainant may be required to take the witness stand and testify.

2. Responsibility of the Telephone Company

(a) When Trap and Trace has been set, the Central Office Department personnel will advise the customer. At this time, the customer will be advised of the method to follow when an annoyance call is received. The customer will also be advised that any information gathered as a result of the Trap and Trace will be released only to the appropriate local law enforcement agency.

(b) The Company will allow Trap and Trace service to remain in place for a period of at least one week, or until earlier completion of the investigation, provided Central Office identification equipment is available.

A2. GENERAL REGULATIONS

A2.10 TRAP AND TRACE (ANNOYANCE CALLS) (Cont'd.)

D. Results of Trap and Trace

1. If the abusive calls cannot be successfully traced, the customer will be offered the option of changing his/her telephone number at no charge.

2. If the abusive calls were successfully traced, but the customer arbitrarily wishes to change his/her telephone number anyway, then there will be a charge as listed in Section A4.3.2 of this R.T. & C document.

E. Rates and Charges

1. There is no charge usually for the actual Trap and Trace service. However, the customer is advised by the Sheriff's Department that any charges incurred by the Telephone Company in connection with this trapping that are over and above the normal course of business (i.e., legal expenses, travel expenses, etc.) will be billed directly by the Telephone Company to the customer requesting Trap and Trace service. The customer is asked to acknowledge understanding of the possibility of such charges and to agree to promptly remit payment for any such billings presented.

2. If it is necessary to change the customer's type of service (i.e., R-2 to R-1), it will be at the expense of the customer making the complaint.

3. The Company will permanently change a customer's number, at the customer's request, at no charge if the abusive calls cannot be successfully traced.

Note: If the abusive calls were successfully traced, but the customer arbitrarily wishes to change his/her telephone number anyway, then there will be a charge as listed in Section A4.3.2 of this R.T. & C document.

A2. GENERAL REGULATIONS

A2.11 ACCESS SERVICE

A2.11.1 General

Northeast Florida Telephone Company, hereinafter called the concurring company, except as specifically stated herein, assents to, adopts, and concurs in the Access Service R.T. & C document filed with the Public Service Commission of Florida by BellSouth Telecommunications, Inc., hereinafter called the issuing company, as such R.T. & C document now exists, or as it may be revised, added to, or supplemented by superseding sheets or issues, for Access Service furnished by the issuing company and the concurring company (including such services as are also participated in by one or more other companies), and hereby makes itself a party thereto and obligates itself to observe each and every provision thereof.

Following implementation of intraLATA presubscription, customers may designate an interexchange carrier (IC) for intraLATA toll, another IC for interLATA toll, or the same IC for both. If a customer does not decide on an intraLATA IC, the customer will be assigned a "No PIC" status and will have to dial an access code to make an intraLATA toll call.

The following exceptions apply to the above concurrence:

A. Access Services R.T. & C document, Section E13.3.3, Paragraph E.1.

1. The Company concurs in the NECA R.T. & C document FCC No. 5, Section 13.4, for InterLATA Presubscription.

B. Access Services R.T. & C document, Section E13.3.3, Paragraph G.

	Nonrecurring Charge	
1. IntraLATA Presubscription Change Charge, per line or trunk		
a. Customer changes IntraLATA Carrier only	$5.00[1]	(T)
b. Additional charge when customer changes IntraLATA and InterLATA Carrier simultaneously	$2.75	(I)

C. Access Services R.T. & C document, Section E13.3.3, Paragraph H.

1. The Company's nonrecurring charge for Unauthorized IntraLATA PIC Changes will concur with the NECA R.T. & C document FCC No. 5, Section 17.4, for Unauthorized PIC Changes.

Note 1: New and existing customers will receive one free PIC change during the first 90 days following implementation of intraLATA toll presubscription.

A3. BASIC LOCAL EXCHANGE SERVICE

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.1 GENERAL

A. Basic local exchange service as offered in this R.T. & C. document is comprised of the following element:

Exchange Access Line - The serving central office line equipment and all the company plant facilities up to and including the company-provided protector. These facilities are company-provided and maintained, and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the R.T. & C. documented use offering selected by the customer.

B. Exchange access lines are subject to the nonrecurring charges specified in Section A4 of this R.T. & C. document.

C. Base Rate Areas, Zone Rate Areas, and Exchange Service Areas for each exchange are identified on maps filed in Section A3.2.4.

A3.2 RATE GROUP SCHEDULES

A3.2.1 Reserved for Future Use

A3.2.2 Reserved for Future Use

A3.2.3 Reserved for Future Use

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 RATE GROUP SCHEDULES (Cont'd.)

A3.2.4 Maps of Exchange Service Areas and Base Rate Areas

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 RATE GROUP SCHEDULES (Cont'd.)

A3.2.4 Maps of Exchange Service Areas and Base Rate Areas (Cont'd.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 RATE GROUP SCHEDULES (Cont'd.)

A3.2.4 Maps of Exchange Service Areas and Base Rate Areas (Cont'd.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 RATE GROUP SCHEDULES (Cont'd.)

A3.2.4 Maps of Exchange Service Areas and Base Rate Areas (Cont'd.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 RATE GROUP SCHEDULES (Cont'd.)

A3.2.4 Maps of Exchange Service Areas and Base Rate Areas (Cont'd.)

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.2 RATE GROUP SCHEDULES (Cont'd.)

A3.2.4 Maps of Exchange Service Areas and Base Rate Areas (Cont'd.)

A3. BASIC LOCAL EXCHANGE SERVICE

A3.3 LOCAL CALLING AREAS - INCLUDING FLAT RATE EXTENDED AREA SERVICE (EAS)

The rates specified in Section A3.4.1.B entitle subscribers to call, without toll charges, all access lines within the local calling areas indicated below:

Exchange	Local Calling Area/EAS
Macclenny	Macclenny, Sanderson
Sanderson	Sanderson, Macclenny

A3.4 MONTHLY EXCHANGE RATES

Monthly exchange rates shown in Section A3.4.1 are applicable in each exchange for grades and classes of basic local exchange service offered.

A3.4.1 Flat Rate Service

A. The rates specified herein entitle the subscribers to an unlimited number of messages to all exchange access lines within their local calling area as identified in Section A3.3, Local Calling Areas, of this R.T. & C. document.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

B. Residence and Business Basic Exchange Rates

1. Basic Service Rates

(a) Residence:

Exchange	Individual Monthly Rate
Macclenny	$14.00
Sanderson	$14.00

(b) Business:

Exchange	Individual Monthly Rate
Macclenny	$24.40
Sanderson	$24.40

(c) Rotary/Hunting:

Exchange	Individual Monthly Rate
Macclenny	$36.00
Sanderson	$36.00

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

C. PBX Trunks

	Individual Monthly Rate
1. Two-Way or Outward Commercial Flat Rate Trunks	$ 36.00

2. Inward Commercial Flat Rate Trunks

(a) The monthly rate for an inward commercial flat rate trunk is the same as the individual line business flat rate in the controlling rate area.

(b) Inward trunks are furnished only in addition to flat rate trunks, and their telephone numbers must be consecutive therewith except where provision of a divided trunk group is specified by the Company.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

C. PBX Trunks (Cont'd.)

3. Night, Sunday, and Holiday Service

A private branch exchange subscriber may be furnished with additional central office numbers to assist in handling incoming calls at periods, outside of business hours, when the private branch exchange is not attended. Each such additional number is bridged upon one of the subscriber's PBX trunks, for association, by cord or switch, with an on-premise station line of the PBX. All calls for the additional number are then directed to that station. Only one PBX station line shall be connected to each such number. The monthly charge for each Night, Sunday and Holiday number, including the directory listing, is $5.00.

4. Tie Line Trunks

(a) Tie lines offered under the provisions of this R.T. & C. document section are circuits connecting two private branch exchange systems, or a main and a subsidiary private branch exchange system, where: (a) the switching equipment of both private branch exchange systems is located in the same exchange area; (b) both private branch exchanges are flat rate, or both are message rate, except where it is established that neither a flat rate nor a message rate system so connected will be used to supplement the other; (c) suitable facilities are available; and (d) no unusual expense is involved.

(b) The rates shown hereinafter contemplate the furnishing of facilities to provide the following types of tie line service:

I. Regular (terminating-only type) tie line service suitable for connections between on-premise private branch exchange stations, which are stations associated with and located in the same premise as the switching equipment of each of the two private branch exchange systems, hereinafter termed systems, in which the tie line terminates, and for connection of such an on-premise station of either system, via the tie line, to a central office trunk of the other system, to originate or to receive a local or toll telephone call.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

C. PBX Trunks (Cont'd.)

4. Tie Line Trunks (Cont'd.)

(b) (Cont'd.)

II. Tandem (through and terminating type) tie line service suitable for connections with on-premise stations and with central office trunks to the extent and for the purposes specified in paragraph (b)I above, and for connections of such tandem tie line, at either system, to tandem tie lines connecting such system to any other system, for the purpose of providing inter-private branch exchange service to on-premise stations.

(c) The charges for tie lines are as follows:

I. A regular tie line is provided subject to any applicable mileage charge.

II. A tandem tie line connecting systems which are located in the same premise or the same building, as defined in Section A1 of this R.T. & C. document, is provided subject to a monthly charge of $2.50 plus the applicable mileage charges if the two systems are not located in the same premise.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.4 MONTHLY EXCHANGE RATES (Cont'd.)

A3.4.1 Flat Rate Service (Cont'd.)

C. PBX Trunks (Cont'd.)

4. Tie Line Trunks (Cont'd.)

(c) (Cont'd.)

III. A tandem tie line connecting systems which are located in different buildings (i.e., not in the same premise or building) is provided subject to a monthly charge of $7.50 plus applicable mileage charges.

IV. If other types of connections are desired, such as connection of any tie line to an off-premise station, which is a PBX station not on the same premises as the PBX switching equipment with which such off-premise station is associated, or if special types of terminal apparatus are required, additional charges based upon any additional costs thus incurred may apply.

V. One service connection charge applies to the establishment of each tie line.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.5 EXTENDED LOCAL CALLING (ELC) SERVICE

A3.5.1 General

Extended Local Calling (ELC) Service is a nonoptional calling plan that provides two-way calling to designated exchanges outside the basic local calling area, but within the same Local Access Transport Area (LATA), at a flat rate per call, or a combination of flat and discounted measured rates.

A3.5.2 Application

ELC Service applies to all subscriber access lines within the following ELC exchange areas, including access lines provided in connection with Shared Tenant Services (STS) and public telephone service:

Exchanges	Extended Local Calling Exchange Areas
Macclenny*	Jacksonville, Ft. George, Baldwin, Maxville and Lake City
Sanderson*	Jacksonville, Ft. George, Baldwin, Maxville and Lake City

*Flat Rate Extended Area Service (EAS) exists between Macclenny and Sanderson.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.5 EXTENDED LOCAL CALLING (ELC) SERVICE (Cont'd.)

A3.5.3 Rates and Charges

A. Flat and Measured Rates - Per Call

1. Station-to-Station rates for calls to the ELC exchange areas:

Exchange Areas	Flat Rate Residence	Flat Rate Business	Measured Rate Business
Jacksonville	$.25	$.25	-
Ft. George	$.25	$.25	-
Baldwin	$.25	$.25	-
Maxville	$.25	$.25	-
Lake City	$.25	-	$.10 First Minute, then .06 Each Additional inute or fraction thereof

2. For Operator-Assisted ELC calls, the appropriate surcharges in Section A3.8.1 of this R.T. & C. document will apply in addition to the ELC Station-to-Station rates.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 LIFELINE PROGRAM

A3.6.1 General

A. The Federal Lifeline program is designed to increase the availability of telecommunications services to low-income subscribers by providing a credit to monthly recurring local service to qualifying low-income residential subscribers. Specific terms and conditions applicable to Lifeline Service are set forth in this R.T. & C. document.

B. Lifeline is supported by the federal universal service support mechanism.

C. Federal baseline support at the interim rate of $9.25 is available for each Lifeline service and is passed through to the subscriber. The amount of credit will not exceed the charge for local service.

A3.6.2 Regulations

A. General Information

1. One low-income credit is available per household and is applicable to the primary residential connection only. The subscriber must be a current recipient of any of the low-income assistance programs recognized as Federally eligible programs for Lifeline participation and or have a household income that is at or below the poverty level indicated by the FCC.

2. A Lifeline customer may subscribe to any local service offering available to other residence customers.

3. Toll blocking, if elected, will be provided at no charge to the Lifeline subscriber.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 LIFELINE PROGRAM (Cont'd.)

A3.6.2 Regulations (Cont'd.)

A. General Information (Cont'd.)

6. A Lifeline subscriber's basic local service will not be disconnected for nonpayment of regulated toll charges or ancillary services, but may be disconnected for nonpayment of basic local service. Basic local service may be denied for nonpayment of basic local charges. Access to toll service may be denied for nonpayment of regulated tolls. Unpaid toll charges must be paid in full prior to the removal of toll blocking. Access to ancillary services may be denied for nonpayment of basic or nonbasic local charges. A Lifeline subscriber's request for reconnection of basic local service will not be denied if the service was previously denied for nonpayment of toll or ancillary charges. Partial payments will first be applied to basic local service.

B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any of the following low-income assistance programs as identified at http://www.lifelinesupport.org/ls/eligibility/default.aspx.

2. All applications for service are subject to verification with the NLAD responsible for administration of the qualifying program.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 LIFELINE PROGRAM (Cont'd.)

A3.6.2 Regulations (Cont'd.)

C. Certification

1. Proof of eligibility in any of the qualifying low-income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going-forward basis.

2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under state and federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline program.

   Eligible Lifeline subscribers may enroll in the Lifeline program by signing a document certifying, under penalty of perjury, that the customer participates in one of the Florida Lifeline eligible programs and identify the qualifying program. The Lifeline credit will not be established until the Company has received such signed documentation. If the customer requests installation prior to the Company's receipt of said signed document, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going-forward basis.

3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued on the following bill.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.6 LIFELINE PROGRAM (Cont'd.)

A3.6.3 Rates and Charges

A. General Information

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's bill for local service.

2. Service Charges in Section A4 are applicable for installing or changing Lifeline service.

3. The Secondary Service Charge in Section A4 is not applicable when existing service is converted intact to Lifeline service.

B. The total Lifeline credit consists of the maximum allowed Federal Lifeline credit authorized by the F.C.C.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.8 DIRECTORY ASSISTANCE SERVICE AND CHARGES

A3.8.1 General

A. The Company furnishes a Directory Assistance Service for the purpose of aiding subscribers in obtaining telephone numbers.

A3.8.2 Rates and Charges

A. Directory Assistance

1. Directory Assistance - request of a telephone number - (maximum of two requests per call):

(a) Within the Company's local calling zone for the originating line:

	Rate
I. Per Call	$.35

(b) Outside the Company's local calling zone and LATA/NPA serving areas for the originating line:

I. Per Call	$.85

2. Directory Assistance for Public Service Providers:

(a) All calls to Directory Assistance:

I. Per Call	$.35

B. All Directory Assistance calls will be billed at the rates specified above with no local exceptions or allowances. A requesting party can obtain two (2) telephone numbers in each DA call.

C. Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls **when requesting telephone numbers of lines located within the Company's local calling zone for the originating line**. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from that individual's line, or in the case of a business employing a disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 OPERATOR-ASSISTED LOCAL CALLS

A3.9.1 Operator Assistance Charges

A. All types of local exchange service have local calling areas as specified in A3.3 of this R.T. & C. document, which are the areas that can be called on a flat rate basis (no charge for individual calls), on a Message rate basis (calls charged for as Message units), or on a measured service basis (charges based on a combination of one or more rating elements where Measured Service local exception R.T. & C. documents are in effect).

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. The following service charges for operator-assisted local calls apply in addition to the applicable local dial rate:

1. Billing Surcharges

	Nonrecurring Charge
(a) Station-to-Station customer-dialed calling card (credit card) calls, each	$.75

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 OPERATOR-ASSISTED LOCAL CALLS (Cont'd.)

A3.9.1 Operator Assistance Charges (Cont'd.)

C. (Cont'd.)

1. Billing Surcharges (Cont'd.)

	Nonrecurring Charge
(b) Station-to-Station operator-assisted sent-paid, collect, third number, and non-customer-dialed credit card calls, each	$1.00
(c) Person-to-Person operator-assisted calls, each	$2.50

2. Operator-Dialed Surcharge[1]

	Nonrecurring Charge
(a) Station-to-Station operator-assisted or person-to-person operator-assisted calls (excluding those billed to calling cards) where the operator dials the terminating number, each	$ .60

Note 1: An Operator-Dialed Surcharge is in addition to any applicable Billing Surcharge.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.9 OPERATOR-ASSISTED LOCAL CALLS (Cont'd.)

A3.9.1 Operator Assistance Charges (Cont'd.)

D. The following operator-assisted local calls are exempted from the service charge:

1. Calls to designated Company numbers for official telephone business.

2. Emergency calls to recognizable authorized civil agencies.

3. Those cases where a Company operator provides assistance to:

   (a) Reestablish a call which has been interrupted after the called number has been reached.

   (b) Reach the called telephone number where facility problems prevent customer dial completion.

   (c) Place a sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

A3.10.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. 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.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request, the operator will verify and provide the line status condition of a local subscriber line.

2. A subscriber-originated request for verification of a local number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.

2. A subscriber-originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.10 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd.)

A3.10.2 Application of Rates and Charges

Northeast Florida Telephone Company, Inc., hereinafter called the concurring company, asserts to, adopts, and concurs in the Verification and Emergency Interrupt Service, Section A3.11, filed with the Florida Public Service Commission by BellSouth, hereinafter called the issuing company, as such R.T. & C. document exists.

A3.11 SPECIAL ACCESS SERVICES CAPABLE OF USING THE LOCAL EXCHANGE NETWORK

A3.11.1 General

A. As specified in Section E7.4.2 of the Florida Access Service R.T. & C. document and Section B2.1.4.B of the Florida Private Line R.T. & C. document, when a Special Access Line, intraLATA interexchange private line, or Private Bypass Facility is connected to a device capable of, and for the intention of, completing calls into the local exchange network, there will be an additional Measured or Message charge associated with the flat rate Exchange Service Rate for that device (e.g., the PBX trunk in the case of a PBX). Those customers who intend to use their special access, intraLATA interexchange private line or private bypass services for the completion of calls into the local exchange network and have local exchange service other than flat rate will be required to convert to flat rate.

B. The customer must certify in writing to the Telephone Company (LEC) that he or she does not use the private line to access the local network; i.e., he or she does not have a "Leaky PBX." This certification to the local Telephone Company (LEC) must be done immediately by customers for new service.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.11 SPECIAL ACCESS SERVICES CAPABLE OF USING THE LOCAL EXCHANGE NETWORK (Cont'd.)

A3.11.1 General (Cont'd.)

C. As stated in FPSC Docket No. 820537-TP, Order Nos. 14452 and 15481, if a customer does not certify in writing that long distance calls are not completed over private lines terminating in a PBX, the customer shall pay the Company rates as stated in Section A3.10.2 of this R.T. & C. document. Customers using private line or other type connections provided by a vendor other than the LEC (interconnect) are also subject to this policy.

A3.11.2 Application of Additional Measured or Message Charges

A. These usage charges are in addition to all other applicable local service rates and charges.

	Price
1. Measured Charge	
(a) Per minute of local usage (where facilities for measuring exist), or	$.03
2. Message Charge	
(a) Per local message	$.12

Note: In addition to the Measured and Message charges above, there would be an additional charge of 100% of the flat line rate associated with the service to those customers who fail to certify that long distance calls are not being completed over private lines.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.12 TELECOMMUNICATIONS ACCESS SYSTEM ACT SURCHARGE

Pursuant to passage of the Telecommunications Access System Act of l99l by the Florida Legislature during the l99l session, a monthly surcharge shall be imposed on all local exchange telecommunications company subscribers, excluding federal and state agencies, on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunications access lines per account bill rendered. The Commission shall determine the amount of the surcharge; however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on all bills to the subscribers rendered on or after July l, l99l.

A3.13 AUXILIARY LINE SERVICE

A3.13.1 General

A. Under the conditions specified following, a subscriber having two-way individual line business service may subscribe to one or more auxiliary lines connected to the Central Office at the rate specified following for auxiliary lines.

A3.13.2 Regulations

A. The auxiliary line must terminate on the same premises as that in which the two-way service is located.

B. The auxiliary line is to be used for one-way (inward to the subscriber) service only.

C. Auxiliary line service may or may not be arranged for rotary, hunting or similar service, which allows completion of an incoming call from a line that is called but is in use, by means of an arrangement of central office equipment on a full-time basis. Where the lines are arranged for rotary, hunting or similar service, the rotary charge will apply to each line as specified in Section A3.4.1.B of this R.T. & C. document.

A3.13.3 Rates

A. Business

	Monthly Rate
Per Auxiliary Line	$24.40

A4. SERVICE CHARGES

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A4. SERVICE CHARGES

A4.1 DEFINITIONS

The term "Service Charge" as specified herein and in other sections of this General Subscriber Service R.T. & C. document is defined as a nonrecurring charge or charges applying to the ordering, installing, moving, changing, rearranging, or furnishing of telephone service and other telephone facilities.

A4.1.1 Multi-Element Service Charges

A. Service Ordering Charge

The term "Service Ordering Charge" means the charge that applies for work performed by the Company in connection with the receiving, recording, and processing of customer requests for service. Service Ordering Charges are classified as primary and secondary.

B. Access Line Connection Charge

The term "Access Line Connection Charge" means the charge that applies for arranging an exchange line to provide service between the central office and the customer's premises. This work includes, but is not limited to:

1. Making and changing connections in the central office;

2. Making and changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connections and line and station transfers; or

3. Drop wire connection.

A4.1.2 Service Connection

Work associated with establishment of service for a subscriber and the subsequent discontinuance of such service.

A4.1.3 Moves

The transfer of telephone access line equipment from one location to another on the same premises where there is no interruption of the service other than is incidental to the work involved.

A4. SERVICE CHARGES

A4.1 DEFINITIONS (Cont'd.)

A4.1.4 Changes

The substitution of a different type of access line equipment or a rearrangement of such equipment which does not involve a change in location of the access line equipment or a change of telephone number.

A4.1.5 Termination Charge

A charge applying when a subscriber discontinues service prior to the expiration of the initial period designated for such service.

A4.1.6 Restoration Charge

A charge applying to restoration of service following a temporary suspension of such service at the subscriber's request or for nonpayment of charges.

A4.1.7 Number Change Charge

A charge applying to a subscriber-requested change of telephone number.

A4.1.8 Trouble Location Charge

A charge applying when a Telephone Company representative makes a repair visit to the customer's premises, and the service difficulty or trouble results from customer-owned equipment or materials.

A4. SERVICE CHARGES

A4.2 APPLICATION OF CHARGES

A. General Application

1. Where the service desired requires more than one order or access line work function, the total charge is the sum of the separate charges for each function required, except as provided elsewhere in this R.T. & C. document.

2. The charges specified in this section for the connection, move, or change of service contemplate work being performed by Company employees involved at a time when overtime wages do not apply, unless otherwise specified.

3. If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours or days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.

4. No distinction is made between a "New Installation or Connection" and an "Outside Move." All changes in service from one premises to another, except as otherwise provided in this section, are treated as new service connections with Service Charges applying. For a definition of the term "Premises (Same)," refer to Section A1 of this R.T. & C. document.

5. Service Charges are in addition to other rates and charges normally applying under this R.T. & C. document. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of mileage charges.

6. In connection with residence service for Company employees furnished at reduced rates, a 100% reduction is allowed for regular service charges on initial service connections, once in any twelve-month period.

A4. SERVICE CHARGES

A4.2 APPLICATION OF CHARGES (Cont'd.)

A. Service Charges DO NOT Apply To:

1. Exchange access lines, trunks, or stations for which no basic exchange rates apply (e.g., official service, etc.).

2. Change of telephone numbers and associated listing changes for service reasons or Company-initiated reasons.

3. Any activity required for the proper maintenance of service.

4. Changing grade of service when customers are upgraded after having to take a lower grade of service initially due to facilities not being available.

A4. SERVICE CHARGES

A4.2 APPLICATION OF CHARGES (Cont'd.)

B. Service Charges DO NOT Apply To: (Cont'd.)

5. When service is reestablished at a location which has been destroyed or made untenable by fire, service connection charges do not apply when the service is reestablished within a reasonable time. If the subscriber desires service at a new location for a temporary period, the service connection charges will apply when service is reestablished at the former location. If the subscriber desires service established at a new and permanent location, then the service connection charges will apply.

Note: Changes in location of existing service to points outside the premises occupied by the subscriber are considered as new service connections at the new location.

C. Payment of Service Charges

Except as provided in this paragraph, service connection, move, or change charges (separately or in combination) are normally paid at the time of application for service. Service may be established in advance of payment of service connection charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations, or agencies of the Federal, State, County, or Municipal Government.

1. An extended payment plan of service connection charges for residential customers is available. Service charges may be paid in three (3) equal monthly installments. A monthly service fee of $l.00 will be charged to applicants who elect to pay the service connection charges in installments over an extended period.

A4.2.1 Multi-Element Service Charges

A. Service Ordering Charge

1. Applies per customer request for work performed by the Company to be completed for the same account, at the same premises, and on the same date.

A4. SERVICE CHARGES

A4.2 APPLICATION OF CHARGES (Cont'd.)

A4.2.1 Multi-Element Service Charges (Cont'd.)

A. Service Ordering Charge (Cont'd.)

2. Where more than one account is located at the same premises, work on each individual account will be considered separately.

B. Access Line Connection Charge

1. Applies for work including, but not limited to:

(a) Making and changing connections in the central office;

(b) Making and changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connections and line and station transfers; or

(c) Drop wire connection.

A4.2.2 Transfer of Telephone Service to Different Premises

Transfers of telephone service from one premise to another involving a break in the continuity of service and resulting in a cessation of local service charges are not classed as moves, but as new service connection. However, such transfers may be provided by either the execution of a new contract and the payment of the proper Service Connection Charge or, with reasonable advance notice by the customer, the continuation of any existing contracts and the payment of charges based on costs. In the event that this latter arrangement is elected by the customer, such election is binding once work is begun by the Company.

A4.2.3 Restoration Charge

A. When service has been suspended for nonpayment of charges, restoration of service is made upon payment of charges due. A restoration charge, per access line restored, is applied.

B. When service is temporarily suspended at the subscriber's request, a restoration charge, per access line restored, is applied.

A4. SERVICE CHARGES

A4.2 APPLICATION OF CHARGES (Cont'd.)

A4.2.4 Telephone Number Change Charge (Access Line Change Charge)

A. The Telephone Number Change Charge, per number changed, and the Secondary Service Ordering Charge apply to requests of subscribers to change telephone numbers. This includes, but is not limited to, access lines and trunks and Centrex and PBX station numbers where specific charges for number changes are not specified elsewhere in this R.T. & C. document.

B. Charges do not apply for changes in telephone numbers made where, in the judgment of the Company, such changes are necessary for continuation of satisfactory service.

A4.2.5 Service Charges for Moves and Changes

A. General

1. Charges for moving and changing access line equipment at a customer's premises will be based on the charges set forth in Sections A4.3.1.A and A4.3.1.B of this R.T. & C. document.

2. For rearrangement of a drop wire or protector, the Secondary Service Ordering Charge and the access line connection charge will apply.

3. Charges do not apply for moves and changes which are necessary, in the judgment of the Company, for continuation of satisfactory service.

A4.2.6 Trouble Location Charge

A. The Trouble Location Charge applies for each repair visit made to the customer's premises when the service difficulty or trouble results from customer-owned equipment or materials.

A4. SERVICE CHARGES

A4.3 SCHEDULE OF CHARGES

A4.3.1 Multi-Element Service Charges

A. Service Ordering Charge

1. Primary (For connecting new or additional central office lines):

	Nonrecurring Charge
(a) SL/SI Residence, per service order	$17.00
(b) SL/SI Business, per service order	$19.00
(c) CIS, per service order	$19.00

2. Secondary (For moving or changing existing service and equipment, or adding new or additional service and equipment other than central office lines):

	Nonrecurring Charge
(a) SL/SI Residence, per service order	$ 8.00
(b) SL/SI Business, per service order	$10.00
(c) CIS, per service order	$10.00

A4. SERVICE CHARGES

A4.3 SCHEDULE OF CHARGES (Cont'd.)

A4.3.1 Multi-Element Service Charges (Cont'd.)

B. Access Line Connection Charge

	Nonrecurring Charge
1. Per Access Line or Trunk:	
(a) Residence	$20.00
(b) Business	$20.00

A4. SERVICE CHARGES

A4.3 SCHEDULE OF CHARGES (Cont'd.)

A4.3.2 Telephone Number Change Charge (Access Line Change Charge)

	Nonrecurring Charge
A. SL/SI Residence	
1. Secondary Service Ordering Charge, per customer request	$ 8.00
2. Per telephone number changed	$10.00
B. SL/SI Business	
1. Secondary Service Ordering Charge, per customer request	$10.00
2. Per telephone number changed	$10.00
C. Complex Instruments Service (CIS)	
1. Secondary Service Ordering Charge, per customer request	$10.00
2. Per telephone number changed	$10.00

A4. SERVICE CHARGES

A4.3 SCHEDULE OF CHARGES (Cont'd.)

A4.3.3 Restoration Charge

A. Temporary Suspension at Customer's Request

In the event service is temporarily suspended at the subscriber's request, in accordance with the provisions set forth in Section A2.3.14, such service will be restored, and charges as specified below will apply.

	Nonrecurring Charge
1. SL/SI Residence	
(a) Secondary Service Ordering Charge, per customer request	$ 8.00
(b) Charge per telephone number restored	$11.75
2. SL/SI Business	
(a) Secondary Service Ordering Charge, per customer request	$10.00
(b) Charge per telephone number restored	$11.75
3. Complex Instruments Service (CIS)	
(a) Secondary Service Ordering Charge, per customer request	$10.00
(b) Charge per telephone number restored	$11.75

B. Nonpayment

In the event service is temporarily interrupted for nonpayment, such service will be restored upon payment of charges due or, at the discretion of the Company, a substantial portion thereof. In addition, charges as specified below will be applicable to restore such service.

A4. SERVICE CHARGES

A4.3 SCHEDULE OF CHARGES (Cont'd.)

A4.3.3 Restoration Charge (Cont'd.)

B. Nonpayment (Cont'd.)

	Nonrecurring Charge
1. SL/SI Residence	
Charge per telephone number restored	$21.55
2. SL/SI Business	
Charge per telephone number restored	$21.55
3. Complex Instruments Service (CIS)	
Charge per telephone number restored	$21.55

A4.3.4 Trouble Location Charge

A. Residence/Business	$25.00

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 CONSTRUCTION CHARGES

A5.1.1 General

A. Construction charges are applicable under certain conditions as hereinafter set forth and are in addition to other applicable recurring and nonrecurring charges specified in this R.T. & C. document.

B. Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.

C. Construction furnished by or performed by the applicant, where authorized in this R.T. & C. document, is subject to the approval of the Company.

D. The word "cost," when used in this section, is to be interpreted to mean cost of labor and materials, in addition to charges for supervision and other overhead expenses associated with the construction.

E. Except as otherwise provided herein, the regulations in this R.T. & C. document contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The customer may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

F. When attachments are made to poles of other companies, in lieu of providing new pole line construction for which the subscriber would regularly be charged construction charges under the provisions of this section, the attachment rental charges to the Company for such attachments may be assessed to the subscriber in whole or in part as the particular circumstances may warrant.

G. The Company will bear the cost of construction, for a line extension outside the service area, equal to five times the annual exchange revenue and may require the applicant or group of applicants to pay a construction charge for the portion of the construction cost in excess of this amount.

H. No construction charges paid to the Company are refundable by it.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 CONSTRUCTION CHARGES (Cont'd.)

A5.1.1 General (Cont'd.)

I. When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.

A5.1.2 Construction on Public Highways or Other Easements

A. No construction charge is made for the provision of new plant construction on or along public highways or other easements within the base rate area, or outside the base rate area when such construction is to be used in serving subscribers in general. The term "subscribers in general," as used in this section, is to be interpreted to include those cases where new construction is required to serve two or more customers and the revenue is expected to be sufficient to ensure an adequate return on the necessary investment within a reasonable time.

B. Except as provided above, when an applicant for service is located outside the base rate area in a territory where new construction is required and the revenue is not expected to be sufficient to ensure, within a reasonable time, an adequate return on the necessary investment, the subscriber(s) to be served may:

1. Be required to bear part of the cost; or

2. If agreed to in writing by the Company, the subscriber at his own expense may furnish the portion of pole line and/or circuit from his station location to an agreed-upon point of connection with the Company's system. The subscriber is required to maintain or bear the expense of maintaining his portion of the pole line and/or circuit and also to bear the expense of installing the station equipment.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 CONSTRUCTION CHARGES (Cont'd.)

A5.1.2 Construction on Public Highways or Other Easements (Cont'd.)

C. Where plant is provided under Section A5.1.2.A preceding, the Company will furnish and maintain the necessary circuits. Where plant is provided under Section A5.1.2.B preceding, the Company will furnish and maintain the necessary circuits, but the subscriber may be required to bear a part of the construction costs of the circuits where the revenue is not expected to be sufficient to ensure, within a reasonable time, an adequate return on the necessary investment.

A5.1.3 Construction on Private Property

A. No construction charge is made for the provision of new plant either within or without the base rate area, when such pole line is to be used in serving subscribers in general. Ownership and maintenance of such poles on private property is vested in the Company.

B. Except as provided in A above, when construction is necessary on private property and the revenue is not expected to be sufficient to ensure, within a reasonable time, an adequate return on the necessary investment, the subscriber(s) to be served may be required to bear a part of the cost.

C. In lieu of the arrangements specified preceding, and if approved by the Company, the subscriber may, at his own expense, provide all poles on private property necessary to serve him. Ownership and maintenance of such poles on private property is vested in the subscriber.

D. Where poles are provided under A or C above, the necessary circuits will be furnished and maintained by the Company, except that the customer may be required to bear a part of the construction costs of the circuits where this revenue is not sufficient to ensure, within a reasonable time, an adequate return on the necessary investment.

E. Where, for the purpose of furnishing extension lines, it is necessary to lay underground conduit or to set poles on the subscriber's premises, the subscriber is required to provide and install such underground conduit and to provide and erect such poles, or the Company will do the work at the subscriber's expense. Where the work is performed by the subscriber, it must be in accordance with the standard specifications of the Company.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 CONSTRUCTION CHARGES (Cont'd.)

A5.1.4 Special Types of Construction

A. When a special type of construction is desired by a subscriber, or where the individual requirements of a particular situation make the construction unusually expensive, the subscriber is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the subscriber. In addition thereto, when underground service connections are desired, the following shall apply:

1. A charge of $25.00 will apply for each trench of 100 feet or less opened and backfilled by the Company. Also, a charge of $15.00 will apply for each additional foot of trench.

2. A subscriber may also be required to pay the amount of additional costs incurred by the Company resulting from the subscriber's special requests. Such special requests may include, but are not limited to, expedited shipping.

A5.1.5 Underground Distribution System - Subdivisions

A. The Telephone Company will install underground distribution systems in new subdivisions under the following conditions:

1. Requests for underground distribution systems must be made in writing by the developer. The application must give details as to the area to be served, development schedule, location of utility easements, and such other information that may be required to assist in the planning for the distribution system. The Telephone Company shall have the right to reject these requests whenever the electric distribution system is of overhead design.

2. Right-of-ways and easements suitable to the Telephone Company must be furnished by the applicant in reasonable time to meet service requirements and, at no cost, must be cleared of trees, tree stumps, paving and other obstructions, staked to show property lines and final grade by the applicant before the utility will commence construction of the underground distribution system, and all at no charge to the Telephone Company. Such clearing and grading must be maintained by the applicant during construction by the Telephone Company. Temporary facilities of aerial type may be utilized during the initial construction stages of the underground distribution system to meet the immediate requirement for the telephone service.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 CONSTRUCTION CHARGES (Cont'd.)

A5.1.5 Underground Distribution System - Subdivisions (Cont'd.)

A. (Cont'd.)

3. The distribution system will be constructed with suitable material to assure that the applicant will receive adequate telephone service for the reasonably foreseeable future.

4. The Telephone Company will install the underground distribution system at no charge to the applicant, except that the applicant will be required to provide conduit of suitable size for the entrance facilities at multiple-occupancy buildings. The entrance conduit will be terminated in an accessible space of sufficient size to permit the termination of the entrance and interior facility. The space provided must also be equipped with grounding facility. A cash deposit may be required as a performance guarantee. When the deposit is necessary, it shall be the difference in cost of the facilities requested and the facilities which the Telephone Company would normally provide. This deposit would be equated on a pro rata basis for making quarterly refunds during the first five years after the construction completion. The refund amount would be determined by multiplying the quarterly increase in subscribers by the pro rata share. Quarterly refunds will be made during the first five years after construction completion, or until such time as the deposit is depleted if prior to the five-year period. Any portion of the deposit remaining unrefunded after the fifth year will become the property of the Telephone Company. No interest will accrue on the deposit if refunded quarterly. If not refunded quarterly, interest will accrue on the unrefunded amount at the rate of eight percent (8%) per annum.

A5.1.6 Rearrangement of Existing Plant

A. When the Company is requested to move or change existing plant for which no specific charge is quoted in this R.T. & C. document, the person at whose request such move or change is made may be required to bear the costs incurred.

B. Where by statute, ordinance or other legal requirement, existing aerial facilities are required to be relocated underground, the Company will charge the net cost attributable to such relocation to the local exchange subscribers located within the political subdivision or area affected by such statute, ordinance or other legal requirement.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.1 CONSTRUCTION CHARGES (Cont'd.)

A5.1.7 Construction Required for Temporary Service

A. When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction.

A5.2 SPECIAL SERVICE ARRANGEMENTS

A5.2.1 General

A. Where available and practicable, special equipment and arrangements not otherwise provided for in this R.T. & C. document are furnished if they are in accord with authorized service offerings and if they are to be used in connection with and not detrimental to any of the services furnished by the Company. Charges for such special service arrangements will be based on the estimated costs of furnishing them, such costs to consist of the following items to the extent they are applicable:

1. Cost of maintenance.

2. Cost of operation.

3. Depreciation on the estimated cost installed of any facilities utilized, based on the anticipated useful service life of the facilities, with an appropriate allowance for the estimated net salvage.

4. Administration and taxes on the basis of reasonable average charges for these items.

5. Any other specific items of expense associated with the particular situation.

6. A reasonable amount, computed on the estimated cost installed of the facilities provided, for return and contingencies.

B. The estimated charges for special service arrangements, as mentioned in Section A5.2 above, include the costs of equipment and materials specifically provided or used, plus the estimated costs of installing, including engineering, labor, supervision, transportation, right-of-way, and any investment items.

A5. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

A5.3 CONTRACT SERVICE ARRANGEMENTS

A5.3.1 General

A. Arrangements may be developed by the Company, and at the Company's discretion, offered on a case-by-case basis, taking into account special customer considerations included, but not limited to, volume or term commitments, bundled services, or for a service not generally offered under this R.T. & C. document, including but not limited, when in response to a competitive offering. ICB rates and terms will be offered to the customer in writing and a contract entered into between the Company and the customer.

A6. DIRECTORY LISTINGS AND CHARGES

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A6. DIRECTORY LISTINGS AND CHARGES

A6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS

A. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service. Telephone directories are furnished to subscribers to facilitate the use of the service.

B. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.

C. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject additional listings when, in its judgment, such listings would tend to delay or impede the use of the service.

D. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in the judgment of the Company, the clearness of the listing and the identification of the subscriber is not impaired thereby.

E. Except as hereinafter provided, only one name listing is furnished without extra charge for each: (1) main station service, (2) PBX service, (3) Centrex system, or (4) Shared Tenant Service (STS) System.

1. Main Station Service

(a) Where a number of individual line main station services are provided for the same subscriber on a rotary (hunting) basis, they are considered one service.

(b) If additional name listings are required which would otherwise be available at the regular rate for additional listings, to properly identify the subscriber, such additional name listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of individual main station lines associated with the main station service.

A6. DIRECTORY LISTINGS AND CHARGES

A6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS (Cont'd.)

E. (Cont'd.)

2. PBX Systems

(a) If additional name listings are required which would otherwise be available at the regular rate for additional listings, to properly identify the subscriber, such additional name listings may be provided without charge to the extent that the number of listings allowed does not exceed the number of PBX trunks associated with the service.

(b) In PBX systems all listings, with or without extra charges, usually bear the call number of the first trunk line, but at the customer's request they may bear any of the numbers, including listings of those numbers employed in making calls when the PBX operator is not on duty.

(c) The listing of a nonrotary (hunting) trunk line, or a listing of the first number of a separate rotary group of trunk lines, may be arranged to meet special conditions.

3. Centrex Systems

(a) If additional listings are required which would otherwise be available at the regular rate for additional listings, to properly identify the subscriber, such additional listings may be provided without charge to the extent that the number of listings allowed does not exceed one-eighth the number of main stations in each Centrex system.

(b) Additional listings cannot be listings of individual names.

(c) The listings may be any of the Centrex numbers.

F. Additional listings on rotary numbers usually bear the call number of the first line of the rotary group, but at the subscriber's request they may bear any one of the rotary numbers.

A6. DIRECTORY LISTINGS AND CHARGES

A6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS (Cont'd.)

G. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber except when, in the judgment of the Company, names of buildings, apartment houses, or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room, or suite numbers of buildings or apartment houses, or other such designations, is not permitted.

H. When, in the judgment of the Company, the use of reference or other listings in excess of the number of listings permitted without extra charge as previously outlined are needed for better identification of the subscriber or governmental offices to facilitate the Company's operations, such listings may be provided without charge.

I. Listings are furnished only as specified for the various services mentioned in this section. Listings are not necessary in connection with any services or facilities which are not specifically mentioned in this section and are, consequently, not furnished either with or without charge.

J. When a subscriber will establish a residence or business shortly after the close of subscriber listing records but preceding publication, the Company shall, upon request, establish and list service at the requested new address and immediately place the service on suspension. Service connection and other appropriate local service charges shall be due and payable, independent of whether service is later restored.

K. A special notation by the subscriber's name in the directory indicating telecommunications device for the deaf (TDD) or TDD and voice capability shall be an option provided to the hearing/speech-impaired at no charge.

A6. DIRECTORY LISTINGS AND CHARGES

A6.2 BUSINESS LISTINGS

A. Generally, business listings consist of a name, a designation descriptive of the subscriber's business if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted, but the primary listing may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation, where the subscriber is a corporation; and for any business establishment, the names of associates or employees of the subscriber. Business additional listings may also be the bona fide names of individuals, firms, or corporations which the subscriber owns or controls, or is duly authorized to and actually does represent. An additional listing may also be provided for the residence of a business subscriber when the business is located at or operated from the residence.

B. All listings of a subscriber's services which are located on the same premises must bear the same address, except in the case of outside stations or PBX or Centrex systems the address may be shown as the premises where the outside station is located. However, the Company reserves the right to reject listings of PBX or Centrex stations located at a distance from the associated switchboard when, in its judgment, the conditions are such that standard transmission will not be available on exchange service connections.

A6. DIRECTORY LISTINGS AND CHARGES

A6.2 BUSINESS LISTINGS (Cont'd.)

A6.2.1 Business Designations

A. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith in lieu of a business designation, is not permitted.

Examples of listings not permitted:

Getz, J.G., Mgr., Lewis Grocery Co.,14 Madison.....234-6488
or
Lewis Grocery Co., Getz, J.G.,Mgr., l4 Madison.....234-6488

B. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, governmental officials, etc., may for purposes of identification include abbreviated designations of titles. Also, the title "Mrs.," "Miss," or "Ms." is permitted. Degrees are permitted when they serve as a means of better identification; however, titles and designations will be omitted when a degree is used which conveys adequate information.

A6. DIRECTORY LISTINGS AND CHARGES

A6.2 BUSINESS LISTINGS (Cont'd.)

A6.2.2 Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc., to the name of a commodity or service will not be accepted as a listing unless the subscriber shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service or which, in its judgment, are otherwise objectionable or unnecessary for identification purposes.

A6.3 RESIDENCE LISTINGS

A. Generally, residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party so designated by the subscriber. Fictitious names will not be permitted. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment. Listings which include names other than these are furnished only subject to the rates and regulations as specified in "Joint User Service" in Section A3.

1. Special Residence Designations

(a) Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may, for the purposes of identification, include abbreviated designations of titles. Also, the title "Mrs.," "Miss," or "Ms." is permitted.

A6.3.1 Dual Name Listings (Primary)

At no additional charge, and upon the request of any residential subscriber, the Company shall list an additional first name or initial under the same address, telephone number and surname of the subscriber. The Company shall place the first names or initials in the order requested by the subscriber.

A6. DIRECTORY LISTINGS AND CHARGES

A6.3 RESIDENCE LISTINGS (Cont'd.)

A6.3.2 Dual Name Listings (Additional)

A dual name listing may be provided as an additional listing at the customer's option at the regular additional listing rate specified in Section A6.5 of this R. T. & C. document.

A6.4 NONPUBLISHED (PRIVATE) TELEPHONE NUMBERS

A6.4.1 General

A. Nonpublished (Private) Listing

1. A nonpublished listing is not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a nonpublished listing, the **name and/or number** may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming **names and/or telephone numbers.**

2. An incoming call to a subscriber with a nonpublished listing will be completed by the Company only when the calling party places the call by number. The Company will not connect a call to a nonpublished subscriber on behalf of another caller when the caller does not furnish the nonpublished number to the Company. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a nonpublished telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

A6. DIRECTORY LISTINGS AND CHARGES

A6.4 NONPUBLISHED (PRIVATE) TELEPHONE NUMBERS (Cont'd.)

A6.4.1 General (Cont'd.)

A. Nonpublished (Private) Listing (Cont'd.)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a nonpublished telephone number in the directory or disclosing said number to any person shall attach to the Company. Where a nonpublished listing is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing, **and at the subscriber's request, the Company will change the nonpublished telephone number at no charge to the subscriber**. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonpublished listing or the disclosing of said listing information to any person.

4. Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited as described in Section A16 of this R. T. & C. document.

5. The telephone number, name and address of the subscriber **may be disclosed in connection with E911 service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 service.**

6. For accounting purposes, the telephone number, name and address of a subscriber with a nonpublished listing will be provided to the Long Distance Carrier(s) which furnishes the subscriber long distance message telecommunications service.

7. The telephone number of the customer will, by necessity, be associated with data passed to CATV companies who subscribe to Pay-Per-View Service for the exclusive purpose of validating telephone order transactions of their clients.

A6. DIRECTORY LISTINGS AND CHARGES

A6.4 NONPUBLISHED (PRIVATE) TELEPHONE NUMBERS (Cont'd.)

A6.4.2 Rate Application

A. Nonpublished (Private) Listing

	Monthly Rate
1. Nonpublished Listing, each	$1.95

2. Exceptions:

(a) Service used primarily by a certified hearing/speech-impaired person.

(b) Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.

(c) Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address, provided the listed service is in the same local exchange.

(d) Service to a subscriber living in a hotel, hospital, retirement complex, apartment, boarding house or club, if the subscriber is listed under the telephone number of the PBX, Centrex, or Semipublic Telephone Service furnished to such establishments.

(e) Temporary service.

(f) RingSelect Service number.

A6. DIRECTORY LISTINGS AND CHARGES

A6.5 ADDITIONAL LISTING CHARGES

A. Additional name listings in excess of those permitted without extra charge are furnished at the rates listed below:

1. Residence, per month, each	$ 1.25
2. Business, per month, each	$ 1.25

B. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the information records are posted. Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.

C. Listing charges are automatically discontinued upon termination of the main service with which associated, and additional listing charges may be discontinued upon request after the expiration of the minimum chargeable period. Charges for additional listings of those other than the subscriber may be discontinued upon request of the subscriber, in case the listed party becomes a subscriber to exchange service similar in the classification, i.e., business or residence, as that under which such party already is listed, or in case of death of the listed party, or if such listed party moves from the premises at which the exchange service is furnished.

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS

A6.6.1 Service Station Listings

Listings of service stations (Farmers' Line or Farmers' Exchange Stations) connected with a central office for exchange service, installed at either business or residence locations, are furnished under regulations previously stated for business and residence listings, respectively.

A6.6.2 Reference Listings

A. Reference listings may be furnished to subscribers who change their names, absorb other businesses or subdivide their business and have authority to continue the use of the old name, and in other cases when, in the judgment of the Company, they are considered necessary and are not intended for advertising purposes. Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

Long Lumber Co.....See South Lumber Co.

	Monthly Rate
l. Residence	
(a) Cross reference	$ .75
2. Business	
(a) Cross reference	$1.00

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS (Cont'd.)

A6.6.3 Foreign Listings

A. Listings in the alphabetical section of the directory of an exchange other than the local exchange may be furnished to anyone listed at the regular rate for additional listings applicable in the foreign directory concerned. An example of a chargeable foreign listing is as follows:

(To appear in the Jacksonville, Florida, alphabetical section)

Allisen J.F. atty l04 W. Flagler,Miami, FL.....305-377-4566

		Monthly Rate
1.	Residence	$ .75
2.	Business	$1.00

B. When, in the judgment of the Company, in the case of stations located in an exchange border area, a foreign listing is needed for better identification in order to facilitate the completion of calls, such listing may be provided without charge.

A6.6.4 Indented Listings

A. Indented listings are employed where a subscriber has more than one listing for service under the same name at one or more locations.

For Example:

Jones A B atty l79 Madison Av.....523-4879
Res l22 Linwood.....875-1345
or
Jones A B contrs 220 Madison Av.....523-4141
Branch 83 S Pryor.....525-3882
Garage 80 S Pryor.....525-3970

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS (Cont'd.)

A6.6.5 Caption Listings

A. Listings may be indented under a caption or subcaption at no additional charge for the caption arrangement when, in the judgment of the Company, the captions will facilitate the use of the service. The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business, or titles of officials.

For Example:

Standard Oil Co
Main Ofc Fultn Nat Bk Bl.....523-5011
City Mgr l080 Bankhd Av NW.....876-2651
Service Stations
l060 Bankhd Av NW.....872-9233
l558 Pchtree NW.....874-5124
District Mgr's Res.....243-7017

B. Listings that are variations of the same general line of business, or which, in the judgment of the Company, appear to advertise the extent of the subscriber's business, are not permitted in listings to be indented under captions. Also, the names of individuals are not permitted in listings to be indented under captions.

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS (Cont'd.)

A6.6.6 Additional Listings for Names Spelled More Than One Way

A. Subscribers whose names may be spelled differently from the way such names are commonly pronounced may arrange for additional listings of their names alternately spelled, at the regular additional listing rate.

For Example:

Smithe A B 29l White.....872-2377

and as listed under "Smith"

Smith A B 29l White.....872-2377

		Monthly Rate
1.	Cross reference, residence	$ .75
2.	Cross reference, business	$1.00

B. Listings of alternate spelling are not allowed when, in the judgment of the Company, they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

A6.6.7 Alternate (Directive) Listings

A. Subscribers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types, as described below:

1. Nights, Sundays, and Holidays

(a) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays. The monthly rate for such listing is for each line of the "Note" and to each listing included under the "Note."

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS (Cont'd.)

A6.6.7 Alternate (Directive) Listings (Cont'd.)

A. (Cont'd.)

1. Nights, Sundays, and Holidays (Cont'd.)

(b) Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing. Listings of this type may indicate the telephone numbers of members of the immediate family of the subscriber desiring the alternate listing.

For Example:

Doe Mfg Co furn 202 Main 378-52l6
Note: From 5 pm to 8 am on weekdays,
From 5 pm Saturdays until 8 am
Mondays and Holidays call as follows:
City Sales 378-7931
Manager 237-8077

		Monthly Rate
I.	Residence, per line	$1.25
II.	Business, per line	$1.25

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS (Cont'd.)

A6.6.7 Alternate (Directive) Listings (Cont'd.)

A. (Cont'd.)

2. If No Answer Dial

(a) Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers of subscribers who are agreeable to the use of their numbers in such listings. This type of alternate listing appears in the directory as follows:

Phillips John E atty l224 Center Cir NE.....389-8719
If no answer dial.....237-4211

	Monthly Rate
I. Residence	$ 1.25
II. Business	$ 1.25

A6.6.8 Temporary Listings for Tenants Subleasing Subscribers' Premises

A. Residence subscribers who lease their premises for periods of nine (9) months or less, and who request the Company to render service to their tenants without a change in the subscriber billing, may arrange for the listing of such tenants on "Information" records only.

B. A charge for an additional listing applies with a minimum charge for any listing period. All charges, including such additional listing charge, will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for all such charges.

C. A temporary listing will not be furnished in the event the subscriber and the tenant occupy the premises at the same time.

	Monthly Rate
1. Residence	$ 1.25
2. Business	$1.25

A6. DIRECTORY LISTINGS AND CHARGES

A6.6 MISCELLANEOUS LISTINGS (Cont'd.)

A6.6.9 Additional Line Matter

A. Additional line matter may be arranged for at the regular rate for additional listings, as provided in Section A6.5 of this R. T. & C. document, when the subscriber wishes to provide additional information to calling parties and when, in the judgment of the Company, it is not intended for advertising purposes.

B. Additional line matter may include supplementary address information, hours of operation, mailing information, or calling instructions.

C. The names of individuals are not permitted in additional line matter.

D. Additional line matter must provide information directly related to the subscriber's main listing or address where the service is located.

E. The Company reserves the right to reject listings which, in its judgment, are objectionable or may be detrimental to the service of other subscribers.

A6.7 DIRECTORY CHARGES

A. As stated in Docket No. 790702-TP, Order No. 13901, dated December 6, 1984, each subscriber served by a directory shall be furnished one (1) copy of that directory for each access line, at no charge.

1. Subject to availability, additional directories shall be provided by the exchange company, which may charge a reasonable fee therefor.

B. Any additional directories shall be provided to the customer at our Business Office, and they are to be picked up by the customer.

C. Additional telephone directory charge, each: $7.50.

A7. COIN TELEPHONE SERVICE

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A7. COIN TELEPHONE SERVICE

A7.1 PUBLIC TELEPHONE SERVICE

A7.1.1 Definition and Purpose

A. A public telephone is an exchange station installed with or without an associated coin-collecting device at the customer's initiative or at its option, at a location accepted by the Company as suitable for furnishing service to the general public. Public telephones are installed for the use of the general public, and their use by any occupants of the premises in which they are located is only incidental to their principal purpose.

B. Public Telephone Service will be provided in compliance with the Rules Governing Pay Telephone Service on file with the Florida Department of State and adopted by the Florida Public Service Commission. In the event of a conflict between the Rules Governing Pay Telephone Service and Northeast Florida Telephone Company's General Subscriber Service R. T. & C. document, the Rules Governing Pay Telephone Service will prevail.

A7.1.2 Locations and Requirements

A. The customer must recognize its responsibility for providing adequate telephone facilities to meet all reasonable public requirements, and the decision as to the extent, character and location of the public telephone facilities rests with the customer.

B. In the selection of premises, the customer should endeavor to secure the most suitable of those available for the purpose, public convenience considered. The character of the premises or the location of the equipment should not be such as to offer risk to the Company's facilities.

A7.1.3 Equipment

A. Public telephones are ordinarily connected with individual lines and are equipped with coin-collecting devices; however, at the option of the customer, public telephones without coin-collecting devices may be furnished at the customer's option for the placing of collect, credit card or third-number-billed calls.

B. Booths may be furnished when, in the judgment of the customer, they are warranted by the estimated amount of traffic, or by the character of the location, as in lobbies, waiting rooms, etc.

A7. COIN TELEPHONE SERVICE

A7.1 PUBLIC TELEPHONE SERVICE (Cont'd.)

A7.1.3 Equipment (Cont'd.)

C. Extension stations are not furnished in connection with public telephone service.

D. In all cases, the customer must furnish and display such of its standard signs as are necessary to properly identify the station.

A7.1.4 Message Charges

A. Local messages, including those placed to Extended Local Calling (ELC) Service exchanges outlined in A3.5.2 from public telephones, may not exceed the following per message charge.[1]

	Rate
1. Sent-paid message	
(a) Per message, each fifteen (15) minutes, or fraction thereof [2]	$.25
2. Non-sent-paid message	
(a) Per message	$.25

Note 1: Local messages initiated from Debit Card Public Telephones located in confinement facilities may be charged at no more than $1.00 per message.

Note 2: If a time limit is imposed on local messages, an announcement to the end user is required to clearly state that an amount (of no more than $.25) must be deposited by the end user for each additional fifteen (15) minutes, and to further state that, if the rate is not accepted by the end user, the call will be disconnected. This announcement must be made at least thirty (30) seconds prior to disconnection. Appropriate signage on the telephone indicating the time limit is also required.

A7. COIN TELEPHONE SERVICE

A7.1 PUBLIC TELEPHONE SERVICE (Cont'd.)

A7.1.4 Message Charges (Cont'd.)

B. Long distance messages will be charged for at the customer's established operator-handled station-to-station or person-to-person rates.

C. Public Set Use Fees apply as defined in A7.4 of this R. T. & C. document.

A7.1.5 Inmate Calling Service (ICS)

A. Public telephones will be provided at the option of the customer for the exclusive use of inmates served within the confines of a penal, correctional, or mental institution where potential usage by inmates warrants establishing the service. The Inmate Calling Service (ICS) "administrator" is the executive officer or person designated by the executive officer of the penal, correctional, or mental institution.

B. Subject to other applicable provisions of this R. T. & C. document, the following provisions also apply to public ICS lines:

1. May be arranged for outward only calling.

2. May be arranged to block Directory Assistance (411).

A7. COIN TELEPHONE SERVICE

A7.1 PUBLIC TELEPHONE SERVICE (Cont'd.)

A7.1.5 Inmate Calling Service (ICS) (Cont'd.)

B. (Cont'd.)

3. Shall be arranged to allow only 0+ collect calls for local, intraLATA, and interLATA calls and to block all other calling including, but not limited to, local direct, credit card, third-number, 1+ sent-paid, 0+ sent-paid, 0- sent-paid, all 0-, 700, 800, 900, 976, 950, 411, 10XXX, and 101XXXX.

4. May be arranged for seven-digit sent-paid local calling and for 0+ collect calling for intraLATA, and interLATA calling.

C. Public Set Use Fees apply as defined in A7.4 of this R. T. & C. document.

A7. COIN TELEPHONE SERVICE

A7.2 RESERVED FOR FUTURE USE

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE)

A7.3.1 General

A. Public Telephone Access Service for CPE is a one-party exchange service for telecommunications use furnished solely at the request of the customer.

B. Public Telephone Access Service for CPE is provided by the Company for use with customer-provided telephones and/or terminal equipment. In all such cases, customer-provided equipment will be so constructed, maintained, and operated so as to work satisfactorily with the facilities furnished by the Company.

C. Public Telephone Service will be provided in compliance with the Rules Governing Pay Telephone Service on file with the Florida Department of State and adopted by the Florida Public Service Commission. In the event of a conflict between the Rules Governing Pay Telephone Service and Northeast Florida Telephone Company's General Subscriber Service R. T. & C. document, the Rules Governing Pay Telephone Service will prevail.

D. The carriage and completion of local and intraLATA toll messages are provided by the Company.

E. Public Telephone Access Service for CPE is provided where facilities are available.

F. Customer-provided public telephones may not be attached to other types of access lines. A subscriber must order a separate public telephone access line for each CPE public telephone installed and will be billed the R. T. & C. documented rate for each line.

G. Public Telephone Access Service for CPE is provided subject to the terms and conditions set forth by the Florida Public Service Commission.

H. Public telephone providers will be permitted to place their lines in suspension status only when those instruments are located inside a closed establishment, rendering them totally inaccessible to the general public. Since public telephone providers' instruments are available for the general public's use and may be the only telephones available to transient or nonsubscribing persons, this restriction is necessary. In all cases, the decision to permit temporary suspension of service for any public telephone service rests with the Company.

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.1 General (Cont'd.)

I. At the option of the customer, public telephone access service for CPE is provided on a measured-rate basis or a flat-rate basis.

A7.3.2 Responsibility of the Customer

A. The customer shall be responsible for the installation, operation, and maintenance of any customer-provided telephones used in connection with this service. All restoration of service must be made within twenty-four hours from the time a report is made.

B. The customer shall be responsible for the payment of a Trouble Location Charge for each visit by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided equipment or facilities.

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.2 Responsibility of the Customer (Cont'd.)

C. The customer shall be responsible for payment of charges of all toll messages originating from or accepted at this type of service.

D. Customer-provided telephones must be registered in compliance with Part 68 of the FCC's Registration Program or be connected behind an FCC registered coupler.

1. Such customer-provided telephones must have the following operational characteristics:

(a) Must be able to access 911 Emergency Service, where available, at no charge without using a coin. Where not available, must be able to access Operator ("0") at no charge without using a coin. The appropriate emergency number (Operator, 911) must be clearly posted at each location of a customer-provided public telephone.

(b) Must be able to access all interexchange carriers certificated to do business in Florida.

(c) Must comply with all applicable federal, state, and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

(d) Must allow the completion of both local and long distance incoming and outgoing calls from a public telephone, where long distance service is provided.

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.2 Responsibility of the Customer (Cont'd.)

D. (Cont'd.)

1. (Cont'd.)

(e) Must be equipped to return the coins to the caller in the case of an incomplete call.

(f) The telephone number of the line must be displayed on each CPE telephone.

E. The customer shall cause to be prominently displayed on each public telephone used in connection with this service, the name of the owner of such instrument and the procedures for reporting service difficulties and obtaining customer refunds. (The Company is not responsible for refunds of coins deposited in customer-provided, coin-operated public telephones.)

F. The customer is responsible for ensuring that the customer-owned public telephones are installed in compliance with all Florida-Public-Service-Commission-accepted telecommunications industry standards, the current National Electric Code, and the National Electric Safety Code.

G. The owner of a public telephone must apply for and receive operating certification from the Florida Public Service Commission before the Company will connect a public telephone access line.

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.3 Rates and Charges

A. The user charge caps for various types of calls are as follows:

1. For 1+ intraLATA toll calls, the AT&T DDD daytime toll rate, plus $l.00;

2. For 0+ and 0- intraLATA toll calls, the applicable Northeast Florida Telephone Company DDD time-of-day rate, plus applicable operator/calling-card charges, plus a 25 cents ($.25) "set use" fee for each 0+ or 0- message;

3. For 1+ interLATA toll calls, the applicable AT&T DDD daytime toll rate, plus $l.00;

4. For 0+ and 0- interLATA toll calls, the applicable AT&T DDD daytime toll rate, plus applicable operator/calling-card charges, plus up to $l.00;

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.3 Rates and Charges (Cont'd.)

A. (Cont'd.)

5. For sent-paid local calls, up to 25 cents ($0.25) (see note below); and

6. For 0+ and 0- local calls, 25 cents ($0.25) plus applicable operator/calling-card charges (see note below), and a "set use" fee of 25 cents ($0.25) per message.

Note: Public telephone providers **may** impose a charge to the user for local calls in 15-minute increments at a rate not to exceed 25 cents ($0.25) for each 15-minute segment, but **only** if there is a clear announcement at least 30 seconds prior to disconnection of intention to collect more money, and there is a warning sign on the instrument itself that clearly explains the time limit for local calling.

B. Flat- and/or Measured-Rate Service Options

The following three monthly rate structure options are available for public telephone access service:

1. Single line business (B-1) service rate with blocking and screening, plus Extended Local Calling (ELC) calls charged at B-1 rates, as specified in Section A3.5;

2. Eighty percent of the single line business (B-1) service rate, plus the measured usage charges in the table following; and

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.3 Rates and Charges (Cont'd.)

B. Flat- and/or Measured-Rate Service Options (Cont'd.)

3. Single line business (B-1) service rate with blocking and screening, plus Extended Local Calling (ELC) calls assessed at the measured usage charges in the table following.

Measured Usage Charges Table
(For Local and Extended Local Calling [Sec. A3.5])

On-Peak	
Initial Minute, or Fraction Thereof	$ .03
Additional Minute, Each or Fraction Thereof	$ .015
Off-Peak	
Initial Minute, or Fraction Thereof	$ .02
Additional Minute, Each or Fraction Thereof	$ .01

The off-peak period is for local calls made between 12:00 noon and 2:00 P.M. weekdays, between 9:00 P.M. and 9:00 A.M. all days, and between 9:00 A.M. and 9:00 P.M. Saturdays and Sundays.

Note: The minimum monthly measured charge per public telephone access line is $30.00. When the usage charges and the monthly rate total less than the $30.00 minimum, the total will be adjusted to the minimum charge.

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.3 Rates and Charges (Cont'd.)

C. Service charges, as specified in Section A4 of this R. T. & C. document for business/single-line service, apply in addition to other charges specified for public telephone access service. Changes in service from an existing exchange service to Public Telephone Access Service for CPE will be considered as new service.

D. The rates as described in A3.7.2 and A18.6.2 are applicable to all Directory Assistance calls.

E. Listings in connection with Public Telephone Access Service for CPE are furnished under the same rates and regulations as other business service.

F. Optional Features

1. Where facilities permit, Central Office Blocking and Operator Screening are offered at the following rates per month, per line:

	Rate
(a) **Operator Screening:** Provides screening information to the operator to prevent operator-assisted sent-paid calls from being billed to the line.	$2.50
(b) **Central Office Blocking:** Provides Central office blocking of 976, 1 + DDD, and 1 + 900.	$4.00

A7. COIN TELEPHONE SERVICE

A7.3 PUBLIC TELEPHONE ACCESS SERVICE FOR CUSTOMER-PROVIDED EQUIPMENT (CPE) (Cont'd.)

A7.3.4 Violation of R. T. & C. document

A. Where any customer-provided public telephone is in violation of this R. T. & C. document, the Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network and Company employees.

B. The customer shall discontinue use of the customer-provided public telephone or correct the violation and notify the Company in writing within five days after receipt of such notice that the violation has been corrected.

C. Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this R. T. & C. document.

A7. COIN TELEPHONE SERVICE

A7.4 PUBLIC "SET USE" FEES

A7.4.1 General

A. A "set use" fee of 25 cents ($0.25) will be billed to and collected from end users by the Company on behalf of public telephone access service providers on each line equipped for the service. The "set use" fee applies to 0+ and 0- IntraLATA Intrastate completed toll messages and 0+ and 0- local messages that originate from public telephone sets in Florida, subject to the rules and regulations specified in A7.3.

B. The Company will produce a monthly record of the number of billed IntraLATA Intrastate toll messages and local messages relative to the "set use" fee. The Company will bill and collect the "set use" fee in addition to the local, toll and operator service charges specified in A7.3.3.

C. The Company will render a monthly credit on the bill of the public telephone customer for the billed "set use" fees that have been collected for that customer.

D. Service may be denied to the billed party due to nonpayment of the charges, subject to the rules and regulations specified in A2.4.

A7. COIN TELEPHONE SERVICE

A7.4 PUBLIC "SET USE" FEES (Cont'd.)

A7.4.1 General (Cont'd.)

E. Billing and Collection Service will be provided under the following conditions:

1. The procedures utilized for the application of federal, state or local sales, use, excise, gross receipts or other taxes or tax-like fees to be imposed on a customer of Public Telephone Access Service applicable to its end user shall be those used by the Company. When the customer is required to provide the Company with notification of tax changes or new taxes applicable to service provided by the customer or with any direction, information, or advice concerning performance of any tax-related service, the customer will indemnify the Company and hold it harmless from and against liability or loss of whatever kind which may result from the customer's failure to comply with such requirements. Should any federal, state, or local jurisdiction determine that sales, use, excise, gross receipts or any other taxes (including interest, penalties and surcharges thereon) are due by the customer as a result of the Company's billing of the surcharge for the customer, the Company will advise the customer, and the customer shall be liable for any such tax, interest, penalties and surcharges, and the customer shall immediately reimburse the Company the amount of such tax, interest, penalties and surcharges paid by the Company.

A7. COIN TELEPHONE SERVICE

A7.4 PUBLIC "SET USE" FEES (Cont'd.)

A7.4.1 General (Cont'd.)

E. (Cont'd.)

2. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned by the customer.

3. The Company report of the number of monthly 0+ and 0- IntraLATA Intrastate toll messages and 0+ and 0- local messages completed from each public telephone will serve as the sole document upon which remittance will be made. In the event that tapes are lost or damaged, or if recording systems fail, the Company will estimate the volume of lost messages and associated charges based on previously-known values. In such events, the extent of the Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the amounts due to the Public Telephone Service Provider to account for the unbillable revenues.

4. When the Company is notified that due to an error or omission, incomplete or incorrect data on the number of 0+ and 0- IntraLATA Intrastate completed toll messages and 0+ and 0- local messages and associated "set use" fees has been provided to the Public Telephone Service Provider, the Company will make every reasonable effort to locate and/or recover the data. Such request to recover the data must be made within 30 days from the date the details were initially made available to the Public Telephone Provider. If the data cannot be recovered, the extent of the Company's liability for damages shall be limited as set forth in 3 preceding.

A7. COIN TELEPHONE SERVICE

A7.4 PUBLIC "SET USE" FEES (Cont'd.)

A7.4.1 General (Cont'd.)

E. (Cont'd.)

5. In the absence of willful misconduct, no liability for damages to the Public Telephone Provider, other entity, or other person other than that as set forth in 3 and 4 preceding shall be attached to the Company for its action or the conduct of its employees in providing the Billing and Collection of "Set Use" fees.

6. The Company reserves the right to provide to the general public, upon specific request, the complete address and telephone number of the customer in response to inquiries and comments referring to the customer's services.

7. If service is disconnected, all remittance money due the customer of this service may be credited or applied to the final bill issued for the recurring charges associated with this R. T. & C. document.

A7. COIN TELEPHONE SERVICE

A7.4 PUBLIC "SET USE" FEES (Cont'd.)

A7.4.2 Rates and Charges

A. Charges applicable to the Subscriber:

1. A one-time charge to establish "Set Use" Fee Billing and Collection Service.

	Nonrecurring Charge
(a) Per Line	$20.00

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS

A7.5.1 General

A. Enhanced Coin Line Service is a standard Dial Tone First (DTF) coin line for customer-provided pay telephones.

B. Enhanced Coin Line Service will be provided from central offices where facilities are available.

C. Public Telephone Service will be provided in compliance with the Rules Governing Pay Telephone Service on file with the Florida Department of State and adopted by the Florida Public Service Commission. In the event of a conflict between the Rules Governing Pay Telephone Service and Northeast Florida Telephone Company's General Subscriber Service R. T. & C. document, the Rules Governing Pay Telephone Service will prevail.

D. This service is provided subject to the requirements set forth in A7.3.1, A7.3.2, and Section A2 of this R. T. & C. document.

E. Features of the Enhanced Coin Line Service are as follows:

1. Service will be provided on a two-way basis, except lines placed in correctional institutions, schools, hospitals, and other locations for which a specific exemption has been granted by the Public Service Commission. There will be no charge imposed for incoming calls.

2. Service will be provided on a DTF basis to enable end users to dial certain calls without requiring coin deposits; e.g., 911 Emergency Calls, local directory assistance, and non-sent-paid calls.

3. Central office blocking of 900 and 976 calls will be provided.

4. Operator Call Screening will be provided to alert operator and carrier systems that the call is originating from an Enhanced Coin Line Service line and may require special handling and billing treatment.

5. Billed Number Screening will be provided to indicate in validation data bases that incoming collect and bill-to-third-number calls are not to be billed to the line.

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS (Cont'd.)

A7.5.1 General (Cont'd.)

E. (Cont'd.)

6. Coin Signaling (coin collect and coin return) will be provided by the network. Coin collect is used when a call has been completed, and coin return is used if a no answer or busy condition is encountered.

7. Standard recorded announcements will be utilized with Enhanced Coin Line Service.

8. The Company's operator system will handle 0- intraLATA toll calls and 0+ local calls from Enhanced Coin Line Service lines. All 10XXX 0+ or 101XXXX 0+ dialed intraLATA toll calls will be routed to the dialed carrier.

9. At present, sent-paid interLATA, interstate and international calls originating from Enhanced Coin Line Service lines, including but not limited to 1+, 10XXX 1+, 101XXXX 1+, 011+, 10XXX 011+, 101XXXX 011+, 950 1+, and 800 1+ access code calls, will be forwarded to AT&T for coin rating and completion. When other interexchange carriers provide sent-paid service, 1+ presubscription interLATA calls will be permitted. Special billing/coin-sharing arrangements between the Enhanced Coin Line Service customers and their respective carriers will be the responsibility of the Enhanced Coin Line Service customers.

   Sent-paid intraLATA calls originating from Enhanced Coin Line Service lines, including but not limited to 1+, 10XXX 1+, and 101XXXX 1+ access code calls, will be sent to the presubscribed IC, unless the IC is unable to handle coin rating. If the IC is unable to handle coin rating, the call will be sent to the Company for coin rating and completion.

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS (Cont'd.)

A7.5.1 General (Cont'd.)

E. (Cont'd.)

10. International Call Blocking (011+) is available through the NECA R. T. & C. document F.C.C. No. 5.

11. All 0+ interLATA and intraLATA calls will be routed to the Enhanced Coin Line Service customer's presubscribed carrier.

12. The Company shall not be liable for shortages of coins collected and deposited at the customer's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the customer's equipment shall be governed by provisions of this R. T. & C. document and rule or regulation of the Florida Public Service Commission (PSC). In the case of a conflict between the Company's R. T. & C. document and a rule or regulation of the Florida PSC, the rule or regulation shall prevail.

A7.5.2 Rates and Charges

A. Enhanced Coin Line Service will be provided on a usage rate basis where facilities are available.

1. Usage Rate Service - The following monthly rate is applicable to Enhanced Coin Line Service on a per-line basis.

	Monthly Rate
(a) Two-way, per line	$35.00
(b) Outward only, per line	$35.00

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS (Cont'd.)

A7.5.2 Rates and Charges (Cont'd.)

B. The following measured rate charges apply to calls within the local calling area and to calls in the Extended Local Calling (ELC) Service exchanges specified in A3.5.2.[1]

Initial Minute, or Fraction Thereof	Additional Minute, Each, or Fraction Thereof
$.0325	$.015

C. The following charges apply to calls within the local calling area and to calls in the Extended Local Calling (ELC) Service exchanges specified in A3.5.2 of this R. T. & C. document placed between 12:00 P.M. and 2:00 P.M. weekdays, between 9:00 P.M. and 9:00 A.M. all days, and between 9:00 A.M. and 9 P.M. Saturdays and Sundays.[1]

Initial Minute, or Fraction Thereof	Additional Minute, Each, or Fraction Thereof
$.0225	$.0125

Note 1: Calls within the local calling area and calls in the Extended Local Calling (ELC) Service exchanges specified in A3.5.2 are each charged for at least one (1) minute of use. For calls that exceed one (1) minute, usage charges are based on conversation time rounded up to the nearest one-tenth (1/10) minute.

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS (Cont'd.)

A7.5.2 Rates and Charges (Cont'd.)

D. Where usage rate service is not available on Enhanced Coin Line Service, the line will be provided on a Fixed Usage Equivalent rate basis until usage rate service is available. Fixed Usage Equivalent Service will be converted to usage rate service as it becomes available at no cost to the customer.

1. Fixed Usage Equivalent - Charges per line

		Monthly Rate
(a)	Two-way, per line	$45.00
(b)	One-way, per line	$45.00

E. The rate for sent-paid local calls will be established by the Enhanced Coin Line Service customer's set. The network will determine if the local rate has been satisfied.

F. Operator-handled sent-paid local calls, and calls to the Extended Local Calling (ELC) Service exchanges outlined in A3.5.2, will be rated to the end user at the rate set forth in A7.1, plus the appropriate operator surcharge in Section A3 of this R. T. & C. document. The Enhanced Coin Line Service customer will be charged the appropriate usage rate in A7.5 preceding.

G. Non-sent-paid local calls will be rated to the end user at the rate set forth in A7.1, plus the appropriate operator surcharge in Section A3, plus the set use fee as provided in A7.4 of this R. T. & C. document.

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS (Cont'd.)

A7.5.2 Rates and Charges (Cont'd.)

H. Sent-paid intraLATA long distance calls carried by the Company will be rated to the end user at the long distance rate and the appropriate operator surcharge set forth in Section A18 of this R. T. & C. document. The Enhanced Coin Line Service customer will be charged the long distance rate set forth in Section A18 of this R. T. & C. document.

I. Non-sent-paid intraLATA toll calls carried by the Company will be rated to the end user at the long distance rate and the appropriate operator surcharge set forth in Section A18 of this R. T. & C. document, plus the set use fee as provided in A7.4 of this R. T. & C. document.

J. The Enhanced Coin Line Service customer will be charged for Directory Assistance Service at the rates specified in A3.7 and A18.6 of this R. T. & C. document.

K. Service charges as covered in Section A4 of this R. T. & C. document for business individual line service are applicable.

L. Listings in connection with Enhanced Coin Line Service are furnished under the regulations specified in Section A6 of this R. T. & C. document.

M. Suspension of service, as covered in A2.3, is not available unless the instrument is totally inaccessible to the general public on a temporary basis. In all cases, the decision to permit temporary suspension of service rests with the Company.

A7. COIN TELEPHONE SERVICE

A7.5 ENHANCED COIN LINE SERVICE FOR PUBLIC TELEPHONE ACCESS (Cont'd.)

A7.5.2 Rates and Charges (Cont'd.)

N. When service is temporarily suspended at the customer's request, a Secondary Service Ordering Charge and a restoration charge, as specified in A4.3 will be charged for each telephone number restored.

O. Rates for Verification and Emergency Interrupt Service as provided in Sections A3 and A18 of this R. T. & C. document are applicable. The network will require that a deposit be made by the end user unless charged to an alternate billing method.

A8. TELEPHONE ANSWERING SERVICE FACILITIES

RESERVED FOR FUTURE USE.

A9. FOREIGN EXCHANGE SERVICE

C O N T E N T S

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A9. FOREIGN EXCHANGE SERVICE

A9.1 GENERAL DESCRIPTION

A. Foreign Exchange service is exchange service furnished to a subscriber from an exchange other than the one from which the subscriber would normally be served, allowing subscribers to have local presence and two-way communications in an exchange different from their own.

B. The service is provisioned via dedicated facilities from the subscriber's premises to the foreign office, with outward minutes of use (originated by the subscriber) usage charges.

C. Foreign Exchange service is provided as a voice grade service and is not represented as suitable for satisfactory transmission of data. Transmission characteristics may vary depending on the distance and routing required to originate or complete the switched portion of the call at the open (dial tone) end.

A9.2 DEFINITIONS

A. Certain terms used generally throughout this R. T. & C. document are defined as follows:

1. Closed End

   The term "Closed End" denotes the dedicated portion (station end), from the subscriber's premises to the dial tone office, of the Foreign Exchange service.

2. Home Wire Center

   The term "Home Wire Center" denotes the wire center from which a customer or authorized user would normally be served for local exchange service.

A9. FOREIGN EXCHANGE SERVICE

A9.2 DEFINITIONS (Cont'd.)

A. (Cont'd.)

3. Open End

The term "Open End" denotes the dial tone end of the Foreign Exchange service which is located in the foreign exchange and where network switching of calls occurs.

A9.3 REGULATIONS

A. Foreign Exchange service may only be provided where all facilities and serving points are located in the same LATA.

B. This service may be furnished on a link (partial channel) basis; however, in these situations, the Exchange Access rate element as well as the Foreign Exchange usage charges as set forth in A9.6 following will apply regardless of any substitutions (partial or otherwise) with respect to the Local Channel and/or Interoffice Channel.

C. Other services, equipment, or facilities used in connection with Foreign Exchange service, except as otherwise indicated in this R. T. & C. document, are furnished subject to the rates and regulations applying in the exchange in which the foreign office is located.

D. Foreign Exchange service is furnished subject to the same restrictions, as to the use of the service by other than the subscriber and his representatives, as apply in connection with other classes of service.

E. Subscribers to Foreign Exchange service are not required to subscribe to other service in the exchange from which they would normally be served.

A9. FOREIGN EXCHANGE SERVICE

A9.3 REGULATIONS (Cont'd.)

F. When service is interrupted due to causes other than the negligence of the customer, or to the failure of facilities furnished by the customer, a credit allowance will be made upon request as set forth in B2.4 of the Private Line Service R. T. & C. document, as appropriate.

G. This service is not offered in conjunction with optional extended area local calling plans.

H. Resale of this service is not permitted.

A9.4 RATE CATEGORIES

A. Service Configuration

There are two types of service configurations which can be provided. These are described as follows:

1. Single-Point Service

(a) A single-point service connects a subscriber's premises to a central office other than the one from which the subscriber would normally be served.

2. Multipoint Service

(a) Multipoint (extension) service provides foreign office dial tone for more than one customer premises.

(b) Multipoint bridging can be provided out of the foreign office or the subscriber's home wire center.

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

B. Types of Rates and Charges

1. Monthly Rates

Monthly rates are recurring charges that apply each month, or fraction thereof, that a service is provided. For billing purposes, each month is considered to have 30 days.

2. Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity.

(a) Installation of Service

The charges for the installation of services are set forth in Section A9.6 following as nonrecurring charges for the Local Channel and Interoffice Channel rate elements.

Nonrecurring charges apply for each service terminated at the subscriber's premises. When more than one of the same type of service, between the same locations and for the same customer, are ordered and installed at the same time, one local channel at each location is billed at the First-Service-Installed rate and the others are billed at the Additional-Service-Installed rate.

The Service Ordering and the Access Line Connection charges for the connection of the open end of this service apply as set forth in A9.6 following.

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

B. Types of Rates and Charges (Cont'd.)

2. Nonrecurring Charges (Cont'd.)

(b) Service Rearrangements

I. Service rearrangements are changes to existing (installed) services which do not result in a change in the physical location of the point of termination at a customer premises. Changes in the physical location of the point of termination are treated as moves and are described and charged for as set forth in C following.

The charge to the customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves actual physical change to the service.

Administrative changes will be made without charge(s) to the customer. Such changes require the continued provision and billing of the Foreign Exchange service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the service). Administrative changes are as follows:

- Change of customer name (i.e., the customer of record does not change but rather the customer of record changes name).
- Change of customer or customer's premises address when the change of address is not a result of a physical relocation of equipment.
- Change in billing data (name, address, or contact name).

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

B. Types of Rates and Charges (Cont'd.)

2. Nonrecurring Charges (Cont'd.)

(b) Service Rearrangements (Cont'd.)

II. All other service rearrangements will be charged for as follows:

- If the change involves the addition of other customer-designated premises to an existing multipoint service, the nonrecurring charge for the local channel rate element will apply. The charges will apply only for the location(s) that is/are being added.

- For all other changes a charge equal to a Local Channel rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.

III. A Telephone Number Change Charge, as set forth in Section A4.2 of this R. T. & C. document, applies to any subscriber-requested change of telephone number.

3. Usage Charges

(a) Usage charges will apply on a customer sent-paid basis for all calls originated by the subscriber and terminating within the local calling area of the foreign exchange.

(b) Usage charges will not exceed $63.00 per line per month. Two years after the effective date of this R. T. & C. document, or February l0, l994, this usage cap will be discontinued and the total usage per line will be billed on a per-minute-of-use basis.

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

C. Moves

l. A move involves a change in the physical location within the subscriber's serving wire center, of one of the following:

(a) The point of interface at the subscriber's premises.

(b) The subscriber's premises.

2. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(a) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring charge for the local channel.

(b) To a Different Building

The nonrecurring charge for the local channel will apply for moves to a different building.

D. Basic Rate Elements

Following are the basic rate elements which apply to Foreign Exchange service:

1. Local Channel

(a) The primary local channel provides for a communications path between a subscriber's premises and the home wire center of that premises. One local channel applies per channel termination.

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

D. Basic Rate Elements (Cont'd.)

1. Local Channel (Cont'd.)

(b) Where multipoint service[1] is provided, the secondary local channel provides a communications path between an additional subscriber's premises and the home wire center of that premises.

Note 1: Foreign Exchange service is normally provided on a single point basis; however, where facilities permit, multipoint service may be provided within the same LATA. Locations connected may be two or more customer-designated premises.

2. Interoffice Channel

(a) This rate element provides for the transmission facilities between the subscriber's home wire center and the foreign office.

Interoffice mileage is portrayed in mileage bands. A fixed rate and a rate per mile applies to each band.

(b) The mileage to be used to determine the monthly rate for this rate element is calculated on airline distance as follows, regardless of how the service is physically routed:

I. For the primary leg - between the subscriber's serving wire center and the foreign office.

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

D. Basic Rate Elements (Cont'd.)

2. Interoffice Channel (Cont'd.)

(c) The V&H coordinates method is used to determine mileage, as listed in the National Exchange Carrier Association (NECA) R. T. & C. document F.C.C. No. 4.

3. Bridging Equipment Charge

(a) This rate element provides for multipoint bridging for each bridged local channel. Bridging will be provided for each bridged local channel at one of the following locations as appropriate:

I. The serving wire center of the primary local channel; or

II. The foreign office of the service.

4. Exchange Access (Inward Flat Rate) Charge

(a) This rate element provides dial tone at the foreign office. Usage charges also apply as described in 5 following.

5. Foreign Exchange Usage Charges

(a) This rate element provides traffic-sensitive switching for all calls originated by the subscriber and terminating within the local calling area of the foreign exchange.

(b) This rate element is priced on a per-minute-of-use basis.

A9. FOREIGN EXCHANGE SERVICE

A9.4 RATE CATEGORIES (Cont'd.)

E. Method of Applying Rates

1. The charges for Foreign Exchange service are as follows:

(a) Rates and charges for the open end of the service include exchange access (inward flat rate) and usage charges as set forth in A9.6 following.

(b) Rates and charges for the closed end of the service include local channel(s), interoffice mileage and, where appropriate, bridging charges as set forth in A9.6 following.

A9.5 BILLING OF FOREIGN EXCHANGE SERVICE PROVIDED BY MULTIPLE COMPANIES

A. Each company will bill for the portion of the service provided by its respective R. T. & C. document based on its regulations, rates, and charges as appropriate.

B. The charges billed by each company for the interoffice channel between exchange telephone company central offices are determined as follows:

1. The total mileage for the service is computed using the V&H coordinates set forth in the National Exchange Carrier Association, Inc., R. T. & C. document F.C.C. No. 4 (NECA No. 4).

2. A billing factor is determined from the NECA No. 4 R. T. & C. document. This factor represents the percentage of the distance between exchange telephone company central offices that will be billed by each company. The billing factor is multiplied by the total charge for all of the miles to determine the amount to be billed by the Company.

3. For the fixed recurring rate element and the nonrecurring charge associated with the interoffice channel between exchange telephone company central offices, fifty percent (50%) of each company's rate will apply for each end of the interoffice channel provided. If the company does not bill for either end of the interoffice channel, then the fixed recurring charge and nonrecurring charge shall not apply.

A9. FOREIGN EXCHANGE SERVICE

A9.6 RATES AND CHARGES

A. Basic Rate Elements

1. Local Channel (CLOSED END)

	Monthly Rate	Nonrecurring Charge First	Nonrecurring Charge Additional
(a) Primary	$21.l5	$435.00	$l49.00
(b) Secondary	$21.l5	$435.00	$l49.00

2. Interoffice Channel (CLOSED END)

	Fixed Monthly Charge	Monthly Charge Per Mile	Nonrecurring Charge Per Channel
(a) 1 - 8 miles	$28.50	$l.65	$85.00
(b) 9 - 25 miles	$28.50	$l.60	$85.00
(c) Over 25 miles	$28.50	$l.55	$85.00

3. Bridging Equipment Charge (CLOSED END)

	Monthly Rate	Nonrecurring Charge
(a) Per Local Channel bridged	$8.00	$30.00

A9. FOREIGN EXCHANGE SERVICE

A9.6 RATES AND CHARGES (Cont'd.)

A. Basic Rate Elements (Cont'd.)

4. Exchange Access (Inward Flat Rate) Charge (OPEN END)

	Monthly Rate	Nonrecurring Charge
(a) Per Line	$45.00	$20.00[1]

Note 1: This charge is as specified in Section A4 of this R. T. & C. document (Access Line Connection Charge). Only one charge applies.

(b) A Service Ordering Charge as specified in Section A4 of this R. T. & C. document will be charged.

5. Usage Charges (OPEN END)

(a) Originating Usage

I. Per minute of use or fraction thereof

	Initial Minute	Each Additional Minute
(i) Each	$.08	$.06

(b) Usage charges will not exceed $63.00 per line per month. Two years after the effective date of this R. T. & C. document, or February 10, 1994, this usage cap will be discontinued and the total usage per line will be billed on a per-minute-of-use basis.

Note: The combined outward usage and exchange access (inward flat rate) charges will not exceed $108.00 per line per month. Effective February 10, 1994, this maximum charge will be discontinued.

A10. PRIVATE LINE SERVICE

C O N T E N T S

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A10. PRIVATE LINE SERVICE

A10.1 CHANNELS

A10.1.1 Application

A. Private line service and channels are provisions of company facilities for communication between specified locations of subscribers or authorized users.

B. Interexchange private line service and channels, furnished or made available over company facilities between two or more exchanges, are provided in accordance with the rates, rules and regulations set forth in the BellSouth Telecommunications, Inc.'s, Florida R. T. & C. document for such service.

C. Intraexchange private line service and channels, furnished or made available over company facilities between an exchange and a customer location, are provided in accordance with the rules and regulations set forth above. These rates are set forth in Section A10.1.2.A.

1. Local Channel

(a) A local channel is a 2-wire or 4-wire local loop extending from the central office that connects a location served by that central office.

(b) 2120 Local Channel - A local channel (2-wire or 4-wire) local loop extending from the central office to a bridge or from the bridge to an end user location.

D. Service charges will apply as applicable in Section A4 of this R. T. & C. document.

A10. PRIVATE LINE SERVICE

A10.1 CHANNELS (Cont'd.)

A10.1.2 Rates and Charges

A. Intraexchange Local Channels

1. Local channel charges are for full-time service (7 days per week, 24 hours per day).

	Monthly Rate	Nonrecurring Charge
(a) Local Channel (Per End User Point of Termination)	$19.90	$24.10
(b) Local Channel (2120)	$19.90	$24.10
(c) Local Channel (2120) Bridging - Per Port	$ 8.50	$24.10

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE)

A10.2.1 General

A. T-1 Service is furnished for Private Line communications by the Company.

B. T-1 Service is provided for the transmission of digital signals only and uses only digital transmission facilities.

C. T-1 Service provides for the simultaneous, two-way transmission of isochronous digital signals at DS1 speeds of 1.544 Mbps, where facilities are available.

D. To ensure satisfactory operation, the terminal equipment provided by the customer must be compatible with the DS1/1.544 Mbps channel facility provided by the Company.

E. The rates specified for T-1 Service in A10.2.3 following contemplate the provision of a digital-quality facility over existing interoffice carrier equipment and/or exchange cable facilities compatible with this service. If such equipment, new facilities or changes to existing facilities are required for the provision of this service, a special construction charge based on the cost incurred to make the changes will apply in addition to the rates for T-1 Service.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service

A. Description of Service

1. T-1 Service is furnished for the simultaneous, two-way transmission of serial, Bipolar Return-to-Zero (BPRZ) isochronous digital signals, except where intentional Bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format, at a speed of DS1/1.544 Mbps between two points.

2. Multipoint service is not available.

3. T-1 Service is available on a month-to-month basis or under variable rate periods, with rates based on lengths of 36 months, 60 months, or 84 months.

4. Connection of DS1/1.544 Mbps communications systems provided by others may be made on a permissive basis. The Company does not represent its T-1 Service as adapted for such connections, and shall not be responsible for the through transmission of signals, or the quality of such transmission on such connections.

5. A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) provided by the customer is required at a customer's or authorized user's premises to perform such functions as:

- proper termination of the service;
- amplification;
- signal shaping; and
- remote loop-back.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

A. Description of Service (Cont'd.)

6. The design, maintenance and operation of T-1 Service contemplates communications originating and terminating as: (1) a customer-premises-to-customer-premises channel via the Company's serving wire center (SWC) and/or through remote SWCs; (2) a customer-premises-to-serving-wire-center (and/or remote SWCs) partial channel (link); or (3) a serving-wire-center-to-serving-wire-center (interoffice) partial channel (link).

7. T-1 Service may also be furnished on a link (partial channel) basis when connected to Centrex-type services.

8. All appropriate rates specified in other R. T. & C. document sections are in addition to the monthly rate per package or single channel for T-1 Service specified in this R. T. & C. document.

B. Definitions

1. Channel Service Unit

The term *Channel Service Unit* (CSU) denotes equipment provided by the customer to terminate a digital facility on the customer's or user's premises.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

B. Definitions (Cont'd.)

2. DS1

This denotes a channel service expressed in terms of its digitally-encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate, and provides for the two-way, simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format, except where intentional Bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not permitted or compatible with Company equipment.

3. Digital Local Channel

The term *Digital Local Channel* denotes a path for T-1 Service furnished from the demarcation point on a customer's premises to that customer's serving wire center.

4. Interoffice Channel

The term *Interoffice Channel* denotes a path (or paths) for digital transmission between Company serving wire centers. An interoffice channel may be furnished in such manner as the Company may elect.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

C. Application of Rates

1. Digital Loop Channels furnished between a serving wire center and the customer's premises will be charged at rates based on the first ½ mile and each additional ½ mile for the airline distance measured between the customer's premises and the serving wire center.

2. Interoffice Channels furnished between serving wire centers will be charged at rates based on airline distance between the serving wire centers.

3. T-1 Service is available on a month-to-month basis or under variable rate periods, with rates based on lengths of 36 months, 60 months, or 84 months. Contract rate increases are subject to the stipulations of 4 following.

4. T-1 Service rates under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed and/or as of the service order application date will be applicable until the contract expires. At the expiration date of the customer's payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

C. Application of Rates (Cont'd.)

5. A Termination Liability Charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. However, Termination Liability Charges will not apply for customer requests for moves of service.

6. Airline distance between Company serving wire centers shall be developed using the methodology found in the National Exchange Carrier Association R. T. & C. document F.C.C. No. 5, Section 7.2.5. Fractional mileage shall be rounded up to the next full mile.

D. Connections

1. Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment, and Customer-Provided Communications Systems may be connected to T-1 Service when such connection is made in accordance with the provisions specified in 2, 3, and 4, following.

2. Responsibility of the Company

(a) The responsibility of the Company shall be limited to the furnishing and maintenance of T-1 Service to a network interface on the customer's premises where provision is made for the connection of local service.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

D. Connections (Cont'd.)

2. Responsibility of the Company (Cont'd.)

(b) The Company shall not be responsible for installation, operation, or maintenance of any terminal equipment or communications systems provided by a customer. T-1 Service is not represented as adapted for the use of such equipment or system. Where such equipment or system is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for T-1 Service and to the maintenance and operation in a manner proper for such digital service. The Company shall not be responsible for:

- the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission; or
- the reception of signals by such equipment or systems; or
- damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

(c) The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures of the Company utilized in the provision of T-1 Service render any facilities or equipment provided by a customer obsolete, or require modification or alteration of such equipment or system, or otherwise affects its use or performance.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

D. Connections (Cont'd.)

2. Responsibility of the Company (Cont'd.)

(d) The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove, or attempt to repair any equipment installed by the Company without prior written consent of the Company.

3. Responsibility of the Customer

(a) The customer is responsible for installing and testing his premises equipment or facilities to ensure that, when they are connected to T-1 Service, such equipment or facilities are operating properly.

(b) The opening characteristics of the customer premises equipment or facilities shall be such as to not interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not: endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; or impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

D. Connections (Cont'd.)

3. Responsibility of the Customer (Cont'd.)

(c) The customer's responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in outside plant facilities, the customer will be responsible for all expenses incurred in changes to his premises equipment.

4. Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment, and Customer-Provided Communications Systems

(a) The following provisions will apply:

I. Customer-Provided Terminal Equipment and/or Customer-Provided Communications Systems may be connected at the premises of the customer to T-1 Service.

II. The customer's own derivation equipment may create digital bit streams from a T-1 Service, and such equipment may be connected for transmission of such bit streams when connected through a customer-provided CSU/TE.

III. The undertaking of the Company is to furnish T-1 Service as ordered and specified by the customer, as specified in d following.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

D. Connections (Cont'd.)

4. Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment, and Customer-Provided Communications Systems (Cont'd.)

(b) Connections to Other Services Furnished by the Company to the Same Customer

T-1 Service furnished by the Company may be connected by the customer to another service or to other services furnished by the Company as specified in D.2 preceding. Connected services are subject to all rules and regulations governing the provisioning of those services.

(c) Connections to Other Services Furnished by the Company to Different Customers

The customer may connect at the premises of the customer, another T-1 Service or other services furnished by the Company to different customers as specified in D.2 preceding. Connected services are subject to all rules and regulations governing the provisioning of those services.

(d) Connection of Channel Service Units

A Channel Service Unit (CSU) or appropriate Termination Equipment (TE) must be provided by the customer to connect a Company-provided digital facility. In accordance with Part 68 of the FCC's Rules and Regulations, new grandfathered CSU/TEs could be connected, moved and reconnected until June 30, 1987.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

D. Connections (Cont'd.)

4. Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment, and Customer-Provided Communications Systems (Cont'd.)

(d) Connection of Channel Service Units (Cont'd.)

Since that date only registered and previously-connected, grandfathered CSU/TEs may be connected to Company-provided digital facilities. Registered technical requirements for CSU/TEs are outlined in Part 68 of the FCC's Rules and Regulations. A copy may be obtained from the Federal Communications Commission, Room BB300, Washington, D.C. 20054.

E. Features

1. Clear Channel Capability

(a) Clear Channel Capability (CCC) is an arrangement that alters a DS1/1.544 Mbps signal with unconstrained information bits. This will allow a customer to transport an all-zero octet over a T-1 Service channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires the customer signal at the channel interface to conform to Bipolar with 8 Zero Substitution (B8ZS) line code.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.2 Regulations and Limitations of Service (Cont'd.)

E. Features (Cont'd.)

1. Clear Channel Capability (Cont'd.)

(b) CCC is provided on T-1 Service channels between two customer-designated premises, from a customer premises to the serving wire center or node central office and/or to a remote serving wire center or node central office, and from a serving wire center to a serving wire center, and is subject to the availability of facilities. This optional feature may be ordered at the same time the T-1 Service channel is ordered, or it may be ordered as an additional feature of an existing T-1 Service channel.

(c) When providing CCC via a DS3/44.736 Mbps High Capacity channel, that DS3 channel must be designated, in Company records, as having Clear Channel Capability prior to the provisioning of a DS1/1.544 Mbps High Capacity channel with CCC. Customers must agree to out-of-service periods required to add this feature to an existing T-1 Service channel to be optioned for B8ZS.

F. Payment Arrangements and Credit Allowance

1. The minimum period for which T-1 Service is furnished and for which charges are applicable is one month.

2. Suspension of service is not allowed.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.3 Rates and Charges

A. A Digital Local Channel is furnished between a serving wire center and the customer's premises. Rates are based on the airline distance between the serving wire center and the customer's premises.[1,2]

1. Digital Local Channel, each

	Nonrecurring Charge	Month to Month	36 Months	60 Months	84 Months
First ½ Mile	$300.00	$98.00	$97.00	$96.00	$95.00
Each Add'l. ½ Mile or fraction thereof	--	$38.00	$37.00	$37.00	$35.00

Note 1: Contract lengths are now flexible to allow customer choice of payment periods.

Note 2: Refer to A10.2.2.C.6 of this R. T. & C. document for mileage measurement methodology.

B. Interoffice Channels furnished between serving wire centers. Rates are based on the airline distance.[1,2]

1. Interoffice Channel, each Channel 0-8 miles

	Nonrecurring Charge	Month to Month	36 Months	60 Months	84 Months
Fixed Monthly Rate	$100.00	$64.40	$61.60	$60.55	$59.50
Each Airline Mile, or fraction thereof	--	$31.20	$26.40	$24.00	$21.60

2. Interoffice Channel, each Channel 9-25 miles

Fixed Montly Rate	$100.00	$60.00	$58.00	$58.00	$57.00
Each Airline Mile, or fraction thereof	--	$24.00	$20.00	$18.00	$16.00

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.3 Rates and Charges (Cont'd.)

B. Interoffice Channels furnished between serving wire centers. Rates are based on the airline distance.[1,2] (Cont'd.)

3. Interoffice Channel, each Channel over 25 miles

	Nonrecurring Charge	Month to Month	36 Months	60 Months	84 Months
Fixed Monthly Rate	$100.00	$60.00	$58.00	$58.00	$57.00
Each Airline Mile, or fraction thereof	--	$22.00	$18.00	$16.00	$14.00

Note 1: Contract lengths are now flexible to allow customer choice of payment periods.

Note 2: Refer to A10.2.2.C.6 of this R. T. & C. document for mileage measurement methodology.

C. Clear Channel Capability is furnished on a per-T-1-Service-channel basis.

1. Per T-1 Service Channel optioned as:

	Monthly Rate	Nonrecurring Charge Initial	Nonrecurring Charge Subsequent
Superframe Format (SF)	$ ---	$ ---	$600.00
Extended Superframe Format (ESF)	$ ---	$ ---	$600.00

D. Move Charge

1. A move charge, per T-1 Service channel, applies for each Digital Local Channel moved to a new location in the same building. This move charge is equal to the sum of the Digital Local Channel Nonrecurring Charge, Service Change Charge—Inside Moves, and Premises Visit Charge.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.3 Rates and Charges (Cont'd.)

D. Move Charge (Cont'd.)

2. A move charge, per T-1 Service channel, applies for each T-1 Service moved to a new location in Company territory within the same state. This move charge is equal to the sum of all nonrecurring charges applicable to a new T-1 Service channel installation at the new location.

E. Service Connection Charges

1. Service Establishment Charges are applicable (see A10.2.3.E.5.[a]), for each T-1 Service channel ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing, and coordination.

2. Service Change Charges are applicable (see A10.2.3.E.5.[b]),for receiving and recording information and/or taking action in connection with a customer's Inside Move or Transfer of Service Responsibility request, for processing the necessary data on an existing T-1 Service channel. A Service Change Charge is applicable for each T-1 Service channel associated with the customer request (in lieu of a Service Establishment Charge).

3. Premises Visit Charges are applicable (see A10.2.3.E.5.[c]), per Digital Local Channel, for the termination of a channel at a customer's premises or for inside moves. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same time.

A10. PRIVATE LINE SERVICE

A10.2 DIGITAL NETWORK SERVICE (T-1 SERVICE) (Cont'd.)

A10.2.3 Rates and Charges (Cont'd.)

E. Service Connection Charges (Cont'd.)

4. Connection charges are applicable for the connection and testing of Digital Local Channels and/or Interoffice Channels. The charges applied are those nonrecurring charges contained in A10.2.3 and A10.2.2 preceding.

5. Charges for T-1 Service

	Nonrecurring Charge
(a) Service Establishment Charge	
I. Per T-1 Service Channel, Each	$575.00
(b) Service Change Charge	
I. Per T-1 Service Channel	
For Inside Moves, Each	$350.00
Per Transfer of Responsibility, Each	$350.00
(c) Premises Visit Charge	
I. Per Digital Local Channel or for an Inside Move	
Per Visit	$37.00

A10. PRIVATE LINE SERVICE

A10.3 CHANNEL SERVICE

A10.3.1 General

A. Channel service is an intraLATA digital service that provides channelization capability for the customer in the Company's central office. Channel service is provided in packages based on multiple voice grade channel equivalents (DSO) where 24 voice grade channels are equal to a DS1. This service provides local channels and/or interoffice channels for analog voice services, analog data service and digital data services.

B. Channelization is provided by D type channel banks or other available technologies that are offered in various basic system capacities and feature activation types. Individual channel services can be made available by selecting the specific feature activation equipment desired in a basic system.

C. Individual channels within a channel service package may be connected with service offered in other sections of this R. T. & C. document.

D. The customer may activate any number or combination of channels within a channel service package as long as the total number of voice grade equivalent channels activated by the customer does not exceed the capacity of the basic system.

E. Channelization on a customer's premises is provided by the customer. Customer premises channelization equipment, and any other associated network termination equipment, is available through various vendors, including the Company, on a deR. T. & C. documented basis.

1. Responsibilities of the Company

a. The Company will endeavor to activate its portion of joint service in a timely manner on the negotiated date to support installation requirements.

b. The Company will provide the customer with information regarding the type and the manufacturer of Central Office (C.O.) channelization equipment to be used in each application.

A10. PRIVATE LINE SERVICE

A10.3 CHANNEL SERVICE (Cont'd.)

A10.3.1 General (Cont'd.)

E. (Cont'd.)

2. Responsibilities of the Customer

a. The customer must be prepared to activate his portion of joint service in a timely manner on the negotiated date, providing testing equipment and personnel to support installation requirements, as may be necessary.

b. The customer will be responsible for selecting his own equipment. Customer equipment must be compatible with the Company-provided channelization at the Central Office.

A10.3.2 Regulations and Limitations of Service

A. Description of Service

1. Digital Architecture

Channel services differ in provisioning method and numbering format from single channel services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service.

B. Definitions of Service

1. Channel Service Unit (CSU)

The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

2. DSO

The term DSO denotes a channel service expressed in terms of its digitally-encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal.

A10. PRIVATE LINE SERVICE

A10.3 CHANNEL SERVICE (Cont'd.)

A10.3.2 Regulations and Limitations of Service (Cont'd.)

B. Definitions of Service (Cont'd.)

3. DS1

The term DS1 denotes a channel service expressed in terms of its digitally-encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate, and provides for the two-way, simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format, except where intentional Bipolar violations are introduced by Bipolar with 8 Zero Substitution (B8ZS) format. Unframed signal formats are not permitted or compatible with Company equipment.

C. Application of Rates

1. Monthly rates as specified in A10.3.3 apply for each channel service according to the system capacity of voice grade equivalent channels in each package. These rates apply regardless of the number of voice grade circuit equivalents within each package that are actually activated by the customer at a point in time. In addition, rates and charges for associated channels in A10.2 of this R. T. & C. document are applicable.

2. Rates and charges specified in other R. T. & C. document sections for services such as Touch-Tone, Custom Calling Service, etc., are in addition to the monthly rate for channel services. Also, the rates and charges for other services that may be interconnected or extended beyond the basic channel service, such as off-premises stations, tie lines, private lines, etc., are in addition to the rates specified in this R. T. & C. document for those portions of channel services necessary to provided end-to-end service.

A10. PRIVATE LINE SERVICE

A10.3 CHANNEL SERVICE (Cont'd.)

A10.3.2 Regulations and Limitations of Service (Cont'd.)

C. Application of Rates (Cont'd.)

3. All usual and applicable Service Connection Charges and/or Nonrecurring Charges as specified in other R. T. & C. documents apply to the activation, move or change of channel equivalents within channel service packages, as well as for installation of the basic system.

4. Channel service systems and feature activations are available on a month-to-month basis or under variable rate periods, with rates based on lengths of 36 months, 60 months, or 84 months. Contract rate increases are subject to the stipulations of 5 following.

5. Channel service rates under contract will not be increased by Company initiative until the contract period expires. Rates in effect at the time the service is installed and/or as of the service order application date will be applicable until the contract expires. At the expiration date of the customer's payment period option, the customer may select a new payment period option at current rates or revert to current rates on a month-to-month basis.

6. A Termination Liability Charge is applicable at the date of termination. The applicable charge is dependent on the contract period subscribed to and will be equal to the number of months remaining in the contract times the monthly rate provided under the contract. However, Termination Liability Charges will not apply for customer requests for moves of service.

A10. PRIVATE LINE SERVICE

A10.3 CHANNEL SERVICE (Cont'd.)

A10.3.3 Rates and Charges

A. Basic System Capacity

The rates for a basic system without activated features for voice or data grade service are as follows:

1. Central Office

	Nonrecurring Charge	Month to Month	24 to 48 Months	49 to 72 Months	73 to 96 Months
(a) 24 Voice Equivalent Channels	$225.00	$210.00	$189.00	$171.00	$154.00
(b) 48 Voice Equivalent Channels	$270.00	$340.00	$280.00	$270.00	$260.00
(c) 96 Voice Equivalent Channels	$355.00	$650.00	$540.00	$520.00	$500.00
(d) 144 Voice Equivalent Channels	$440.00	$910.00	$780.00	$760.00	$730.00
(e) 192 Voice Equivalent Channels	$530.00	$1,170.00	$1,010.00	$970.00	$924.00
(f) 240 Voice Equivalent Channels	$615.00	$1,420.00	$1,220.00	$1,170.00	$1,078.00
(g) 288 Voice Equivalent Channels	$705.00	$1,691.00	$1,522.00	$1,370.00	$1,233.00
(h) 384 Voice Equivalent Channels	$880.00	$2,061.00	$1,855.00	$1,670.00	$1,503.00
(i) 480 Voice Equivalent Channels	$1,050.00	$2,412.00	$2,171.00	$1,954.00	$1,759.00
(j) 576 Voice Equivalent Channels	$1,230.00	$2,752.00	$2,477.00	$2,230.00	$2,007.00
(k) 672 Voice Equivalent Channels	$1,400.00	$3,059.00	$2,754.00	$2,479.00	$2,232.00

A10. PRIVATE LINE SERVICE

A10.3 CHANNEL SERVICE (Cont'd.)

A10.3.3 Rates and Charges (Cont'd.)

B. Feature Activation

1. Central Office

	Nonrecurring Charge		Month to Month	24 to 96 Months Contract
	First	Each Additional		
(a) Analog Voice Service				
I. For Exchange Line, Foreign Exchange, OPS, WATS Line, Trunk and Centrex Service				
(i) Per feature activated	$7.00	$6.00	$6.50	$5.00
II. For Tie Line use				
(i) Per feature activated	$7.00	$6.00	$10.00	$8.00
(b) Analog Data Service				
I. For data transmission use				
(i) Per feature activated	$7.00	$6.00	$10.00	$8.00
(c) Digital Data Service				
I. For 2.4 Kbps, 4.8 Kbps, 9.6 Kbps, 19.2 Kbps, 56 Kbps and 64 Kbps data rates				
(i) Per feature activated	$7.00	$6.00	$13.00	$11.00
(d) Broadband Exchange Line Service				
I. For 56 Kbps and 64 Kbps data rates				
(i) Per feature activated	$10.00	$7.50	$10.00	$8.00

A11. WIDE AREA TELECOMMUNICATIONS SERVICE

C O N T E N T S

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A11.1 APPLICATION 2

A11. WIDE AREA TELECOMMUNICATIONS SERVICE

A11.1 APPLICATION

A. Northeast Florida Telephone Company, hereinafter called the concurring company, assents to, adopts, and concurs in the Wide Area Telecommunications Service R. T. & C. document, Section 19, filed with the Florida Public Service Commission by ALLTEL Florida, Inc., hereinafter called the issuing company, as such R. T. & C. document evolved from Docket Numbers 830489-TI and 830537-TL—WATS Service, Order Number 14621, effective August 1, 1985.

B. As ordered in Docket No. 820537-TP, Order Number 15590, Northeast Florida Telephone Company will reduce by 1.5% the published rate on dedicated access line rates, when charged to another vendor of telecommunication services.

A12. INTERCONNECTION OF MOBILE SERVICES

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A12. INTERCONNECTION OF MOBILE SERVICES

A12.1 MOBILE SERVICES

A12.1.1 General

A. The services offered in this section are for use by Mobile Service Providers (MSPs) to allow interconnection of the wireless or radio network of these carriers to that part of the Public Switched Network (PSN) owned and operated by the Company.

B. These services are offered at the rates specified herein from central offices equipped to accommodate the interconnections and service options described by the MSP.

C. The rates contained in this section contemplate the use of equipment, service arrangements and service standards or capabilities normally provided by the Company. When nonstandard equipment or services such as transmission characteristics and signaling of a special type are requested, they may be provided via the special assembly process for each case as prescribed in Section A5. The rates for these arrangements will be applied in addition to those applicable in this or other R. T. & C. document sections.

D. The Company will respond to trouble reports from MSPs in the same manner and the same priority as is provided to other common carriers.

E. Directory listings for the MSP and the MSP clients are provided in accordance with the regulations and rates for additional listings as set forth in Section A6 of this R. T. & C. document.

F. The regulations and rates set forth in other sections of this R. T. & C. document that may be associated with Mobile Services are in addition to those specified herein.

A12. INTERCONNECTION OF MOBILE SERVICES

A12.1 MOBILE SERVICES (Cont'd.)

A12.1.2 Regulations and Limitations of Service

A. The services provided under this R. T. & C. document shall be used by the MSP only for the handling of interchanged traffic originating or terminating on the MSP's system in connection with its operating authority.

B. The services provided under this R. T. & C. document may not be used, switched or otherwise connected together by the MSP for provision of through calling from a landline telephone to another landline telephone. Mobile service providers found to be in violation of this provision will be subject to disconnection. For purposes of enforcement, MSPs will make their records available for audit by the Company. The Company agrees to protect the confidentiality of all records made available for audit.

A12.1.3 Rates and Charges

A. Land to Mobile Network Usage

1. The following usage charges apply only for Land to Mobile calling plans as described in Section A12.1.3.A.2 in this R. T. & C. document. The minutes of use, or portion thereof for each call, will be accumulated for the monthly billing period and the total rounded to the nearest minute. The usage charges will be billed based on the rounded total monthly minutes.

A12. INTERCONNECTION OF MOBILE SERVICES

A12.1 MOBILE SERVICES (Cont'd.)

A12.1.3 Rates and Charges (Cont'd.)

A. Land to Mobile Network Usage (Cont'd.)

2. Land to Mobile (LTM) calling plan is available to the MSPs for qualifying calls handled by the Company. The LTM option allows intraLATA direct-dialed long distance calls and Extended Local Calling Area calls from telephone numbers served by the Company and terminating in an MSP network to be excluded from the originating customer's bill. Extended Local Calling Area calls are calls rated as local but outside of the basic Local Calling Area as described in A3.5 of this R. T. & C. document. Additionally, the LTM option applies to sent-paid intraLATA toll calls originating from Public Telephones located within the Company's service territory if such calls terminate in an MSP network. The applicable local message charge per A7 of this R. T. & C. document will apply to end users originating LTM calls from public telephones.

The MSP will pay the following usage charges for intralata long distance calls and Extended Local Calls based on the point of interconnection with the MSP network.

A12. INTERCONNECTION OF MOBILE SERVICES

A12.1 MOBILE SERVICES (Cont'd.)

A12.1.3 Rates and Charges (Cont'd.)

A. Land to Mobile Network Usage (Cont'd.)

2. (Cont'd.)

	Monthly Network Usage Charge
(a) IntraLATA toll and Extended Local $.25 message-rated calls that originate within the Company's network and terminate in another LEC's network, per minute of use	$ .0641

3. The LTM calling plan requires that an MSP establish a dedicated NXX at the rates in A12.1.3.B.

B. NXX Establishment Charge

1. The following charge applies to the establishment of a dedicated exchange NXX or the subsequent movement of that NXX to a different serving office in Company territory.

	Nonrecurring Charge
(a) Per NXX Established	$3,915.00

A12. INTERCONNECTION OF MOBILE SERVICES

A12.1 MOBILE SERVICES (Cont'd.)

A12.1.3 Rates and Charges (Cont'd.)

C. Mobile Service Provider (MSP) Inward Dialing Capability

1. The following charges are applicable to all mobile carriers and to all DID numbers, including those assigned with a dedicated NXX.

	Nonrecurring Charge	Monthly Rate
(a) Per first group of 100 numbers activated	$200.00	$.50
(b) Each additional group of 100 numbers activated	$150.00	$.50

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

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A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.1 CUSTOMIZED CODE RESTRICTIONS (CCR)

A13.1.1 General

A. Customized Code Restrictions (CCR) Service excludes outgoing long distance and Extended Local Calling, for customers who want more control over their monthly bills. Subscribers dialing restricted codes will receive a reorder (fast busy) tone.

B. Customized Code Restrictions Service with Personal Identification Number (PIN) allows customers to exclude outgoing long distance calls, with the option of overriding restricted codes on a per-call basis.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.1 CUSTOMIZED CODE RESTRICTIONS (CCR) (Cont'd.)

A13.1.2 Description of Service

A. Customized Code Restrictions (Basic)

1. Customized Code Restrictions (CCR) provide a choice of code restriction options, as follows, for selected outgoing calls. Each option permits local calls (Macclenny and Sanderson exchanges only); nonchargeable calls to numbers such as repair service 611 and emergency number 911; local 411 directory assistance calling; and toll-free calling to designated codes such as 800, 877, and 888.

(a) Option 1

Allowable Codes:

Local
Extended Local Calling
411
611
911

Restricted Codes:

Operator 0-
Operator 0+
1+DDD
1+555-1212 and 1+NPA-555-1212
1+900
1DDD 01
1DDD 011+

(b) Option 2

Allowable Codes:

Local
411
611
911
1+800, 877, 888, etc.
1+800, 877, 888, etc.

Restricted Codes:

Extended Local Calling
Operator 0-
Operator 0+
1+DDD
1+555-1212 and
1+NPA-555-1212
1+900
1DDD 01
1DDD 011+

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.1 CUSTOMIZED CODE RESTRICTIONS (CCR) (Cont'd.)

A13.1.2 Description of Service (Cont'd.)

A. Customized Code Restrictions (Basic) (Cont'd.)

1. (Cont'd.)

(c) Option 3

Allowable Codes:

Local
Extended Local Calling
0+
0-
411
611
911
1DDD 011+
1DDD 01
1+800, 877, 888, etc.

Restricted Codes:

1+
1+900

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.1 CUSTOMIZED CODE RESTRICTIONS (CCR) (Cont'd.)

A13.1.2 Description of Service (Cont'd.)

B. Customized Code Restrictions with Personal Identification Number (PIN)

1. Customized Code Restrictions with Personal Identification Number (PIN) allows customers to exclude outgoing long distance calls, with the option of overriding restricted codes on a per-call basis. The customer dials an access code, receives a dial tone, enters a PIN, receives another dial tone, and enters the restricted code for completion of the call.

2. If a restricted-code call is attempted without the PIN, or with an incorrect PIN, from a line equipped with this service, an intercept message is received, and the call will not be completed. Optional Custom Calling services such as Repeat Dialing, Call Forwarding of any type, and Speed Calling will work on local calls only while long distance service is restricted by the Customized Code Restrictions with Personal Identification Number (PIN) feature.

3. No restriction is applicable to outgoing calls to local and Extended Local Calling numbers; to nonchargeable calls to numbers such as repair service 611 and emergency number 911; to local 411 directory assistance calling; and to toll-free calling to designated codes such as 800, 877, 888, etc.

4. The following restricted codes may be accessed only after the customer dials the appropriate access code and enters the assigned PIN.

Operator 0-
Operator 0+
1+DDD
1+NPA-555-1212
1+900
1DDD 01
1DDD 011+

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.1 CUSTOMIZED CODE RESTRICTIONS (CCR) (Cont'd.)

A13.1.3 Regulations and Limitations of Service

A. Customized Code Restrictions will be available to basic exchange customers with Individual Line Residence Service, Business Service, or PBX Trunks in either Flat Rate, Message Rate, or Measured Rate environment.

B. Customized Code Restrictions are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.

C. Customers who subscribe to Customized Code Restrictions are required to place Company-provided stickers on each restricted telephone indicating that the operator cannot be reached for any purpose. In addition, it shall be the responsibility of the subscriber to notify all authorized users of this service that it is impossible to reach the operator using the restricted telephone.

D. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Code Restrictions offered herein, including, without limitation, the inability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.

E. Customized Code Restrictions (Basic) will be established and provided at no charge for customers receiving Lifeline service under the authority of Section A3.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.1 CUSTOMIZED CODE RESTRICTIONS (CCR) (Cont'd.)

A13.1.4 Rates and Charges

A. Customized Code Restrictions (Basic)

1. The following rates and charges are for Customized Code Restrictions only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for exchange access lines and other services or equipment with which they are associated.

	Options 1,2 and 3 Nonrecurring Charge	Monthly Rate
(a) Residence Line, each	$ 10.00	$ 3.00
(b) Business Line, each	$ 10.00	$ 4.50
(c) PBX Trunk, each	$ 10.00	$ 6.00

B. Customized Code Restrictions with Personal Identification Number (PIN)

1. The following rates and charges are for Customized Code Restrictions with PIN only and are in addition to all other service charges, monthly rates, and nonrecurring charges associated with the exchange access lines for which the service is ordered.

	Nonrecurring Charge	Monthly Rate
(a) Residence Line, each	$ 10.00	$ 4.00
(b) Business Line, each	$ 10.00	$ 5.00
(c) PBX Trunk, each	$ 10.00	$ 6.50

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.2 BLOCKING AND SCREENING SERVICES

A13.2.1 General

A. Where facilities permit, Central Office Blocking and Operator Screening are offered to single line business customers.

A13.2.2 Description of Service

A. Operator Screening

This service provides screening information to the operator to prevent operator-assisted sent-paid calls from being billed to the line.

B. Central Office Blocking

This service provides central office blocking of 976, 1 + DDD, and 1 + 900.

A13.2.3 Rates and Charges

A. The rates and charges for this service are in addition to monthly charges and multielement service charges for individual business line service as specified in Sections A3 and A4 of this R. T. & C. document, respectively.

1. Per Individual Line:

	Monthly Rate
(a) Operator Screening	$2.50
(b) Central Office Blocking	$4.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.3 PAY PER CALL (900 SERVICE) BLOCKING

A13.3.1 General

A. Pay Per Call (900 Service) Blocking will provide a dialing restriction for all 1+900 calls placed from access lines so arranged for this service.

B. Pay Per Call (900 Service) Blocking is available to basic exchange customers with Individual Line Residence Service, Business Service, and PBX Service.

C. Calls to 1+900 from subscribers with Pay Per Call (900 Service) Blocking will be forwarded to a 120 IPM busy tone. It will be the responsibility of the subscriber to inform users of his/her service that 1+900 cannot be reached for any reason.

D. The Company shall not be liable to any person for damages of any kind or nature arising out of, resulting from, or in connection with the provision of Pay Per Call (900 Service) Blocking.

A13.3.2 Rates and Charges

A. At the request of the customer, the Company will provide Pay Per Call (900 Service) Blocking at no charge to the customer. There will be no recurring or nonrecurring charges incurred for this blocking service.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.4 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES-LOCATED SWITCHING SYSTEMS

A13.4.1 General

A. DID service permits calls incoming to a PBX system, Telephone Answering Service, or other Customer Premises Equipment requiring outpulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in Sections A2.3.1 and A200.1.4 of this R. T. & C. document.

B. The rates specified herein are in addition to the rates shown elsewhere in this R. T. & C. document for the services with which this offering is associated (e.g., central office PBX trunks, access lines, Sharing and Resale of Exchange Service, etc.).

C. DID service is optionally available with Identified Outward Dialing (IOD) service and includes central office switching equipment necessary for in-dialing from the network directly to stations associated with customer-premises switching equipment. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide quality grade of service and prevent network degradation.

D. The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.4 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES-LOCATED SWITCHING SYSTEMS (Cont'd.)

A13.4.1 General (Cont'd.)

E. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers, or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown in Section A13.4.2 are applicable for each unused block of telephones. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.

F. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.

G. Operational characteristics of interface signals between the Company-provided facilities and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service as specified in other sections of this R. T. & C. document.

H. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a customer or authorized user obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.4 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES-LOCATED SWITCHING SYSTEMS (Cont'd.)

A13.4.1 General (Cont'd.)

I. Directory listings will be provided in accordance with the regulations of Section A6 of this R. T. & C. document for PBX trunks. DID numbers furnished herein are not entitled to directory listings without charge. Where clients of a subscriber to DID service have no local exchange service but want to list one of these numbers, Sharing and Resale of Basic Local Exchange Services in Section A14 of this R. T. & C. document will be applicable.

J. All switching systems provided this service must be arranged to provide for the intercepting of reserved, idle, and/or unassigned station numbers.

1. Calls to vacant, nonworking, and reserved numbers will be routed to the Customer Premises Equipment for handling. On incoming calls from the network to invalid numbers or restricted stations in DID-equipped Customer Premises Equipment, only two methods of intercept are acceptable: Attendant or Recorded Announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.

K. At the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office service, per DID trunk, will apply.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.4 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES-LOCATED SWITCHING SYSTEMS (Cont'd.)

A13.4.1 General (Cont'd.)

L. In addition to the rates and charges specified in Section A13.4.2, appropriate service connection, move, and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service, as specified in Section A4 of this R. T. & C. document.

M. Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment, or if the customer subscribes to Centrex-CU service which has DID as a feature and changes to another type of customer premises switching equipment with DID service. The following provisions apply:

1. The customer must maintain at least the same level of DID service requirements.

2. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.

3. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.

4. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.4 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES-LOCATED SWITCHING SYSTEMS (Cont'd.)

A13.4.2 Rates

A. Central Office Components

1. Direct-In-Dialing (DID) Service[1]:

	Monthly Rate	Installation Charge
(a) Establish trunk group and provide first group of 20 DID numbers[2]	$ 5.00	$915.00
(b) Each additional group of 20 DID numbers	$ 5.00	$ 15.00
(c) DID Trunk Termination, each	$40.00	$ 90.00
(d) Multifrequency (MF) Pulsing Option, each	$ 7.50	--
(e) Dual Tone Multifrequency (DTMF) Pulsing Option, each[3]	$ 7.50	--

Note 1: In addition to the rates and charges for the DID Trunk Termination, rates and charges for Flat Rate Inward Trunks as specified in Section A3 of this R. T. & C. document apply as appropriate.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.4 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES-LOCATED SWITCHING SYSTEMS (Cont'd.)

A13.4.2 Rates (Cont'd.)

A. Central Office Components (Cont'd.)

1. Direct-In-Dialing (DID) Service[1]: (Cont'd.)

Note 2: These rates and charges also apply to blocks of reserved telephone numbers.

Note 3: Provides faster signaling on DID trunks. The choice of pulsing alternative depends on the customer's premises equipment.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.5 HOT LINE SERVICE

A13.5.1 General

A. Hot Line Service is an automatic dialing feature which provides the customer with the ability to automatically be connected with another predetermined telephone line in the circuit switched network or to a company-provided operator. When the customer's telephone instrument goes off-hook, a switched connection is set up without any further customer action. The predetermined telephone number or the company-provided operator is selected by the customer at the time service is established and can be changed only via service order.

B. Local calls, calls to Company numbers such as repair service, directory assistance service, etc., and public emergency numbers such as 911 will not be permitted from the individual line which is connected to the automatic dialing feature, Hot Line Service.

C. The Hot Line Service which automatically connects to a company-provided operator is available exclusively to:

1. State-supported Mental Health Institutions for use by their patients.

2. Prisons, Jails, Penitentiaries, etc., for use by inmates of these facilities.

A Company-provided operator will receive a code which will restrict station users to placing calls which are charged to the called telephone number (collect calls).

D. Hot Line Service may be used only in connection with individual line service.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A13.5 HOT LINE SERVICE (Cont'd.)

A13.5.1 General (Cont'd.)

E. Hot Line Service is furnished only from central offices which have been arranged to provide this service, and is provided subject to the availability of facilities.

A13.5.2 Rates and Charges

A. The rates and charges for this service are in addition to multielement service charges and monthly charges for individual line service found in Sections A3 and A4 of this R. T. & C. document, respectively.

1. Per Individual Line

	Monthly Rate
(a) Residence	$2.00
(b) Business	$2.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

RESERVED FOR FUTURE USE

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE

A13.6.1 General

A. Centrex is a central-office-based business communications service which provides capabilities similar to those offered on a Private Branch Exchange (PBX), but without requiring switching equipment on the customer's premises. Centrex integrates all of a business customer's lines into a single telecommunications system.

B. All Centrex station lines will be equipped with the standard features as set forth in paragraph A13.6.4.A.1. Additional optional features may also be selected and generally result in additional charges as specified in A13.6.4.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.2 Regulations and Conditions

A. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the general R. T. & C. document.

B. A Centrex customer must have a minimum of two Centrex lines.

C. The minimum charge period for services provided under this R. T. & C. document shall be for one month.

D. Centrex is provided at the option of the Telephone Company and is subject to central office switching capacity, capability, and the availability of outside plant facilities. Where facilities are not available, or unusual expenditures are involved in making them available, the customer may be required to pay additional charges to cover the unusual expenditure, or to contract for services beyond the normal service term, or both.

E. One directory listing is provided without charge for each Centrex System. Additional listings may be provided as specified in Section A6 of the Telephone Company's R. T. & C. document.

F. The customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month customer may, at any time, convert to a service contract plan by contracting to pay the applicable service period plan rate currently in effect.

G. The monthly rate for customers choosing the service period plan is guaranteed against Telephone-Company-initiated changes during the selected service contract period.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.2 Regulations and Conditions (Cont'd.)

H. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

1. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.

2. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

I. Termination Liabilities shall be treated as follows:

1. If the service is canceled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times 50%.

2. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:

(a) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract; or

(b) Pay termination charges as described in 1 above on the number of Centrex station lines disconnected.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.2 Regulations and Conditions (Cont'd.)

J. Reduction/waiver of nonrecurring charges may be offered as follows:

At the Telephone Company's discretion, the nonrecurring charges associated with the initial provisioning of Centrex service may be reduced or waived during promotional campaigns and/or as a part of customer negotiations:

1. Nonrecurring charge per line.

2. Nonrecurring charges associated with System Features, Station Features, Hunting Features, Cost Control Features, and Attendant Features.

K. Customers who subscribe to Centrex for more than 40 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply.

L. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

M. Intercom calls between lines in a Centrex group are not subject to local measured service.

N. Centrex customers who use the Call Forwarding or Call Transfer features shall be responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.2 Regulations and Conditions (Cont'd.)

O. The Centrex lines and/or Off Premises Extensions for a Centrex customer may terminate at multiple locations; however, all lines in a Centrex group must be served by the same central office.

P. Customer Premises Equipment

1. Unless specifically stated otherwise, this R. T. & C. document does not include customer premises equipment (CPE). CPE may include telephone instruments (analog or digital), attendant consoles, administrative workstations, Message Detail Recording systems, call accounting systems, paging equipment, and/or answering equipment that is located on the customer premises. CPE may be covered under a separate R. T. & C. document, sold or leased separately by the Telephone Company (under a separate contract), or may be provided by the customer.

2. The customer is responsible for providing the power required for any and all customer premises equipment used with Centrex.

Q. Message Detail Recording (MDR):

1. MDR is not represented to be a provision of billing detail. As a result of differences in reporting periods and/or recording methodologies, MDR records may not coincide exactly with the customer's actual billing record.

2. The Telephone Company provides only the call detail information (date, time, duration, facility used, etc.). Processing (call costing and analysis) of message detail information by the Telephone Company is not provided with this arrangement.

3. MDR includes the recording of Authorization Codes and Account Codes in instances where these optional features are provided.

4. The customer shall be responsible for furnishing, maintaining, and administering any customer premises equipment or call accounting systems associated with MDR.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.2 Regulations and Conditions (Cont'd.)

R. Automatic Route Selection (ARS):

1. The charges for each ARS pattern and facilities/NARs assigned to a pattern are in addition to the rates and charges for the associated facilities, facility terminations, and/or NARs.

2. A maximum of ten routes (Facility Groups or NAR Facility Groups) is provided for each ARS pattern.

3. Time of Day/Day of Week routing permits up to 3 pattern groups per Centrex system and up to 32 programmed changes of the pattern group in effect, activation time, and days of week to the route schedule.

4. All route and pattern assignments will be selected by the customer at the time of service order placement. Customers shall use their own cost criteria when selecting route and pattern arrangements.

5. The customer is responsible for notifying the Company regarding any changes required in facilities, Facility Restriction Levels, and/or route pattems.

6. The Company shall not be held responsible should changes in carrier long distance rates or special facilities pricing cause the customer's selection of ARS routes to no longer be the most economical.

S. The Telephone Company shall not be liable for any loss or damages arising from error, interruptions, defects, failure, or malfunctions of Centrex service or associated equipment. Damages arising from such interruptions, defects, failures, or malfunctions of the services after the Telephone Company has been notified, and has reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions

The following standard and optional features may be provided as a part of the Centrex service (not all of the features defined herein are presently available):

A. System Features

1. Direct Inward Dialing

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

2. Direct Outward Dialing

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

3. Business Group Dialing Plan

A Business Group Dialing Plan enables a Centrex group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network, and/or special facilities using 1- to 5-digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

(a) Intercom Dialing

Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

(b) Single-Digit Dialing

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit Dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

A. System Features (Cont'd.)

4. Special Intercept Announcement

A Special Intercept Announcement may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan; or (b) If the call is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

5. Distinctive Alerting/Call Waiting Indication

Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones. A short-short-long ringing or three short Call Waiting tones is used with Dial Call Waiting, Call Waiting - Originating, and Night Service calls.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

A. System Features (Cont'd.)

6. Dial Access to Special CPE Circuits

Dial Access to Special CPE Circuits provides access to special customer-provided equipment, such as paging equipment, code calling equipment, dictation, and radio paging equipment by dialing an intercom or access code. Depending upon the customer-owned equipment used, either line circuits or trunk circuits will be required:

(a) Paging Access

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment.

(b) Radio Paging

Radio Paging allows attendants and other designated users to page other users via radio paging equipment. Anyone receiving a page can establish a connection by dialing a code from a Centrex phone.

(c) Code Calling

Code Calling allows for dial access to connect to a customer-provided signaling device, using a bell or some other audible signal. During the time that the user is on the line to the device, the person called can pick up any line within the Centrex group and dial a code to automatically connect to the user.

(d) Recorded Telephone Dictation

Recorded Telephone Dictation allows the Centrex user to dial an access code to connect to a telephone dictation machine and dictate information.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

A. System Features (Cont'd.)

7. Network Access Registers

Network Access Registers (NARs) restrict the number of simultaneous calls between the Centrex group and the public network. For example, a 100-line Centrex group could be limited to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX. Network Access Registers are also referred to as Simulated Facilities.

8. OutWATS

OutWATS is a form of Direct Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. OutWATS NARs control the number of simultaneous OutWATS calls that can be made from a business.

9. InWATS

InWATS service provides the ability to receive calls which are dialed as 800-type numbers. This allows individuals calling a business to do so without incurring toll charges. NARs may be used to control the number of simultaneous InWATS calls that can be made to the business.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

A. System Features (Cont'd.)

10. Dial Access to Private Facilities

(a) Tandem and Tie Facility Access

Tandem and Tie Facility Access allows the Centrex user to make and receive calls to other switches via Tie Facilities. For outgoing Tie Facilities, stations in the business dial a special access code. Access to Tie Facilities can be controlled or restricted by NARs.

(b) Foreign Exchange Facilities

Foreign Exchange (FX) Facilities are special facilities that terminate in a distant central office rather than the one which provides service to the customer. The customer pays monthly mileage charges for the distance between the normal serving office and the distant FX office. A customer originating a call on the FX line essentially draws dial tone from, and dials into, the distant exchange. All calls are billed as if dialed from that distant exchange.

11. Off-Premises Stations

Off-Premises Stations enable secondary or additional business locations to access the same Centrex features and services as the main business location. The secondary or additional locations must be served by the same central office as the primary location.

12. Music On Hold

Music on Hold provides music or an audio source for calls put on Call Hold (or parked) by Centrex subscribers. The music/audio source may be Telephone-Company-provided or customer-provided.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features

1. Call Forwarding Features

(a) Call Forwarding Variable (All Calls)

Call Forwarding Variable enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

(b) Call Forwarding Busy Line

Call Forwarding Busy Line causes all calls to be redirected to an alternate station when the called station is busy.

(c) Call Forwarding Don't Answer

Call Forwarding Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

(d) Call Forwarding Incoming Only

Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

(e) Call Forwarding Within Group Only

Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts Call Forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

1. Call Forwarding Features (Cont'd.)

(f) Call Forwarding Distinctive Ringing

Call Forwarding Distinctive Ringing is a Call Forwarding line option that allows station users to distinguish between forwarded and nonforwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

(g) Remote Activation of Call Forwarding

Remote Activation of Call Forwarding allows a Centrex user to activate and deactivate Call Forwarding from any location.

2. Call Pick-Up

Call Pick-Up allows a Centrex user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

3. Directed Call Pick-Up

Directed Call Pick-Up allows a Centrex user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

4. Call Hold

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

5. Call Park Features:

(a) Call Park - Local allows a Centrex user to park (or store) a call against his/her intercom number and unpark (or retrieve) the call from any other intercom number within the Centrex group.

(b) Call Park - Directed allows a Centrex user to park (or store) a call against any intercom number within the Centrex group and unpark (or retrieve) the call from any other intercom number within the Centrex group.

6. Call Waiting Features

(a) 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. The station user may answer the waiting call by hanging up or flashing the switchhook.

(b) Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

(c) Dial Call Waiting

Dial Call Waiting allows the Centrex user to dial a special code prior to calling another station in the Centrex group and cause a Call Waiting tone to be applied to the station if it is busy (regardless of whether it has Call Waiting). Once alerted, the called station user can either flash the switchhook or hang up to answer the waiting call.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

6. Call Waiting Features (Cont'd.)

(d) Call Waiting Originating

Call Waiting Originating allows the Centrex user to automatically apply Call Waiting tones whenever he/she calls another station in the Centrex group and the line is busy, even if the called station does not have the Call Waiting feature. Once alerted, the called station user can either flash the switchhook or hang up to answer the waiting call. In contrast to Dial Call Waiting, this feature does not require the originating Centrex user to dial an access code prior to making the call.

7. Multi-Way Calling Features

(a) Consultation Hold

Consultation Hold allows a customer to put a call on hold by flashing the switchhook and then dialing a third party. When the third party answers, the station user may converse privately with this party or add this party to the original call.

(b) Three-Way Calling

Three-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference among parties at multiple locations.

(c) Six-Way Conferencing

Six-Way Conferencing allows the Centrex user to sequentially call up to five other people and add them together to form a six-way call. The Centrex user must first dial an access code to use this feature.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

8. Call Transfer Features

Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

(a) Call Transfer Within Group Only

Call Transfer Within Group Only allows a station user to transfer calls to another station within the Centrex group by flashing the switchhook and dialing the transfer-to number. The transfer-to party must be within the same Centrex group as the controlling party.

(b) Call Transfer - Attendant

Call Transfer - Attendant allows members of a Centrex group who do not have station-controlled Call Transfer capability to transfer calls with the aid of the attendant. During an incoming call via direct distance dialing, the called party can reach the attendant to request the transfer by flashing and dialing the attendant access code (e.g., "0"). The attendant may then transfer the call to another station.

(c) Call Transfer - Outside

Call Transfer - Outside allows a Centrex user to transfer calls to directory numbers outside the Centrex group.

(d) Call Transfer - Individual - All Calls

Call Transfer - Individual - All Calls allows the Centrex user to transfer any established call to another person. Calls may be transferred to other parties both within and outside the Centrex group.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

9. Speed Calling 8-Code

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

10. Speed Calling 30-Code

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing two-digit codes instead of the directory numbers.

11. Direct Connect Service

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off hook. No dialing is required for the calling party to reach the specified destination.

(a) Hot Line

Hot Line provides immediate routing (dialing) to a predetermined number whenever the telephone handset is lifted off hook.

(b) Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 30 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

(c) Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the receiver off hook.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

12. Do Not Disturb

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal Identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

13. Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy. This feature can either be permanently enabled via service order, or the user can activate and deactivate Voice/Data Protection by dialing special codes.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

14. Advanced Calling Services

Advanced Calling Services (also called CLASS services) are available at rates and charges specified in the Advanced Calling Services section of the Company's R. T. & C. document, less any special discounts offered to Centrex users.

(a) Repeat Dialing

Repeat Dialing (also called Automatic Callback) enables the customer to dial a special code to automatically redial the last outgoing telephone number dialed. If the telephone number is busy, the telephone switching equipment will make repeated attempts to establish the call for a 30-minute period beginning with the customer's activation. When the line is free, the customer will be alerted with a special ringing, and upon lifting the handset a call will automatically be made.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

14. Advanced Calling Services (Cont'd.)

(b) Caller ID Services

Caller ID Services allow the calling party's intercom number (for internal calls), directory number (for external calls), and/or name to be displayed. These services require a special customer-provided display device which may be either attached to the telephone or built into the telephone.

I. Caller ID (Number) - Internal allows for the display of the calling party's intercom number on calls made within the Centrex group.

II. Caller ID (Number) - External allows an outside calling party's directory number to be displayed on a properly equipped telephone set.

III. Caller ID - Name (where available) allows the listed name of the calling party (along with the number) to be displayed on a properly equipped telephone set.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

B. Station Features (Cont'd.)

15. Visual Message Waiting Indication

Visual Message Waiting Indication provides a visual display via a lamp, LCD, or LED to indicate that the user has received a voice message. The display device is provided by the customer and may either be a special telephone set or an adjunct unit attached to a standard telephone set.

16. Time-of-Day Redirection On Incoming Centrex Calls

Time-of-Day Redirection on Incoming Centrex Calls routes a Centrex station user's incoming calls (or the incoming calls for a range of station users) made during specified time intervals to a special intercept. A maximum of 32 time intervals can be defined. On a per-Centrex-group basis, the intercept treatment may be an announcement, tone, or designated directory number.

C. Cost Control Features

1. Customer Access Treatment Code Restrictions

Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

2. Semi-Restricted Line

A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

3. Fully-Restricted Line

A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.

4. Toll/Code Restriction:

(a) Toll Restriction

Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area.

(b) Code Restriction

Code Restriction blocks the completion of calls that are directed to customer-specified area codes (NPAs) and/or central office codes (NXXs).

(c) Outgoing Call Screening

Outgoing Call Screening blocks the completion of calls to specific directory numbers.

(d) Code Diversion to Attendant

Code Diversion to Attendant allows calls diverted via Toll Restriction, Code Restriction, and/or Outgoing Call Screening to be routed to the Centrex attendant (or a designated station).

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

5. Automatic Flexible Routing

(a) Automatic Route Selection

Automatic Route Selection (ARS) provides a list of route choices (tie facilities, foreign exchange, OutWATS, public carriers, and direct distance dialing) for outgoing calls. Automatic Route Selection makes use of patterns. A pattern is a list of up to ten routes for reaching a given called destination. A called destination could include an NPA code, NXX code, NPA/NXX code or a group of these codes. The routes in a pattern are searched sequentially (in order of customer preference) for idle facilities until an idle facility is found or all route selections are determined to be unavailable.

(b) Facility Restriction Level

Facility Restriction Level (FRL) allows/disallows access to outgoing facilities used in ARS arrangements. For any call to an outgoing facility group, access is based on the permission level of the outgoing facility group, and the permission level of the calling line or incoming facility group. In each case, access is granted only when the permission level of the outgoing facility group does not exceed the permission level of the calling line or incoming facility group. A calling party whose FRL is lower than the FRL of the outgoing facility may be routed to a special or standard intercept treatment.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

5. Automatic Flexible Routing (Cont'd.)

(c) Time of Day/Day of Week Routing

Time-of-Day/Day-of-Week Routing allows the ARS patterns in effect to be changed at preselected time intervals based on customer-selected time-of-day and day-of -week criteria. A maximum of 32 programming changes can be scheduled per week.

(d) Automatic Alternate Routing

Automatic Alternate Routing provides efficient routing of calls on a customer network. A list of facility groups leading to a given on-network destination is searched (for an idle facility) in the order specified by the customer.

(e) Expensive Route Warning Tone

Expensive Route Warning Tone provides a per-call method of cost control by giving the Centrex user a special tone when a call is being routed over a facility that has been designated to be expensive. The user may either stay off hook and complete the call, or go back on hook to avoid using the expensive facility.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

6. Outgoing Facility Group Queuing

Outgoing Facility Group Queuing allows outgoing calls to be placed into a queue and wait for an available facility when all allowed/available facilities are in use. When a facility becomes idle, the call can be made. This feature allows callers to automatically be placed in waiting for an outgoing facility on either an off-hook or on-hook basis.

(a) On-Hook (Ringback) Queuing

On-Hook (Ringback) Queuing provides a ring-back to an on-hook line when a facility for which the call is queued becomes available. The caller is informed of queuing by an announcement or confirmation tone and must go on-hook within 5 seconds to queue the call.

(b) Off-Hook Queuing

Off-Hook Queuing allows the caller to remain off-hook and wait for a busy facility to become idle. The caller hears tone, silence, announcement, or delay announcement sequence during the waiting period.

(c) Post-Queue Routing

Post-Queue Routing provides a mechanism for handling queued calls which remain in queue longer than the maximum time period allowed. Alternatives are to route the call to intercept treatment (tone/announcement) or to search for an alternate idle facility.

(d) Priority Queuing

Priority Queuing provides for two levels of priority in the handling of queued calls. The high-priority queue uses the On-Hook Queuing feature, while the low-priority queue uses either On-Hook Queuing or Ringback Queuing. The queue which is chosen for a given call is based on the privileges of the line or tie trunk originating the call.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

7. Authorization Codes

Authorization Codes allow the Centrex user to dial a special code prior to making a call and override the dialing restrictions at a particular station.

8. Account Codes

Account Codes allow the Centrex user to add an account code for allocating charges. These charges can be printed out on a Message Detail Recording report and/or included on the monthly phone bill.

9. Business Group Automatic Identified Outward Dialing

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex group billing/pilot number on billable calls directed to the public network.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

10. Centrex Command and Control Workstation Features

The Centrex Command and Control Workstation provides a graphical interface to a designated Centrex user for the purpose of monitoring Centrex features/facilities, controlling Centrex features/facilities, and/or collecting Centrex message detail records. The Centrex Command & Control Workstation is implemented using an IBM-compatible personal computer equipped with an ISDN terminal adapter card, and utilizes the D Channel of an Advanced Digital Services (ISDN) BRI line to send and receive data. The workstation CPE is not included in this R. T. & C. document and must be purchased or leased separately. A single workstation and access circuit can support the customer control/monitoring features listed below.

(a) Message Detail Recording to Customer Premises

Message Detail Recording (MDR) provides detailed call information on billable and nonbillable calls made from the Centrex group. Call detail information provided by this feature includes:

- Calling party number
- Called number
- Call date and time
- Call duration
- Facility used for making the call

This information is stored in the Centrex Command and Control Workstation. Customer-provided rate tables can be used in order to assign charges to each call, and a variety of reports can be generated using customer-provided software programs.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

10. Centrex Command and Control Workstation Features (Cont'd.)

(b) Customer Control of Automatic Flexible Routing

Customer Control of Automatic Flexible Routing allows a Centrex workstation user to obtain AFR status information and modify ARS feature parameters. The customer may request a display of the identity of the active ARS pattern group and manually override the time-of-day schedule to change to another ARS pattern group. The automatic time-of-day and override schedules may also be displayed.

(c) Customer Control of Outgoing Facility Group Queuing

Customer Control of Outgoing Facility Queuing allows a Centrex workstation user to obtain queuing facility status information and turn individual queues on and off.

(d) Customer Administration of Authorization Codes

Customer Administration of Authorization Codes allows a Centrex workstation user to obtain authorization code status and change authorization code values and the Facility Restriction Levels (FRLs) associated with the authorization codes. The customer may request a display of valid authorization code values and the associated FRLs.

(e) Customer Administration of Alternate Facility Restriction Levels

Customer Administration of Alternate Facility Restriction Levels (AFRLs) allows a Centrex workstation user to obtain AFRL status information and change AFRL values. The customer may request a display of AFRL values, the AFRL state (on/off), and the FRL value associated with a private facility group.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

10. Centrex Command and Control Workstation Features (Cont'd.)

(f) Selective Control of Facilities

Selective Control of Facilities allows a Centrex workstation user to control originating access to individual physical or simulated private facility groups. The customer may request a display of the restricted or nonrestricted private facility groupings.

11. Time-of-Day Redirection of Incoming Centrex Calls

Time-of-Day Redirection of Incoming Centrex Calls allows a Centrex workstation user to set and modify schedules for blocking incoming calls to a Centrex subscriber or a group of Centrex subscribers.

12. Traffic Data to Customer

Traffic Data to Customer allows traffic counts to be sent to the Centrex workstation every 30 minutes for subsequent processing. The following types of traffic reports are sent: Centrex group report, trunk group report, simulated facility group report, queue report, multiline hunt group report, and subscriber line study sets report. Subscriber line study sets can be set up or canceled from the Centrex workstation. The Centrex customer may demand an immediate Traffic Data report by specifying the report interval (start/end, date/time) and data to report. The customer may also establish one or more schedules for autonomous output of reports by specifying the schedule interval (monthly, weekly, work days, work hours, or hourly) and the type(s) of data to report.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

13. Trunk Monitoring/Testing

Trunk Monitoring/Testing allows a Centrex workstation user to perform and schedule a variety of tests on the Centrex group's tie trunks and private facilities:

(a) Automatic Circuit Assurance

Automatic Circuit Assurance detects anomalies in the performance of a Centrex customer's private facilities. Anomalies detected are reported to the Command & Control Workstation in real time as ASCII text messages.

(b) Non-Usage Trunk Scan

Non-Usage Trunk Scan (NUTS) identifies trunks which are not receiving any calls (i.e., they are continuously idle, blocked, or not accessible). On-demand and scheduled reports can be requested by the customer.

(c) Locked-Up Trunk Scan

Locked-Up Trunk Scan (LUTS) identifies trunks which remain continuously busy or in the permanent state. On-demand and scheduled reports can be requested by the customer.

(d) Tie Trunk Status

Tie Trunk Status allows a Centrex workstation user to schedule tests for tie trunks, including tone measurements, noise measurements, and return loss measurements. Three types of transmission tests are available: short, medium, or long test. Each transmission test has two sets of limits: The limit until which the measurement is considered good and the limit until which the measurement is considered marginal.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

C. Cost Control Features (Cont'd.)

14. Remote Access to Private and Public Facilities

Remote Access to Private and Public Facilities (also Called Direct Inward System Access or DISA) allows an authorized caller from the POTS network to gain access to the outgoing facilities of a Centrex group. The caller dials a local directory number and, when prompted, dials a security code and an authorization code. Once the caller's security code and authorization code have been validated, the caller is prompted to enter the destination phone number. The call is processed as if the caller is dialing from a line within the Centrex group.

D. Hunting Features

1. Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

2. Circle Hunting

Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

3. Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

D. Hunting Features (Cont'd.)

4. Preferential Hunting

Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is hunted first until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

5. Series Completion

Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

6. Queuing

Queuing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Queuing cannot be provided for Preferential Hunt groups or Series Completion groups.

7. Delay Announcements for Queued Calls

Delay Announcements for Queued Calls can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

D. Hunting Features (Cont'd.)

8. Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

9. Make Busy

Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

10. Group Make Busy

Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

E. Attendant Features

1. Digital/Datalink Attendant Console Interface

A Digital/Datalink Attendant Console Interface utilizes an Advanced Digital Services (ISDN) line to connect an attendant console to the serving central office. Depending on the type of customer premises equipment used, the console may be a personal computer equipped with a terminal adapter card, or an Electronic Key Telephone Service (EKTS) telephone set.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

E. Attendant Features (Cont'd.)

2. Non-Datalink Attendant Console Line

A Non-Datalink Attendant Console Line allows a designated analog station to perform attendant functions for a Centrex group. A specially equipped analog telephone instrument with multiple lines is normally used for the console.

3. Attendant ID On Incoming Calls

Attendant ID On Incoming Calls allows the attendant to see the directory number of an incoming call. With a datalink console, on redirected calls the attendant will see the calling reason (e.g., Call Forwarding) along with a display of the calling number.

4. Attendant Camp-On

Attendant Camp-On allows an attendant attempting to transfer a call to a busy station within the Centrex group to place the call in waiting until the station becomes available. The busy station receives a special Call Waiting indication and may either flash the switchhook or hang up to answer the camped-on call.

5. Attendant Conference

Attendant Conference allows an attendant to initiate a conference call of up to six parties (including the attendant). A station user may call the attendant and have the attendant set up the conference.

6. Night Service

Night Service allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (e.g., evening hours, weekends).

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

E. Attendant Features (Cont'd.)

7. Trunk Answer Any Station

Trunk Answer Any Station allows any station within the Centrex group to dial a special code and answer calls routed to the Night Service bell.

8. Multiple Position Hunt with Queuing

Multiple Position Hunt with Queuing allows calls to be distributed over a group of attendant positions.

9. Attendant Busy Verify

Attendant Busy Verify allows the attendant in a Centrex group to verify the busy/idle state of any line within the group.

10. Attendant Emergency Override

Attendant Emergency Override allows the attendant to override a busy station in the Centrex group by dialing an access code plus the extension number.

11. Dial-Through Attendant

Dial-Through Attendant allows a Centrex station user to call the attendant and request that the attendant access an outgoing line or facility on behalf of the user. The attendant dials the access code for an outgoing facility (e.g., dial "9") or dials a tie facility, and may then release from the connection, after which the calling station can dial the desired destination number.

12. Station Billing on Attendant-Handled Calls

Station (Source) Billing on Attendant-Handled Calls automatically replaces the attendant's billing number with the billing number of the source party in all billing records for calls placed by the attendant on behalf of the source party.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.3 Definitions (Cont'd.)

F. Electronic Key Telephone Service (EKTS) Features

Electronic Key Telephone Service is a central-office-based key system implementation that requires no switching equipment on the customer's premises. EKTS provides the customer with the ability to access the following features (where available):

- Multiple Appearance Directory Numbers
- Additional Call Appearances
- Analog Line Appearances
- Bridging
- Automatic Bridged Call Exclusion (Privacy on Answer)
- Privacy (Manual Exclusion)
- Intercom Calling
- Display Capabilities
- Feature Function Buttons

These EKTS features are available as options for Centrex lines. The services are described and R. T. & C. documented in the Advanced Digital Services (ISDN) BRI section of the Company's R. T. & C. document.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges

A. Centrex Line Rates

1. The monthly rates for Centrex lines specified below include the following standard features:

(a) DTMF Signaling (Touch Tone)
(b) Direct Inward Dialing*
(c) Direct Outward Dialing*
(d) Business Group Automatic Identified Outward Dialing
(e) Intercom Dialing
(f) Consultation Hold
(g) Three-Way Calling
(h) Call Transfer (Internal Only)
(i) Distinctive Ringing
(j) Call Transfer - Individual - All Calls

* Direct Inward Dialing and Direct Outward Dialing capabilities may be limited by NARs.

2. The following monthly per-line rates and charges apply for contract periods ranging from month-to-month to 60 months. The customer is required to pay for the number of months in the service period selected as specified in Section A13.6.2.I:

		Contract Period		
Number of Lines	Monthly	12 Months	36 Months	60 Months
1-40	$7.00	$6.25	$5.75	$5.50

3. Nonrecurring Charge per line - $12.00

B. Network Access Registers (NARs)

	Nonrecurring	Monthly
Rate per NAR	$12.00	$24.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

C. System Features

		Nonrecurring	Monthly
1.	Business Group Dialing Plan:		
(a)	Standard Dialing Plan	No charge	--
(b)	Customized Dialing Plan	$80.00	--
(c)	Changes to Customized Dialing Plan	$20.00	--
2.	Special Intercept Announcement:		
(a)	Standard Announcement	$25.00	$25.00
(b)	Customer-Worded Announcement	$50.00	$50.00
(c)	Changes to Customer-Worded Announcement	$60.00	--

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

C. System Features (Cont'd.)

	Nonrecurring	Monthly
3. Special Customer Premises Equipment (CPE) Circuits:*		
(a) Paging Access	$12.00	$5.00
(b) Loudspeaker Paging	$12.00	$5.00
(c) Code Calling	$12.00	$5.00
(d) Improved Radio Paging	$12.00	$5.00
(e) Recorded Telephone Dictation	$12.00	$5.00

* These rates do not include the base Centrex line or trunk circuit which is billed at normal Centrex line/trunk rates. CPE and installation of CPE are not included.

4. Basic Routing Services

In addition to the rates shown below, normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls, and normal InWATS rates will be charged for InWATS calls.

	Nonrecurring	Monthly
(a) Each OutWATS NAR	$12.00	$20.00
(b) Each InWATS NAR	$12.00	$20.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

C. System Features (Cont'd.)

5. Dial Access to Private Facilities

The rates shown below do not include the monthly lease or R. T. & C. document cost for the dedicated private facility (Tie trunk or FX circuit). Rates for these facilities are covered elsewhere in the Company's R. T. & C. document.

	Nonrecurring	Monthly
(a) Tandem Tie Facility Access (per Tie Simulated Facility)	$12.00	$20.00
(b) Foreign Exchange Facilities (per FX Simulated Facility)	$12.00	$20.00

6. Music On Hold:

See Section A13.6.4.E.3.(e).

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

D. Station Features

1. Optional, Nonchargeable Individual Station Features

The following are optional, nonchargeable individual station features which may be provided to a Centrex line at no additional monthly charge[1]:

(a) Call Forwarding Features:

I. Call Forwarding Variable (All Calls)
II. Call Forwarding Busy Line
III. Call Forwarding Don't Answer
IV. Call Forwarding Incoming Only
V. Call Forwarding Within Group Only

(b) Call Hold

(c) Caller ID (Number) - Internal

2. Chargeable Station Features

The monthly per-line rates shown below apply to the following individual station features:

	Monthly
(a) Call Pick-Up	$0.80
(b) Directed Call Pick-Up	$0.80
(c) Call Park (Local or Directed)	$0.80
(d) Call Transfer Outside	$0.80
(e) Call Waiting	$0.80

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

D. Station Features (Cont'd.)

3. Multiple Station Feature Discount Schedule:

A Centrex customer subscribing to multiple chargeable individual station features is eligible to participate in the Discount Package Plan. The Discount Package Plan applies to those Chargeable Station Features described in Section A13.6.4.D.2 (above).

Number of Chargeable Features on a Centrex Line	Number of Features Included When Purchasing Multiple Features
3 to 5 features	1 feature of the same or lessor value
6 to 8 features	2 features of the same or lessor value
9 to 11 features	3 features of the same or lessor value
12 or more features	4 features of the same or lessor value

4. Additions and Changes to Individual Station Features:

Feature Additions/Changes Per Line	$8.00 nonrecurring

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features

	Nonrecurring	Monthly
1. Class of Service Restrictions:		
(a) Fully-Restricted Line	No charge	No charge
(b) Semi-Restricted Line	No charge	No charge
(c) Toll/Code Restriction:		
I. Toll Restriction	$6.00	$.30
II. Code Restriction & Diversion	$6.00	$.30
III. Outgoing Call Screening	$6.00	$.30
IV. Code Diversion to Attendant	No charge	No charge
(d) Subsequent changes to Class of Service Restrictions and/or associated route treatments	$8.00	--

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
2. Automatic Flexible Routing:		
(a) Automatic Route Selection		
I. Per Centrex System	$200.00	$80.00
II. By NPA code (per pattern)	$ 20.00	$ 7.00
III. By NPA & NXX code (per pattern)	$ 75.00	$12.00
IV. Per Facility Group/NAR Group terminated in a pattern	$ 8.00	$ 2.00
V. Per line in Centrex System (Facility Restriction Level)	$ 2.00	$ .50
(b) Time-of-Day/Day-of-Week Routing (per pattern group arrangement)	$ 50.00	$15.00
(c) Automatic Alternate Routing (per pattern)	$150.00	$14.00
(d) Expensive Route Warning Tone (per pattern)	$ 8.00	$ 2.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
2. Automatic Flexible Routing: (Cont'd.)		
(e) Changes to AFR/ARS Arrangements:		
I. Change to pattern (routing order, etc.) or NPA/NXX codes in pattern	$ 50.00	--
II. Change to time-of-day/day-of-week schedules/intervals	$ 40.00	--
III. Change to Facility Restriction Level (per line or facility)	$ 8.00	--
3. Outgoing Facility Group Queuing (Requires Automatic Route Selection):		
(a) Per Centrex System	$100.00	$20.00
(b) Per Facility Group/NAR Group equipped for queuing	$ 50.00	$ 4.00
(c) On-Hook (Ring-Back) Queuing (per queue slot)	--	$10.00
(d) Off-Hook Queuing (per queue slot)	--	$14.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
3. Outgoing Facility Group Queuing (Requires Automatic Route Selection): (Cont'd.)		
(e) Recorded Announcement/ Music on Queue (available for Off-Hook Queuing only)		
I. Standard Music/Audio Source	$25.00	$25.00
II. Custom Music/Audio Source Telephone-Company-Provided	$50.00	$50.00
III. Changes to Telephone-Company-Provided Custom Music/Audio Source	$60.00	--
IV. Custom Music/Audio Source (customer provided)*	--	$25.00
*Requires a trunk circuit to the customer premises at normal trunk circuit R. T. & C. document rates.		
(f) Priority Queuing (per designated Centrex line or facility)	--	$ .50

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
3. Outgoing Facility Group Queuing (Requires Automatic Route Selection): (Cont'd.)		
(g) Changes in Queuing Arrangements (per queue) including: • On-Hook to Ring-Back • Ring-Back to On-Hook • Quantity of queue slots • Post-Queue Routing • Queue threshold time limit	$50.00	--
4. Authorization Codes (requires Automatic Route Selection):		
(a) Per Centrex System	$150.00	$60.00
(b) Initial 100 codes	$ 20.00	$ 5.00
(c) Each additional 100 codes	$ 10.00	$ 3.00
(d) Changes to Authorization Codes (per Authorization Code changed)	$ 8.00	--

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
5. Account Codes (requires Automatic Route Selection and Message Detail Recording)		
(a) Per Centrex System	$50.00	$5.00
(b) Change to Account Code digit length	$ 8.00	--
6. Centrex Command and Control Workstation Features		
(a) Command Control Workstation Circuit (Advanced Digital Services/ISDN D Channel)*	**Currently not available**	
* Rates do not include Customer Premises Equipment (CPE)		
(b) Message Detail Recording (MDR) to Customer Premises	**Currently not available**	
I. MDR (service establishment) Per Centrex System		
II. MDR per Centrex line		

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
6. Centrex Command and Control Workstation Features (Cont'd.)		
(c) Customer Control/Administration of Routing/Facilities:	**Currently not available**	
I. Customer Control of Automatic Flexible Routing		
II. Customer Control of Outgoing Facility Group Queuing		
III. Customer Administration of Authorization Codes		
IV. Customer Administration of Alternate Facility Restriction Levels		
V. Selective Control of Facilities		
(d) Time-of-Day Redirection of Incoming Centrex Calls - Customer Control	**Currently not available**	

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

E. Cost Control Features (Cont'd.)

	Nonrecurring	Monthly
6. Centrex Command and Control Workstation Features (Cont'd.)		
(e) Traffic Data to Customer	**Currently not available**	
(f) Trunk Monitoring/Testing:	**Currently not available**	
I. Automatic Circuit Assurance		
II. Non-Usage Trunk Scan		
III. Locked-Up Trunk Scan		
IV. Tie Trunk Status		
7. Remote Access to Private and Public Facilities (DISA)	$150.00	$80.00

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

F. Hunting Features

1. Hunting Arrangements

The following monthly per-line rates for Hunting Arrangements are applied in addition to the per-line rates for Centrex lines. The nonrecurring charges are per Hunt Group.

	Nonrecurring	Monthly
(a) Regular Hunting	$24.00	$ .80
(b) Circle Hunting	$32.00	$ .90
(c) Uniform Call Distribution	$40.00	$1.40
(d) Preferential Hunting	$32.00	$1.20
(e) Series Completion	$32.00	$ .80
(f) Changes to Hunt Group Arrangements/Pattems	$12.00	--

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

F. Hunting Features (Cont'd.)

2. Hunt Group Options:

	Nonrecurring	Monthly
(a) Queuing for Hunt Group (per Hunt Group)	$20.00	$20.00
(b) Delay Announcements for Queued Calls:		
I. Standard Announcement	$25.00	$25.00
II. Customer-Worded Announcement	$50.00	$50.00
III. Changes to Customer-Worded Announcement	$60.00	--
(c) Stop Hunt/Make Busy:		
I. Access Code Activation (per line)	--	$0.70
II. Key/Switch Activation (per key/switch)	$12.00	$6.50

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

G. Attendant Features

Unless otherwise noted the monthly rates shown below are per each line configured to be a Centrex Attendant line. These rates do not include Customer Premises Equipment (CPE).

	Nonrecurring	Monthly
1. Digital/Datalink Attendant Console Interface Circuit (Advanced Digital Services/ISDN 2B + D connection) *		
(a) Advanced Digital Services Access	**Currently not available**	
(b) Communications Channels (2B Channels configured for voice)	**Currently not available**	
2. Non-Datalink Attendant Console Line (per line circuit terminating directly to a Centrex console)	$12.00	(Standard Centrex Monthly Line Rate)
3. Attendant ID On Incoming Calls	**Currently not available**	
4. Attendant Camp-On	**Currently not available**	
5. Attendant Conference	**Currently not available**	
6. Night Service*	No charge	No charge

* If this feature is used to route calls to a Night Service bell, the Night Service bell circuit requires a standard Centrex line at rates shown previously in this R. T. & C. document.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

G. Attendant Features (Cont'd.)

		Nonrecurring	Monthly
7.	Trunk Answer Any Station	**Currently not available**	
8.	Attendant Busy Verify	**Currently not available**	
9.	Attendant Emergency Override	**Currently not available**	
10.	Dial-Through Attendant	**Currently not available**	
11.	Station Billing on Attendant-Handled Calls	**Currently not available**	
12.	EKTS features for attendant (ISDN Datalink/EKTS console only):	**Currently not available**	
	(a) Multiple Appearance Directory Numbers		
	(b) Additional Call Appearances		
	(c) Analog Line Appearances		
13.	Non-Attendant Features		

Centrex lines which are configured to be attendant positions may be assigned any and all compatible Centrex features at the rates shown throughout this Centrex R. T. & C. document.

A13. CENTRAL OFFICE NON-TRANSPORT SERVICE OFFERINGS

A.13.6 CENTREX SERVICE (Cont'd.)

A13.6.4 Rates and Charges (Cont'd.)

	Nonrecurring	Monthly
H. Electronic Key Telephone Service (EKTS) Features	**Currently not available**	
I. Advanced Digital Services (ISDN) Features	**Currently not available**	

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

C O N T E N T S

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A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.1 GENERAL

A. In general, basic local exchange service, as set forth in Section A3 of this R. T. & C. document, is furnished for the exclusive use of the subscriber, employees, agents or representatives of the subscriber, or members of the subscriber's domestic establishment. Resale of local exchange service is permitted only under specific conditions as described in this R. T. & C. document.

B. Shared Tenant Service (STS) is the resale or sharing of local exchange service furnished through a common switching or billing arrangement to tenants by an entity other than an existing local exchange telecommunications company.

C. Customers desiring to resell local exchange service that is provided by the Company must apply to the Florida Public Service Commission for certification as an STS provider. Resale of local service will only be permitted if such certification is granted.

D. Requests to provide connection to the local exchange network for the purpose of reselling local service; i.e., establishing as STS system, must be provided to the Company in writing.

1. Such written requests must contain at a minimum, but are not limited to, the following information:

(a) Name and address of STS provider;

(b) Billing responsibility if different from (a) above;

(c) Florida Public Service Commission certificate number;

(d) STS technical advisor, if applicable and if different than (a) above;

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.1 GENERAL (Cont'd.)

D. (Cont'd.)

1. (Cont'd.)

(e) New building or retrofit;

(f) A forecast as to the anticipated local exchange access requirements for 60 months following initiation of the STS system;

(g) Number of suites/offices in building;

(h) The name of the agent or representative responsible for placing orders, if different from (a) preceding.

2. An agent or representative, for purposes of this R. T. & C. document, is one who is authorized to act on behalf of another, usually under legal contract. Changes to the STS system or directory listings will be accepted by the Company only from the agent or representative of which the Company was last notified in writing.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.1 GENERAL (Cont'd.)

E. In an STS arrangement, the Company's subscriber/customer of record is the STS provider who orders service and is responsible for paying the telephone bill. The STS tenant, or end user, is a "client" of the STS provider. Service arrangements for the reseller client must be made through the STS provider except as defined in A14.2 following.

A14.2 REGULATIONS AND LIMITATIONS OF SERVICE

A. An STS provider shall allow the Company direct access to tenants who desire local service from the Company instead of the STS provider. In no case will the Company be a party to controversies between an STS provider and a reseller client desiring service from the Company.

1. The Company must be able to gain access to all facilities up to the demarcation point of the building and/or the reseller client's premises, including support facilities (e.g., conduit, equipment space, etc.). The Company will retain responsibility and maintenance of the network up to that point.

2. The Company may construct facilities to directly serve the reseller client; or, in lieu of Company-owned facilities, the Company may choose to utilize privately-owned distribution facilities, including purchase or lease of such facilities from the STS provider.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.2 REGULATIONS AND LIMITATIONS OF SERVICE (Cont'd.)

A. (Cont'd.)

3. Should the Company choose to purchase or lease facilities from the STS provider, the Company will provide reasonable compensation not to exceed what it would have cost the Company to construct its own facilities.

B. Each STS provider shall allow direct client access to 911 and to the local exchange Company operator's "zero" (0) for line verification purposes and emergencies. Access must be provided to all locally available interexchange carriers via 800, 888, 10XXX, or 950.

C. Customer premises equipment associated with STS and the provisioning thereof is the responsibility of the STS provider.

1. All repairs, rearrangements, moves, and changes to the STS system beyond the Company's demarcation point or network interface device will be the responsibility of the STS provider, except as provided in A14.2.A.

2. The STS provider will be responsible for payment of a Trouble Location Charge for visits by the Company where a service difficulty or trouble report results from customer-provided equipment or facilities, when the trouble was reported to Company Repair by the STS provider. (Refer to Section A4 for the applicable charge.)

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.2 REGULATIONS AND LIMITATIONS OF SERVICE (Cont'd.)

D. Suspension of service as provided in A2.3.13 is not permitted in connection with Shared Tenant Service.

A14.3 SHARED TENANT CLIENT INFORMATION

A. The rates and charges listed herein are those charged the STS provider for resale of local exchange service. The Company will not retain nor provide to any caller the rates charged to the reseller client by the STS provider. It is the STS provider's responsibility to disclose such information to the client(s).

B. Each STS provider is required to inform reseller clients of its current rates and conditions for resold local exchange service and its quality of service standards. The STS provider must inform each client that the Florida Public Service Commission will not set rates or regulate the service quality standards of the provider's STS system.

C. The STS provider is responsible for establishing repair reporting procedures to be used by reseller clients. The charge in A14.2.C.2 will be applicable if an STS client reports trouble to Company Repair and a subsequent premises visit by a Company technician locates the trouble in the STS equipment or facilities.

D. The STS provider is responsible for determining the reseller client's desired listing arrangement and for conveying that information to the Company in a timely manner.

1. The client's listing is provided under the rules and regulations specified in Section A6 of this R. T. & C. document.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.3 SHARED TENANT CLIENT INFORMATION (Cont'd.)

D. (Cont'd.)

2. The Company will not be a party to any controversies that may arise between an STS provider and the reseller client(s) due to misspellings, omissions, delays or misunderstandings about the desired listing.

3. Additional directory listings may be furnished at rates and regulations as specified in Section A6.

A14.4 SHARED TENANT SERVICE RATES AND CHARGES

A. Rates and Charges for STS PBX Trunks

The following rates and charges are applicable only to certificated Shared Tenant Service systems.

1. Service Establishment Charge, per service location $ 300.00

2. PBX Trunks - Message Rate

(a) The following rates apply for outward and combination trunks in areas where message rating is available.

I. Basic Service Trunks, each $20.70 per month

II. Touch-Calling Service Additional Charge $ 1.50 per month

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

A. Rates and Charges for STS PBX Trunks (Cont'd.)

2. PBX Trunks - Message Rate (Cont'd.)

(b) Local Message Usage Charge, per message:

Peak	
Initial Minute	$ .030
Additional Minute	$ .015
Off-Peak	
Initial Minute	$ .020
Additional Minute	$ .010

I. Local Message usage charges apply in addition to the PBX trunk rate as specified in A14.4.A.2.(a) above.

II. Local Message charges do not apply on calls to 911, the Company Operator, Company Repair (611), or the Company Business Office.

III. Calls to local Directory Assistance (411) will be charged the R. T. & C. documented rate for such calls as specified in Section A3.7.2.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

A. Rates and Charges for STS PBX Trunks (Cont'd.)

3. PBX Trunks - Flat Rate

The following rates apply for outward and combination trunks in those areas where message rate service is not available due to central office equipment capabilities.

	Monthly Rate
(a) Basic Service Trunks, each	$60.38
(b) Touch-Calling Service Additional Charge, each	$ 1.50

4. Calls to telephone numbers for which a charge is applicable to the caller (i.e., 900, 976, etc.) will be charged for at the appropriate rate.

5. When services such as those defined in A14.4.A.2 and A14.4.A.3 are utilized, all charges will be billed to the STS provider. The STS provider is responsible for payment of the charges. The Company will make no attempt to determine which reseller client or clients placed the calls.

6. The Service Establishment Charge in A14.4.A.1 applies to new STS systems only. Those in existence on the effective date of this R. T. & C. document are not subject to this charge.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

A. Rates and Charges for STS PBX Trunks (Cont'd.)

7. Service connection charges as specified in Section A4 of this R. T. & C. document apply as appropriate.

8. The STS provider is allowed one free listing in the alphabetical section of the directory. Where a number of lines are provided for the STS provider on a rotary (hunting) basis, they are considered one service. If additional listings are required to properly identify the STS provider, they may be provided without charge to the extent that the number of listings allowed does not exceed the number of lines assigned to the STS provider. Any listings in excess of the number of lines assigned will be charged as additional listings in accordance with Section A6 of this R. T. & C. document.

9. A business or residence listing may be provided in the alphabetical section of the directory for a reseller client at the additional listing charge specified in Section A6 of this R. T. & C. document. The reseller client listing charge will date from the day the Company's directory information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month. See Section A14.3 for additional client listings information.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

B. Direct-Inward-Dialing (DID) Service Associated with Sharing and Resale of Basic Local Exchange Service

1. DID Service permits incoming calls to a PBX system to reach specific station lines without the assistance of an attendant. DID Service is provided subject to the availability of facilities and telephone numbers and other conditions as specified in Sections A2 and A200.1.4 of this R. T. & C. document.

2. The rates specified herein are in addition to the rates shown elsewhere in the R. T. & C. document for the services with which this offering is associated; e.g., STS Trunk Rates and Charges, etc.

3. DID service is optionally available and includes central office switching equipment necessary for in-dialing from the network directly to stations associated with the STS provider's switching equipment.

4. The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

B. Direct-Inward-Dialing (DID) Service Associated with Sharing and Resale of Basic Local Exchange Service (Cont'd.)

5. The assignment of telephone numbers and the sequence of the numbers assigned to a DID service are made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers, or where the STS provider requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown are applicable for each unused block of telephone numbers. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.

6. When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.

7. Operational characteristics of interface signals between the Company-provided facilities and the STS provider's switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service as specified in other sections of this R. T. & C. document.

8. The Company shall not be responsible to the STS provider or reseller client if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by the STS provider or client obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

B. Direct-Inward-Dialing (DID) Service Associated with Sharing and Resale of Basic Local Exchange Service (Cont'd.)

9. The STS provider is allowed one free listing in the alphabetical section of the directory. Trunks provided to the STS provider for DID are considered one service. If additional listings are required to properly identify the STS provider, they may be provided without charge to the extent that the number of listings allowed does not exceed the number of trunks assigned to the STS provider. Any listings in excess of the number of trunks assigned will be charged as additional listings in accordance with Section A6 of this R. T. & C. document.

10. A business or residence listing may be provided in the alphabetical section of the directory for a reseller client at the additional listing charge specified in Section A6 of this R. T. & C. document. The reseller client listing charge will date from the day the Company's directory information records are posted and is payable monthly in advance. The minimum chargeable period for the reseller client listing is for the life of the directory issue in which the listing first appears, not to exceed one year from the effective date of the listing. In the event the reseller client listing does not appear in the directory, the minimum chargeable period is for one month. See Section A14.3 for additional client listings information.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

B. Direct-Inward-Dialing (DID) Service Associated with Sharing and Resale of Basic Local Exchange Service (Cont'd.)

11. All STS switching systems provided DID service must be arranged by the STS provider to provide for the intercepting of reserved and/or assigned but unused station numbers. Calls to such numbers will be routed to the STS provider's switching equipment for handling. On incoming calls from the network to invalid numbers, or restricted stations in DID-equipped STS systems, only two methods of intercept are acceptable—attendant or recorded announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.

12. At the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the STS provider's normal serving central office. Where a DID trunk group is served from a central office other than the STS provider's normal serving central office, the appropriate rates for Foreign Exchange or Foreign Central Office service, per DID trunk, will apply.

13. In addition to the rates and charges specified, appropriate service connection, move, and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

B. Direct-Inward-Dialing (DID) Service Associated with Sharing and Resale of Basic Local Exchange Service (Cont'd.)

14. Installation charges for DID central office switching equipment are not applicable if the STS provider presently subscribes to DID service and changes the type of premises switching equipment to another type of premises switching equipment with DID service. The following provisions apply:

(a) The STS provider must maintain at least the same level of DID service requirements;

(b) The STS provider's replacement premises equipment must be served by the same central office as the existing premises equipment;

(c) Central office switching equipment additions or modifications must not be required in order to provide DID service to the STS provider's replacement premises switching equipment; and

(d) Rates and charges are applicable to additional DID service requirements which exceed the STS provider's existing level of DID arrangements.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.4 SHARED TENANT SERVICE RATES AND CHARGES (Cont'd.)

C. Rates and Charges for Shared Tenant Service Direct-Inward-Dialing (DID) Service

1. Direct-Inward-Dialing (DID) Service

	Installation Charge	Monthly Rate
(a) Establish trunk group and provide first group of 20 DID numbers	$915.00	$ 4.00
(b) Each additional group of 20 DID numbers	$ 15.00	$ 4.00
(c) DID Trunk Termination, each	$ 90.00	$40.00

2. The rates and charges in A14.4.C.1.(b) also apply to blocks of reserved telephone numbers.

3. The DID trunk termination charges identified in A14.4.C.1.(c) are in addition to the rates and charges for STS inward trunks as specified in A14.4.A.2.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.5 PROVISION OF SHARED TENANT SERVICE TO TRANSIENT END USERS

A. For purposes of this R. T. & C. document, a transient end user is considered to be one temporarily occupying the premises, with occupancy not to exceed nine months.

B. By virtue of the transient nature of the end user, certain other sharing arrangements are considered neither duplicative nor competitive with the local exchange service provided by the Company. Therefore, existing rates and service conditions as specified in other sections of this R. T. & C. document will continue to apply to the following sharing arrangements:

1. Airports - sharing is permitted within the airport complex for the safe and efficient transportation of passengers and freight through the airport campus.

   (a) Sharing may not be extended to other facilities such as hotels, shopping malls, and industrial parks unless the airport becomes a certificated STS provider.

   (b) As an alternative, trunks serving these other entities can be partitioned from the trunks serving the airport campus.

2. Hospitals - sharing is permitted within a hospital for patient rooms and administrative offices due to the critical need for rapid communication of the hospital staff.

   (a) Sharing may not be extended to physicians in private practice offices unless the hospital becomes a certificated STS provider.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.5 PROVISION OF SHARED TENANT SERVICE TO TRANSIENT END USERS (Cont'd.)

B. (Cont'd.)

2. (Cont'd.)

(b) As an alternative, trunks serving physicians' individual private practice offices can be partitioned from the trunks serving the hospital administrative offices, patient rooms, and other private practice offices.

3. Nursing Homes, Adult Congregate Living Facilities (ACLFs), Continuing Care Facilities (CCFs), and Retirement Homes - sharing is permitted in facilities which are intended to serve and/or care for the elderly population. Such sharing arrangements are permitted only when at least 75% of the occupants of the homes, communities, or facilities are over age 62, or totally or permanently disabled, and the home community or facility has one or more of the following licensed or certificated components:

(a) Licensed as a nursing home pursuant to Chapter 400, Florida Statutes; or

(b) Licensed as an adult congregate living facility pursuant to Chapter 400.404, Florida Statutes, or exempted as an ACLF pursuant to Section 400, Florida Statutes; or

(c) Certificated as a continuing care facility pursuant to Chapter 651, Florida Statutes; or

(d) If funded or insured by the United States Department of Housing and Urban Development (HUD) pursuant to the National Housing Act, 12 U.S. Code SS 1701, program designed to aid the elderly.

A14. INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

A14.6 ALL OTHER SHARING ARRANGEMENTS

A. Certain other sharing arrangements that serve transient end-users as defined in A14.5.A are considered neither duplicative nor competitive with service furnished by the Company and are, therefore, permitted to continue under existing rates and service conditions.

B. Reservation service, subleased residence service, service to exhibitors in convention halls, service in clubs, yacht basins, time-share facilities, apartment hotels and student dormitories, and composite data services are considered to be in the category of "All Other Sharing Arrangements."

C. Where residents of apartment houses or cooperatives do not meet the criteria of "transient end users," sharing arrangements are not permitted. Residents desiring telephone service must subscribe to service provided by the Company.

A15. BILLED NUMBER SCREENING

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A15. BILLED NUMBER SCREENING

A15.1 GENERAL

A. Billed Number Screening (BNS) is a service offering providing for the automatic blocking of third-number billing, collect billing, or both. The BNS feature is established for a particular billing number via service order.

B. BNS is available for multiline customers on one or more lines, whether the lines are billed together or separately.

A15.2 LIMITATIONS

Call attempts which have been screened will not complete. The operator will advise the calling party that alternate billing arrangements will have to be made before the call can be completed.

Therefore, all subscribers to billed number screening are advised that calls so completed will be thoroughly investigated as fraudulent calls. The party placing these calls will be expected to make full restitution, and will be legally responsible for them.

A15. BILLED NUMBER SCREENING

Al5.3 RATES AND CHARGES

A. The following monthly rates are applicable for Billed Number Screening, plus the service order charge, if applicable, as specified in Section A4 of this R. T. & C. document.

	Monthly Rate
1. Option A - No Collect or Third-Number Billing	
(a) Per billing line screened	$1.25
2 . Option B - No Third-Number Billing	
(a) Per billing line screened	$ 1.00
3. Option C - No Collect Billing	
(a) Per billing line screened	$ 1.00

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

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A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.1 EXTENSION AND TIE LINE SERVICES

A16.1.1 General

A. Extension service provides the user with the capability for originating calls from or receiving calls at instruments provided at locations in addition to the location of the main station where such instruments are connected to the same exchange access line as the main station.

1. Extension service must be located on the same premises of the subscriber on which the main station is located and is restricted to the use of the subscriber, his representatives and associates, or the members of the subscriber's immediate family or domestic establishment; except that, in the case of individual line subscriber's service, extension service may be located on other premises under the following conditions, provided facilities are available and technical equipment limitations in each specific case permit, and provided that residence extension service is not located on business premises:

(a) Where two or more "premises" of the same subscriber are used in the conduct of one establishment or business; or

(b) Where extension service is located on other than the subscriber's premises for the purpose of answering calls at such time as the subscriber is not available at the main station, provided that separate exchange service is also provided on these other premises.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.1 EXTENSION AND TIE LINE SERVICES (Cont'd.)

A16.1.1 General (Cont'd.)

A. (Cont'd.)

1. (Cont'd.)

(c) Where extension service is located on the premises of a Joint User:

I. The number of extension station sets which may be permitted with basic exchange service is limited to such number as, in the judgment of the Company, will not interfere with the efficient operation of the service.

II. In connection with party line service, extension stations must be located on the same premises as the main station.

2. For the purpose of furnishing extension lines, if it is necessary to lay underground conduit or to set poles on the customer's premises, the customer is required to provide and install such underground conduit and to provide and erect such poles, or the Telephone Company will do the work at the customer's expense. When the work is performed by the customer, it must be in accordance with the standard specifications of the Company. (See "Charges Applicable Under Special Conditions," Section A5.)

3. When it is known or realized that the life of all or part of the outside circuit extensions will be shorter than the normal life of the plant, or the cost of providing the plant is such as to render inadequate the mileage charge quoted herein, the plant required to furnish such service will be provided on an installation and a reasonable-and-proper-monthly-carrying-charge basis in lieu of mileage, or on an installation-and-mileage-charge basis.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.1 EXTENSION AND TIE LINE SERVICES (Cont'd.)

A16.1.1 General (Cont'd.)

B. Tie lines are circuits connecting customers' Private Branch Exchange switchboards. Tie lines are intended as a means of communications between stations directly connected with, and in the immediate vicinity of, the switchboards in which the tie lines terminate. The Telephone Company does not undertake to assure commercial transmission when the lines are used for communications between stations located at a distance from the switchboard or where connections involve the use of trunking circuits between central offices.

1. Airline charges are computed on airline measurements between the switchboards and separately for each tie line.

2. Tie lines are not furnished to connect a flat rate Private Branch Exchange switchboard with a message rate Private Branch Exchange switchboard.

C. As of January l, l986, all existing intrasystem wiring inside a building or between buildings located on the same contiguous property will become the property of the customers. The Company will not offer additional services on these facilities.

In compliance with an order of the Federal Communications Commission (FCC) in CC Docket No. 82-681, the provision of new intrasystem wiring and associated components located on the customer's side of the demarcation point, inside a building or between the customer's buildings located on the same or contiguous property, will be the responsibility of that customer. The Company will not furnish, maintain, or repair such new intrasystem wire or cable facilities for new CPE.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.1 EXTENSION AND TIE LINE SERVICES (Cont'd.)

A16.l.2 Application of Charges

A. Extension and Tie line services are subject to the nonrecurring charges specified in Section A4 of this R. T. & C. document.

B. Extension line mileage rates apply for:

1. Extension stations from individual or Private Branch Exchange stations (except as provided following), where the extension station or Private Branch Exchange station is not in the same building as the main station or Private Branch Exchange switchboard, but is located on the same premises as the main station or Private Branch Exchange switchboard, and for other circuit extensions of like character, such as jacks, bells, or gongs.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.1 EXTENSION AND TIE LINE SERVICES (Cont'd.)

A16.l.2 Application of Charges (Cont'd.)

B. (Cont'd.)

2. Off-premises services which are located in the same building as the main station (i.e., multistory building).

3. Extension stations from individual line service or Private Branch Exchange station (except as provided following), where the extension station is not located on the same premises or in the same building as the main station or Private Branch Exchange switchboard and for other circuit extensions of like character, where permitted.

4. All airline charges are in addition to the base rate applicable to the particular service against which airline charges are assessed.

5. Charges are computed, where different buildings are not on the same premises, on airline measurement from the point where the extension line leaves the building in which is located the main station or Private Branch Exchange switchboard to the place or location of the extension station, Private Branch Exchange station, or other service. Except where the extension station is bridged at the central office, measurements will be airline from the central office to the point of location of the extension station.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.1 EXTENSION AND TIE LINE SERVICES (Cont'd.)

A16.1.3 Rates and Charges

A. A monthly extension line mileage charge is charged for:

	Monthly Charge [1]
1. Per each 200 feet or fraction thereof, route measurement, in the same building and on the same premises.	$.50
2. Off-premises service which is located in the same building as the main station (i.e., multistory building).	$.50
3. Per each one-tenth (l/l0) mile (528 feet) or fraction thereof, airline measurement, where located in different buildings not on the same premises.	$.73
4. For Tie Lines connecting switchboards contracted for by the same or different customers and located in the same exchange area, per l/4 mile or fraction thereof.	$.75

Note 1: The minimum airline charge for each Tie Line is $3.00 per month.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.2 RESERVED FOR FUTURE USE

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.2 RESERVED FOR FUTURE USE (Cont'd.)

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.2 RESERVED FOR FUTURE USE (Cont'd.)

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES

A16.3.1 General

Custom Calling Services, also referred to as Convenience Features, are a group of central office features offered in addition to basic telephone service to residential and small business subscribers. These features provide a variety of benefits to subscribers, including convenience, time savings, security and accessibility. These features can be utilized from rotary dial telephones, as well as from tone dial telephones.

A16.3.2 Description of Service

A. Call Forwarding

This provides an arrangement for transferring incoming calls to another local service telephone number by dialing a code and the number of the service to which calls are to be transferred. In addition, calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment, in whole or in part, of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred.

B. Three-Way Calling

This permits an existing call to be held, and by dialing a second telephone call, can be established and added to the connection. This service contemplates that normal transmission performance quality cannot be guaranteed on all calls and cannot be effected in all instances, depending on the type of central office facilities involved.

The charge for this feature is in addition to any R. T. & C. documented, switched network usage charge appropriate for the line with which this feature is associated. Such usage may include, but is not limited to, toll charges and/or any other charges for calls outside the customer's basic local calling area. The terms and conditions of these charges are as set forth in R. T. & C. document sections specific to the particular call type and are not impacted by the application of this feature charge.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

C. Six-Way Calling

This allows a station or attendant to establish a multi-party call for connections to as many as six land telephone numbers at the same time. After dialing an access code, the subscriber calls each party and then flashes the hookswitch to add them to the group. A further flash of the hookswitch provides new dial tone and the subscriber can dial the next party.

The charge for this feature is in addition to any R. T. & C. documented, switched network usage charge appropriate for the line with which this feature is associated. Such usage may include, but is not limited to, toll charges and/or any other charges for calls outside the customer's basic local calling area. The terms and conditions of these charges are as set forth in R. T. & C. document sections specific to the particular call type and are not impacted by the application of this feature charge.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

D. Call Waiting

By means of a tone signal, a subscriber who is using the telephone is alerted when another caller is trying to reach that station. Call Waiting permits putting the first call on hold so that the second call can be answered.

E. Speed Calling

This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. The two arrangements available are an eight-number capacity (8-code) and a thirty-number capacity (30-code).

F. Warm Line

This feature provides a subscriber who has basic exchange line service with time-delayed, automatic-dialing capability. When the customer goes off-hook and initiates dialing within the time-delay period (0-20 seconds), the call proceeds normally as dialed. If dialing does not commence within the time-delay period, a predetermined telephone number is automatically dialed. The predetermined telephone number and time-delay period are selected by the customer at the time service is established and can be changed only via service order.

G. RingSelect

RingSelect service will enable a subscriber to have up to three telephone numbers assigned to the same line. Customers subscribing to this service will be able to receive calls dialed to two or three separate telephone numbers without having a second or third line. A distinctive ringing pattern will be provided for the additional telephone numbers to facilitate identification of incoming calls.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

G. RingSelect (Cont'd.)

Call Waiting service may be provided with the RingSelect feature. When these two features are assigned concurrently, unique Call Waiting tones are provided for each telephone number on the line. The Call Waiting tones correspond to the ringing patterns on the line, so that incoming calls may be answered appropriately.

RingSelect service will consist of up to two additional telephone numbers associated with a single line.

H. Cancel Call Waiting (With Call Waiting)

This feature allows a subscriber who has the Call Waiting feature to dial a special code to suspend Call Waiting for the duration of one call. Cancel Call Waiting may be activated before a call is initiated or after a call is established. Three-way Calling—which allows flash-hook privileges—is required to suspend Call Waiting after a call is established. Call Waiting is restored automatically on termination of such a call. During the time the Cancel Call Waiting feature is activated, incoming callers receive a busy signal.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

I. Do Not Disturb

This feature allows a subscriber to divert incoming calls to an announcement stating that the station is in Do Not Disturb status. Upon hearing the announcement, the calling party has the option of dialing a prearranged Personal Identification Number (PIN) that will override the Do Not Disturb function and allow normal terminating treatment. The PIN can be initially entered or modified by the Do Not Disturb station by dialing a PIN change code. By dialing the associated activation or deactivation code, the subscriber may enable or disable Do Not Disturb service.

J. Call Hold

This feature allows a subscriber to put any call in progress on hold by flashing the hookswitch and dialing an access code. The line is then free to initiate another call while the first call is on hold, or the subscriber may consult privately with another party in the room. Once a second call is established, the subscriber may alternate between calls. Only one call per station line may be held at a time.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

K. Call Forwarding Busy Line - Fixed

This feature allows the subscriber to have incoming calls forwarded to another telephone number when the called number is busy. With Call Forwarding Busy Line, the residence or small-business user can continue a conversation while incoming calls are answered elsewhere. The subscriber's selected forward-to telephone number is preprogrammed at the time service is established, and this number remains activated until changed or deactivated by the Telephone Company via service order.

L. Call Forwarding Busy Line - Variable

This feature allows the subscriber to have incoming calls forwarded to another telephone number when the called number is busy. With Call Forwarding Busy Line, the residence or small-business user can continue a conversation while incoming calls are answered elsewhere. The subscriber has the capability to activate, deactivate, initiate, or change the forward-to number as desired by dialing special codes.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

M. Call Forwarding Don't Answer - Fixed

This feature allows the subscriber to have incoming calls forwarded to another telephone number if the called telephone is not answered within a prespecified number of rings. The subscriber-selected forward-to telephone number and the specified number of rings are preprogrammed at the time service is established. The forward-to telephone number remains activated until changed or deactivated by the Telephone Company via service order. No service order charge is applicable if the subscriber requests a ring-count change within 30 days from the establishment of this feature on the subscriber's line.

N. Call Forwarding Don't Answer - Variable

This feature allows the subscriber to have incoming calls forwarded to another telephone number if the called telephone is not answered within a prespecified number of rings. The subscriber has the capability to activate, deactivate, initiate or change the forward-to number as desired by dialing special codes. A specified number of rings selected by the subscriber is preprogrammed at the time service is established. No service order charge is applicable if the subscriber requests a ring-count change within 30 days from the establishment of this feature on the subscriber's line.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

O. Call Transfer (With Three-Way Calling)

This feature allows a subscriber who also has the Three-way Calling feature to transfer an established incoming or outgoing call to another person. The subscriber will be able to hang up without the other two parties being disconnected. Calls may be transferred to another person either inside or outside the home or business by flashing the switchhook and dialing the number to which the call is to be transferred. The call will be transferred when the transferring person hangs up.

P. Voice/Data Protection

This feature allows a subscriber to inhibit intrusion features such as Call Waiting and Operator Verification that are directed to the subscriber's line when it is busy. Voice/Data Protection prevents data transmission errors caused by the interruption tones associated with these and other similar intrusion features. The subscriber can activate and deactivate this feature by dialing a special code.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

Q. Remote Activation of Call Forwarding

This feature allows a subscriber to activate and deactivate Call Forwarding features from a remote directory number. The remote activation capability is optional and can be used in conjunction with any of the following Call Forwarding features assigned to an access line: Call Forwarding Variable (all calls), Call Forwarding Busy Line Variable and Call Forwarding Don't Answer Variable.

R. Cancel Call Waiting

This feature allows a subscriber who has the Call Waiting or the Caller ID with Call Waiting or Caller ID Deluxe with Call Waiting feature to dial a special code to suspend Call Waiting for the duration of one call. Cancel Call Waiting may be activated before a call is initiated or after a call is established. Three-way Calling—which allows flash-hook privileges—is required to suspend Call Waiting after a call is established. Call Waiting is restored automatically on termination of such a call. During the time the Cancel Call Waiting feature is activated, incoming callers receive a busy signal. (T)

S. Call Forwarding Multipath

This feature provides customers who subscribe to Call Forwarding, Call Forwarding Busy Line - Fixed, Call Forwarding Busy Line - Variable, Call Forwarding Don't Answer - Fixed, Call Forwarding Don't Answer - Variable, or Remote Activation of Call Forwarding the capability to specify the number of calling paths that will be forwarded to another telephone number.

Where facilities permit, for a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 5 or less lines/trunks, 5 calling paths will be provided at no charge. For a hunting arrangement of greater than 5 lines/trunks, additional paths (in excess of the 5 provided at no charge) can be purchased. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer - Fixed and the Call Forwarding

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.2 Description of Service (Cont'd.)

S. Call Forwarding Multipath (Cont'd.)

Don't Answer - Variable feature, each call will be forwarded at the completion of each ring cycle. A nonrecurring, multielement service order charge as set forth in Section A4 of this R. T. & C. document will apply to requests to increase or decrease the number of calling paths in excess of the 5 provided at no charge.

A16.3.3 Regulations and Limitations of Service

A. Custom Calling Services are furnished only from central offices which have been arranged to provide these services. The services are provided subject to the availability of facilities.

B. Except as provided in Section A16.3.3.C, Custom Calling Services are furnished only in connection with individual line residence and business main service, exclusive of public telephone service.

C. The Call Forwarding feature is offered for use with PBX trunk service subject to the following limitations:

1. May be provided when compatible with the equipment configuration at the customer's premises;

2. Available only in certain types of central offices;

3. Not available with Direct Inward Dial type trunks; and

4. Available only with two types of hunting arrangements, multiline and series completion, and subject to the limitations of these hunting arrangements.

D. Warm Line Service is not provided in connection to a company-provided operator.

E. The RingSelect feature may not be compatible with all types of customer-provided telephone equipment.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.3 Regulations and Limitations of Service (Cont'd.)

F. RingSelect service subscribers will be entitled to one listing with each RingSelect service number. Listings for RingSelect service are subject to regulations specified in Section A6 for directory listings. Other listings will also be provided under the terms and conditions described in Section A6 of this R. T. & C. document.

G. Telephone numbers associated with a line equipped with RingSelect service must originate from the same central office switch.

H. When establishing RingSelect service, Call Forwarding service subscribers **must choose one of the following options**. When Call Forwarding service is activated:

1. The main telephone number **only** will be forwarded when Call Forwarding service is activated. The additional RingSelect service numbers will continue to ring and may be answered at the subscriber's premises.

2. The main telephone number and the RingSelect service telephone numbers will be forwarded to a single number when Call Forwarding service is activated.

I. Appropriate service order charges apply except during Company-designated periods of special promotion.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.3 Regulations and Limitations of Service (Cont'd.)

J. This R. T. & C. document sets forth minimum and maximum rates for Custom Calling Services in A16.3.4. The applicable rates are those specified in the current rate schedule on file with the Florida Public Service Commission.

K. The Company may increase or decrease rates within the specified ranges in this R. T. & C. document following thirty days' notice to the Florida Public Service Commission and existing subscribers.

L. Refer to A16.5 of this R. T. & C. document for discounts applicable to the subscription rate of selected multiple features.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.4 Rates and Charges

This R. T. & C. document sets forth the minimum, maximum and current rates for Custom Calling Services. Following a thirty-day notice to the Commission and existing subscribers, the Company may increase or decrease rates within the minimum and maximum ranges specified in this R. T. & C. document, unless denied or suspended by this Commission.

Refer to A16.5 of this R. T. & C. document for discounts applicable to the subscription rate of selected multiple features.

A. Residence

1. Individual Services (see note)

		MONTHLY RATES[1]		
		Minimum	Maximum	Current
(a)	Call Forwarding	$1.50	$3.50	$3.00
(b)	Three-Way Calling	2.50	6.25	4.00
(c)	Six-Way Calling	6.00	9.00	7.00
(d)	Call Waiting	2.25	5.25	4.50
(e)	Speed Calling (8-Code)	1.50	3.50	3.00
(f)	Speed Calling (30-Code)	3.00	7.00	4.50
(g)	Warm Line	1.50	3.50	2.00
(h)	RingSelect (First Additional Telephone Number)	2.25	5.25	3.50
(i)	RingSelect (Second Additional Telephone Number)	4.25	10.25	6.00
(j)	Cancel Call Waiting (With Call Waiting)	2.75	7.00	5.00
(k)	Do Not Disturb	1.75	4.50	3.00
(l)	Call Hold	1.75	4.50	3.00
(m)	Call Forwarding Busy Line - Fixed	1.00	2.75	2.00
(n)	Call Forwarding Busy Line - Variable	1.75	4.50	3.00

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.4 Rates and Charges (Cont'd.)

A. Residence (Cont'd.)

1. Individual Services (see note) (Cont'd.)

		MONTHLY RATES[1]		
		Minimum	Maximum	Current
(o)	Call Forwarding Don't Answer - Fixed	$1.00	$2.75	$2.00
(p)	Call Forwarding Don't Answer - Variable	1.75	4.50	3.00
(q)	Call Transfer (With Three-Way Calling)	3.00	7.50	5.00
(r)	Voice/Data Protection	2.25	5.25	4.00
(s)	Remote Activation of Call Forwarding	3.75	8.75	6.00
(t)	Cancel Call Waiting	.50	1.50	1.00
(u)	Call Forwarding Multipath or Remote Activation of Call Forwarding Multipath[2]	2.00	5.00	3.00
(v)	Call Forwarding Busy Line - Fixed Multipath or Call Forwarding Busy Line - Variable Multipath[2]	2.00	5.00	3.00
(w)	Call Forwarding Don't Answer - Fixed Multipath or Call Forwarding Don't Answer - Variable Multipath[2]	2.00	5.00	3.00

Note 1: Monthly rate per access line equipped. Appropriate nonrecurring multielement service charges apply, as set forth in Section A4 of this R. T. & C. document, except during Company-designated periods of special promotion.

Note 2: Monthly rate for each path in excess of five paths.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A.16.3.4 Rates and Charges (Cont'd.)

B. Business

1. Individual Services (see note)

		MONTHLY RATES[1]		
		Minimum	Maximum	Current
(a)	Call Forwarding	$ 1.50	$ 5.25	$ 4.00
(b)	Three-Way Calling	2.50	9.25	4.50
(c)	Six-Way Calling	6.00	12.00	7.50
(d)	Call Waiting	2.25	8.00	5.50
(e)	Speed Calling (8-Code)	1.50	5.25	3.50
(f)	Speed Calling (30-Code)	3.00	10.50	5.00
(g)	Warm Line	1.50	5.25	2.50
(h)	RingSelect (First Additional Telephone Number)	3.00	8.00	5.25
(i)	RingSelect (Second Additional Telephone Number)	6.00	15.00	8.75
(j)	Cancel Call Waiting (With Call Waiting)	4.00	10.25	6.00
(k)	Do Not Disturb	2.50	6.25	4.00
(l)	Call Hold	2.50	6.25	4.00
(m)	Call Forwarding Busy Line - Fixed	1.50	4.50	3.00
(n)	Call Forwarding Busy Line - Variable	2.50	6.25	4.00
(o)	Call Forwarding Don't Answer - Fixed	1.50	4.50	3.00
(p)	Call Forwarding Don't Answer - Variable	2.50	6.25	4.00

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.3 CUSTOM CALLING SERVICES (Cont'd.)

A16.3.4 Rates and Charges (Cont'd.)

B. Business (Cont'd.)

1. Individual Services (see note) (Cont'd.)

		MONTHLY RATES[1]		
		Minimum	Maximum	Current
(q)	Call Transfer (With Three-Way Calling)	$4.50	$11.00	$ 7.50
(r)	Voice/Data Protection	3.25	8.00	5.50
(s)	Remote Activation of Call Forwarding	5.25	12.25	8.50
(t)	Cancel Call Waiting	2.00	3.50	3.00
(u)	Call Forwarding Multipath or Remote Activation of Call Forwarding Multipath[2]	3.00	7.00	4.00
(v)	Call Forwarding Busy Line - Fixed Multipath or Call Forwarding Busy Line - Variable Multipath[2]	3.00	7.00	4.00
(w)	Call Forwarding Don't Answer - Fixed Multipath or Call Forwarding Don't Answer - Variable Multipath[2]	3.00	7.00	4.00

Note 1: Monthly rate per access line equipped. Appropriate nonrecurring multielement service charges apply, as set forth in Section A4 of this R. T. & C. document, except during Company-designated periods of special promotion.

Note 2: Monthly rate for each path in excess of five paths.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.4 REMOTE CALL FORWARDING

A16.4.1 Description of Service

A. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station).

A16.4.2 Regulations and Limitations of Service

A. Remote Call Forwarding (RCF) service is offered subject to availability of suitable facilities.

B. Remote Call Forwarding (RCF) service is not offered where the terminating station is a public telephone.

Note: Nonrecurring charges apply as contained in Section A4 of this R. T. & C. document.

C. The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

D. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

E. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.4 REMOTE CALL FORWARDING (Cont'd.)

A16.4.2 Regulations and Limitations of Service (Cont'd.)

F. Call Forwarding will not be available as a feature on the RCF terminating number.

G. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company.

H. When the Call Forwarding number is to be located in a multioffice exchange, the Company will determine the serving central office.

I. Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area.

A16.4.3 Directory Listings

One listing in the alphabetical section of the directory covering the exchange in which the Call Forwarding central office is located is provided without additional charge.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.4 REMOTE CALL FORWARDING (Cont'd.)

A16.4.4 Minimum Contract Period

The minimum contract period for this service is two months.

A16.4.5 Rates and Charges

A. Remote Call Forwarding Monthly Charges

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

	Monthly Rate
1. Per feature arranged	$ 18.50
2. Remote Call Forwarding, per additional access facility	$ 18.50

B. Message Charges

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

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.4 REMOTE CALL FORWARDING (Cont'd.)

A16.4.5 Rates and Charges (Cont'd.)

B. Message Charges (Cont'd.)

1. Between the originating station and all forwarding locations.

   The charge for this portion of a remotely forwarded call shall be the charge specified in this R. T. & C. document for the type of call involved.

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

   The Remote Call Forwarding customer is responsible for the applicable customer-dialed station-to-station charges specified in the Long Distance Message Telecommunications Service or Wide Area Telecommunications Service (WATS) R. T. & C. documents. These charges are billed monthly for all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

RESERVED FOR FUTURE USE

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.4 REMOTE CALL FORWARDING (Cont'd.)

A16.4.5 Rates and Charges (Cont'd.)

C. Service Charges

Service Charges as shown in Section A4 of this R. T. & C. document apply as follows:

1. For the initial or subsequent installation of RCF features, the Service Ordering Charge for connecting new or additional central office lines shall apply.

2. For the subsequent addition of additional access facilities (RCAs) to an existing RCF service, the Service Ordering Charge associated with the move or change of existing service shall apply.

3. To change the number at the Call Forwarding location, the number for the terminating location, or both numbers on the same order, the Service Ordering Charge associated with the move or change of existing service shall apply.

A16.5 MULTI-FEATURE DISCOUNT PLAN

A16.5.1 Description of Service

A. The Multi-Feature Discount Plan is a packaging option which offers residence and business customers reduced monthly rates on selected central office features when a minimum purchase requirement of two features is met. Features included in the Multi-Feature Discount Plan are as follows:

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.5 MULTI-FEATURE DISCOUNT PLAN (Cont'd.)

A16.5.1 Description of Service (Cont'd.)

A. (Cont'd.)

Custom Calling Services

(1) Call Forwarding
(2) Three-Way Calling
(3) Six-Way Calling
(4) Call Waiting
(5) Speed Calling (8-Code)
(6) Speed Calling (30-Code)
(7) Warm Line
(8) RingSelect (First additional telephone number)
(9) RingSelect (Second additional telephone number)
(10) Cancel Call Waiting (With Call Waiting)
(11) Do Not Disturb
(12) Call Hold
(13) Call Forwarding Busy Line - Fixed
(14) Call Forwarding Busy Line - Variable
(15) Call Forwarding Don't Answer - Fixed
(16) Call Forwarding Don't Answer - Variable
(17) Call Transfer (With Three-Way Calling)
(18) Voice/Data Protection
(19) Remote Activation of Call Forwarding
(20) Cancel Call Waiting
(21) Call Forwarding Multipath

Advanced Calling Services

(1) Call Return
(2) Repeat Dialing
(3) Priority Ringing
(4) Preferred Call Forwarding
(5) Call Screening
(6) Call Trace (Monthly Subscription)
(7) Caller ID
(8) Caller ID with Call Waiting
(9) Caller ID Deluxe
(10) Caller ID Deluxe with Call Waiting
(11) Calling Number and/or Calling Name and Number Delivery Blocking (N) (T)
(12) Special Call Acceptance (T)
(13) Anonymous Call Rejection

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.5 MULTI-FEATURE DISCOUNT PLAN (Cont'd.)

A16.5.2 Regulations and Limitations of Service

A. Regulations and limitations of service described in A16.3.3 and A16.6.3 of this R. T. & C. document are also applicable to the individual features listed in A16.5.1.A.

B. Discounts are applicable on a per-line basis. In order to be included in the determination of appropriate discounts, all features must be provisioned to a single subscriber at a single location.

C. This R. T. & C. document sets forth minimum and maximum discount levels. The applicable discounts are those specified in the current rate schedule on file with the Florida Public Service Commission. A change affecting either the minimum or maximum levels will be made pursuant to standard R. T. & C. document filing procedures in accordance with the rules and regulations of the Florida Public Service Commission.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.5 MULTI-FEATURE DISCOUNT PLAN (Cont'd.)

A16.5.3 Range of Discounts

A. Residence/Business

1.

	Number of Features	Monthly Discounts Minimum	Maximum	Current
(a)	2	$ .50	$1.50	$1.00
(b)	3	1.00	2.00	1.50
(c)	4	1.50	2.50	2.00
(d)	5	2.00	3.00	2.50
(e)	6	2.50	3.50	3.00
(f)	7	3.00	4.00	3.50
(g)	8	3.50	4.50	4.00
(h)	9	4.00	5.00	4.50
(i)	10	4.50	5.50	5.00
(j)	11	5.00	6.00	5.50
(k)	12	5.50	6.50	6.00
(l)	13	6.00	7.00	6.50
(m)	14	6.50	7.50	7.00
(n)	15	7.00	8.00	7.50
(o)	16	7.50	8.50	8.00
(p)	17	8.00	9.00	8.50
(q)	18	8.50	9.50	9.00
(r)	19	9.00	10.00	9.50

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES

A16.6.1 General

Advanced Calling Services, also referred to as Custom Local Area Signaling Services (CLASS), are a group of central office call management features offered in addition to basic telephone service to business and residential subscribers. These features offer Telephone Company subscribers convenience, time savings, and a greater degree of control over the use of their telephones. Typically (with the exception of Caller ID or Caller ID Deluxe), there is no need to invest in new or special telephone equipment in order to use these features. Most of the features can be utilized from rotary dial as well as tone dial telephones.

A16.6.2 Description of Service

A. Call Return

This feature allows a subscriber, by dialing a special code, to initiate automatic return of the last incoming call received, whether or not the call was answered or the number is known.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

A. Call Return (Cont'd.)

Upon activation of the feature, the subscriber receives a voice announcement giving the directory number of the last incoming call, as well as the date and time of that call. The Call Return user then is prompted to enter an additional digit to continue with the feature activation, or to hang up to abort the process. The call is placed if the called line is not busy. Otherwise, a confirmation announcement is heard, the subscriber hangs up, and a queuing process begins. For the next 30 minutes, both the calling and the called lines are checked periodically for availability to complete the call. If both lines become idle during this queuing process, the subscriber is notified via a distinctive ring that the network is ready to place the call. When the subscriber picks up the telephone handset, the call is placed automatically.

If the last incoming call originated from a telephone where delivery of the number was suppressed by Calling Number Delivery Blocking or Calling Name and Number Delivery Blocking, that number will not be available for voice announcement to the Call Return customer. (T)

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

A. Call Return (Cont'd.)

If the incoming call is from a RingSelect customer, the telephone number transmitted and available for voice announcement will be the main directory number, rather than any dependent RingSelect number.

If the incoming call originates from a multiline hunt group, the telephone number transmitted and available for the voice announcement will always be the main number of the hunt group, unless the telephone numbers are telephone-number-identified within the group.

B. Repeat Dialing

This feature allows the subscriber to dial a code to have the phone continuously attempt to redial the last busy number called. After the confirmation announcement is given, the Repeat Dialing user hangs up and a queuing process begins. For the next 30 minutes, both the calling and the called numbers are checked periodically for availability to complete the call. When both numbers become idle, a distinctive ring alerts the subscriber to pick up the telephone handset in order for the call to be placed automatically.

The Repeat Dialing user can also activate this feature to redial automatically the last number called by the subscriber.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

C. Priority Ringing

This feature allows a subscriber to program up to six telephone numbers of selected callers, enabling the subscriber to distinguish incoming calls from these numbers by a distinctive ringing pattern. Upon activation of the feature, the subscriber receives a voice announcement stating that Priority Ringing has been accessed. The announcement also provides instructions for turning Priority Ringing on or off and making changes to the Priority Ringing screening list. If the subscriber also has Call Waiting, calls from the selected numbers while the line is in use will be distinguished by a special Call Waiting tone. Terminating calls from telephone numbers that are not programmed will ring normally. The telephone numbers on the Priority Ringing screening list may be changed or reprogrammed at any time by the subscriber.

When a telephone number on the Priority Ringing screening list also appears on the subscriber's Preferred Call Forwarding list, Call Screening list, and/or Special Call Acceptance list, the Call Screening will take precedence.

On an incoming call to a telephone number within a multiline hunt group, a distinctive Call Waiting tone will be produced only on the main telephone line of the hunt group.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

D. Preferred Call Forwarding

This feature allows the subscriber to create a list of up to six preselected telephone numbers from which incoming calls are to be forwarded. Upon activation of the feature, the subscriber receives a voice announcement stating that Preferred Call Forwarding is on. The announcement also provides instructions for creating or modifying the Preferred Call Forwarding list.

During the period that Preferred Call Forwarding is activated, only calls from the preselected numbers will be forwarded, and all other calls to the subscriber's telephone will ring normally.

When a telephone number on the Preferred Call Forwarding list also appears on the subscriber's Priority Ringing list, Call Screening list, and/or Special Call Acceptance list, the Call Screening will take precedence.

This feature, when added to a multiline hunt group, must be programmed on the main, or first, line within that group.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

E. Call Screening

This feature enables the subscriber to prevent incoming calls from up to six different telephone numbers.

A screening list is created by the subscriber, either by adding the last calling number, even if the number is unknown to the subscriber, or by preselecting the telephone numbers to be blocked. Telephone numbers may be added or deleted by the subscriber at any time. When a call is placed to the subscriber's number from a number on the screening list, the caller receives an announcement indicating that the party being called does not wish to receive calls at the time.

When a telephone number on the Call Screening list also appears on the subscriber's Priority Ringing list, Preferred Call Forwarding list, and/or Special Call Acceptance list, Call Screening will take precedence.

This feature, when added to a multiline hunt group, may be activated or deactivated only from the main, or first, line within that group.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

F. Call Trace

All Telephone Company access lines have been equipped with Call Trace capability. This feature allows a subscriber, by dialing a special code, to activate an automatic trace record of the last incoming call received. A Trace is considered successful when the subscriber receives a voice announcement that the Call Trace record has been successfully completed. If the subscriber receives another call prior to activating the trace, or receives a Call Waiting indication during the call to be traced, Call Trace will not record the correct number.

If the incoming call originates from a multiline hunt group, the telephone number transmitted will always be the main number of the hunt group, unless the line is telephone-number identified.

By activating the Call Trace feature, the subscriber automatically authorizes Northeast Florida Telephone Company to store the results of any and all traces initiated by the subscriber in the Telephone Company's switching office. The Call Trace record will provide the calling and called numbers, the date and time the call was received, and the time the trace was activated. It in no way identifies the person actually placing the call.

The subscriber must contact the local law enforcement agency within five days after initiating a Call Trace, or the trace record will be automatically deleted by the Telephone Company.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

F. Call Trace (Cont'd.)

The subscriber acknowledges understanding that under no circumstances will trace results be provided directly to the subscriber, but will be released to the appropriate law enforcement agency upon receipt of a subpoena or other legal papers. It will be the responsibility of the subscriber to contact the local law enforcement agency if any further action is desired.

Call Trace may be utilized by residence and business subscribers by either: (a) monthly subscription, or (b) per activation/occasion. If the subscriber elects to order Call Trace on a monthly basis, unlimited access to the feature is provided at a set monthly charge, with no additional charge for each activation. Any subscriber may utilize Call Trace on a nonsubscription basis with a per-occasion charge for each successful activation of the feature.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

G. Caller ID

This feature allows the subscriber to view the calling party's Caller ID number, as supplied by Northeast Florida Telephone Company for the subscribers of Northeast Florida Telephone service, or as supplied by the applicable local service provider of the calling party of an incoming telephone call. The number may be displayed on an ancillary device attached to the subscriber's telephone set or on a special telephone set with the display device built in. (D)(T)

When a subscriber's line is equipped with Caller ID, the telephone number of an incoming call is revealed on the display device between the first and second ring. If the calling party has activated Calling Number Delivery Blocking, however, the calling number will not be displayed.

If the incoming call originates from a multiline hunt group, the telephone number transmitted will always be the main number of the hunt group, unless the line is telephone-number identified.

Any subscriber served by Caller ID will be responsible for the provision of a display device at the subscriber's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the subscriber. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

The Company will deliver all unblocked numbers, subject to the technical limitations defined in this R. T. & C. document, including telephone numbers associated with Nonpublished and Nonlisted Services, as described in Section A6 of this R. T. & C. document.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this R. T. & C. document.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

H. Caller ID with Call Waiting

Caller ID with Call Waiting allows customers who subscribe to Caller ID to receive information about a calling party while off-hook on an existing call. Calling party information is transmitted after the subscriber is alerted of a new call.

The customer's display device provides the calling identification data of the waiting call. Caller ID with Call Waiting permits the subscriber to place the first call on hold so that the second call can be answered.

The subscriber can deactivate the Call Waiting feature, for one call, by using Cancel Call Waiting.

Assignment of Caller ID with Call Waiting is mutually exclusive from the Call Waiting feature, since this service includes all the capabilities of Call Waiting. If a Call Waiting feature is already assigned, the implementation of Caller ID with Call Waiting automatically cancels Call Waiting.

I. Caller ID Deluxe

(D)(T)

This feature allows the subscriber to view the Calling Party's specific Caller ID Name and Number, as supplied by Northeast Florida Telephone Company for the subscribers of Northeast Florida Telephone Company Service, or as supplied by the applicable local service provider of the calling party, of an incoming telephone call. This information may be displayed on an ancillary device attached to the subscriber's telephone set or on a telephone with the display device built in. Any subscriber of Caller ID Deluxe will be responsible for the provision of the appropriate display device at the subscriber premises. The installation, repair, and technical capability of that device to function in conjunction with the feature will be the responsibility of the subscriber. The Company assumes no liability and will be held harmless for any incompatibility of the device to perform satisfactorily with the network features.

(D)(T)

When a subscriber's line is equipped with Caller ID Deluxe, the specific Caller ID Name and telephone number of the incoming caller is revealed on the display device between the first and second ring. The Company will deliver all unblocked numbers subject to the technical limitations defined in this R. T. & C. document, including telephone names and numbers associated with Nonpublished and Nonlisted Services, as described in Section A6 of this R. T. & C. document. If the calling party has activated Calling Name and Number Delivery Blocking, however, the specific Caller ID name and telephone number of the calling party will not be displayed.

(T)
(D)(T)

Subscriber's names and numbers transmitted via Caller ID Deluxe are intended solely for the use of the Caller ID Deluxe subscriber. Resale of this information is prohibited by this R. T. & C. document.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

I. Caller ID Deluxe with Call Waiting

Caller ID Deluxe with Call Waiting allows customers who subscribe to Caller ID Deluxe to receive information about a calling party while off-hook on an existing call. Calling party information is transmitted after the subscriber is alerted of a new call. (T)

The customer's display device provides the calling identification data of the waiting call. Caller ID Deluxe with Call Waiting permits the subscriber to place the first call on hold so that the second call can be answered.

The subscriber can deactivate the Call Waiting feature, for one call, by using Cancel Call Waiting.

Assignment of Caller ID Deluxe with Call Waiting is mutually exclusive from the Call Waiting feature, since this service includes all the capabilities of Call Waiting. If a Call Waiting feature is already assigned, the implementation of Caller ID Deluxe with Call Waiting automatically cancels Call Waiting.

K. Calling Number and/or Calling Name and Number Delivery Blocking (T)

1. Calling Number and/or Calling Name and Number Delivery Blocking-Per Call (T)

All Telephone Company access lines have been equipped with Calling Number and/or Calling Name and Number Delivery Blocking capability. This feature allows a subscriber to block the transmission of that subscriber's telephone number or where applicable Name and Number to the called party. The subscriber must activate the feature on a per-call basis by dialing a special code prior to dialing the called number. (T) (T)

2. Calling Number and/or Calling Name and Number Delivery Blocking-Permanent (T)

This feature blocks the transmission of a subscriber's telephone number or where applicable Name and Number on all outgoing telephone calls. Calling Number and/or Calling Name and Number Delivery Blocking-Permanent is in operation on a continuous basis and cannot be deactivated by the subscriber. (T) (T)

This service is available only to established shelters of domestic violence intervention agencies, law enforcement agency offices, and other applicable agencies. It must be established or removed via a service order.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.2 Description of Service (Cont'd.)

J. Special Call Acceptance

This feature allows a subscriber to screen incoming calls by creating a list of up to six telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the subscriber is not accepting calls at the time.

The subscriber can activate or deactivate this feature by dialing a special code. A voice announcement provides instructions for creating or modifying the Special Call Acceptance screening list.

When a telephone number on the Special Call Acceptance list also appears on the subscriber's Priority Ringing list, Preferred Call Forwarding list, and/or Call Screening list, the Call Screening will take precedence.

This feature, when added to a multiline hunt group, may be activated or deactivated only from the main, or first, line within that group.

K. Anonymous Call Rejection

Anonymous Call Rejection allows the customer to automatically reject calls from callers who have blocked delivery of their telephone numbers to the called party. When Anonymous Call Rejection is activated on the customer's line, and an incoming calling number is blocked, the called party's telephone will not ring. The call will be routed to an announcement and subsequently termintated. The announcement informs the calling party that the person he or she is trying to reach will not accept the call as long as the calling number is not delivered.

Anonymous Call Rejection can be activated or deactivated at the customer's discretion through the use of a preassigned feature access code.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.3 Regulations and Limitations of Service

The following limitations apply:

1. Advanced Calling Services are provided subject to the availability of Company facilities. These services will operate only on calls originating and terminating within the Company's Local Access Transport Area (LATA), or calling zone, and only from those offices that are equipped to handle these services. Also, feature screening lists can contain only telephone numbers of subscribers served out of these equipped offices. Caller ID, Caller ID Deluxe, Call Return, or Call Trace will not work on operator-handled calls. (N)

2. Advanced Calling Services will not be provided to toll terminals or public telephone service.

3. Appropriate service order charges apply, except during Company-designated periods of special promotion.

4. This R. T. & C. document sets forth minimum, maximum, and current rates for Advanced Calling Services. The applicable rates are those specified in the current price list on file with the Florida Public Service Commission.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.3 Regulations and Limitations of Service (Cont'd.)

5. The Company may increase or decrease rates within the specified ranges in this R. T. & C. document, following thirty days' notice to the Florida Public Service Commission and existing subscribers.

6. Refer to A16.5 of this R. T. & C. document for discounts applicable to the subscription rate of selected multiple features.

7. The Company will deliver all numbers or where applicable Names and Numbers, subject to blocking and technical limitations, including telephone numbers and/or names associated with Nonlisted and Nonpublished Listing Services, as described in Section A6 of this R. T. & C. document. (T) (T)

8. Public telephone access lines are not eligible for Calling Number and/or Name and Number Delivery Blocking (per call or permanent). Public telephone access line numbers will always be transmitted to the called party. (T) (T)

9. Telephone Subscribers Names and/or numbers transmitted via Caller ID or Caller ID Deluxe or other number transmission features are intended solely for the use of the subscriber to that service. Resale of this information is prohibited by this R. T. & C. document.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.3 Regulations and Limitations of Service (Cont'd.)

10. Calling Number and/or Calling Name and Number Delivery Blocking-Permanent is available upon request, at no charge, to the following entities: (a) established shelters of private, non-profit and publicly-funded domestic violence intervention agencies; (b) federal, state, and local law enforcement agency offices; and (c) other applicable agencies. (T)

11. Calling Number and/or Calling Name and Number Delivery Blocking-Per Call is provided subject to availability of facilities where technically feasible. The Company assumes no liability for, and will be held harmless from, any incompatibility of the customer's CPE to perform satisfactorily with the network feature described herein. (T)

12. The Company's liability arising out of the provision of any Advanced Calling Service, including but not limited to the delivery or no delivery of calling names and/or numbers, is limited as set forth in A2.5.1 of this R. T. & C. document.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.4 Rates and Charges

This R. T. & C. document sets forth the minimum, maximum and current rates for Advanced Calling Services. Following a thirty-day notice to the Commission and existing subscribers, the Company may increase or decrease rates within the minimum and maximum ranges specified in this R. T. & C. document, unless denied or suspended by this Commission.

Refer to A16.5 of this R. T. & C. document for discounts applicable to the subscription rate of selected multiple features.

A. Residence - Individual Services

		Monthly Rate Per Line[1]			
		Minimum	Maximum	Current	
1.	Call Return	$3.75	$8.75	$5.00	
2.	Repeat Dialing	3.75	8.75	5.00	
3.	Priority Ringing	2.25	5.25	4.00	
4.	Preferred Call Forwarding	3.75	8.75	6.00	
5.	Call Screening	2.25	5.25	4.00	
6.	Caller ID	5.00	12.00	8.00	
7.	Caller ID with Call Waiting	6.75	15.75	9.95	
8.	Caller ID Deluxe	5.00	12.00	9.00	
9.	Caller ID Deluxe with Call Waiting	6.75	15.75	10.95	(T)
10.	Calling Number and/or Calling Name and Number Delivery Blocking[2] (Per Call or Permanent[3])	N/C	N/C	N/C	
11.	Special Call Acceptance	3.00	7.00	4.50	
12.	Anonymous Call Rejection	1.00	4.00	2.50	
13.	Call Trace (Monthly Subscription)	4.00	10.00	6.00	
14.	Call Trace-Per Successful Trace (Nonsubscription)[2]				

Min.	Max.	Current
$3.00	$7.00	$4.00

Note 1: Appropriate nonrecurring multielement service charges apply, as set forth in Section A4 of this R. T. & C. document, except during Company-designated periods of special promotion.

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.4 Rates and Charges (Cont'd.)

A. Residence - Individual Services (Cont'd.)

Note 2: Neither Calling Number nor Calling Name and Number Delivery Blocking nor Call Trace-Per Successful Trace should be included in the determination of applicable Multi-Feature Discount Plan discounts as specified in A16.5 of this R. T. & C. document.

Note 3: Calling Number and/or Calling Name and Number Delivery Blocking-Permanent is only offered to certain customers as per A16.6.2.I.2.

B. Business - Individual Services[1]

		Monthly Rate Per Line[2]		
		Minimum	Maximum	Current
1.	Call Return	$4.00	$10.00	$6.00
2.	Repeat Dialing	4.00	10.00	6.00
3.	Priority Ringing	3.00	7.00	5.00
4.	Preferred Call Forwarding	4.00	10.00	7.00
5.	Call Screening	3.00	7.00	5.00
6.	Caller ID	7.00	20.00	11.00
7.	Caller ID with Call Waiting	8.75	26.50	12.95
8.	Caller ID Deluxe	7.00	20.00	12.00
9.	Caller ID Deluxe with Call Waiting	8.75	26.50	13.95
10.	Calling Number and/or Calling Name and Number Delivery Blocking[3] (Per Call or Permanent[4])	N/C	N/C	N/C
11.	Special Call Acceptance	3.75	8.75	6.00
12.	Anonymous Call Rejection	1.50	4.00	3.50
13.	Call Trace (Monthly Subscription)	4.00	10.00	7.00
14.	Call Trace-Per Successful Trace (Nonsubscription)[3]			

Min.	Max.	Current
$3.00	$7.00	$4.00

A16. MISCELLANEOUS SERVICE ARRANGEMENTS

A16.6 ADVANCED CALLING SERVICES (Cont'd.)

A16.6.4 Rates and Charges (Cont'd.)

B. Business - Individual Services[1] (Cont'd.)

Note 1: Rates in connection with Centrex Service are discounted from standard business Advanced Calling Services rates as shown in A13.6.4.D.2.(p).

Note 2: Appropriate nonrecurring multielement service charges apply, as set forth in Section A4 of this R. T. & C. document, except during Company-designated periods of special promotion.

Note 3: Neither Calling Number nor Calling Name and Number Delivery Blocking nor Call Trace-Per Successful Trace should be included in the determination of applicable Multi-Feature Discount Plan discounts as specified in A16.5 of this R. T. & C. document.

Note 4: Calling Number and/or Calling Name and Number Delivery Blocking-Permanent is only offered to certain customers as per A16.6.2.H.2.

A17. EMERGENCY REPORTING SERVICES

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A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911

A17.1.1 General

A. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911. E911 Service includes lines and equipment necessary for the answering, transferring and dispatching of public emergency telephone calls by persons within the serving area who dial 911.

B. The E911 customer may be a municipality or other county or local governmental unit, or an authorized agent of one or more municipalities or other county or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire and other emergency services within the telephone central office areas arranged for 911 calling.

C. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal emergency number 911 for use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public.

D. Northeast Florida Telephone will furnish an employee who will act as E911 coordinator for the ongoing administration of E911 data management associated with the E911 Service.

E. Costs incurred by Northeast Florida Telephone for services requested by the customer over and above those specified in this R. T. & C. document shall be charged, as incurred, to the customer on a time-and-materials cost basis.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.1 General (Cont'd.)

F. Terminal equipment may be provided by the Company or customer for E911 Service. If provided by the Company, where not specifically itemized in this R. T. & C. document, said equipment, including rearrangements, moves or changes, will be provided at rates and charges based upon costs.

A17.1.2 Rules and Regulations

A. 911 Service is provided by the Company where facility and operating conditions permit.

B. This offering is limited to the use of central office number 911 as the universal emergency telephone number. Only one 911 service will be provided within any geographical area.

C. The 911 emergency telephone number is not intended to replace the telephone service of the various public safety agencies which may participate in the use of this number. The customer must subscribe for additional local exchange service at the PSAPs for administrative purposes for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.

D. The service is furnished to municipalities and other governmental agencies only for the purpose of reporting emergencies by the public.

E. 911 Service is classified as Business Exchange Service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

F. E911 Service is provided solely for the benefit of the customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of, or creating any Company obligation toward, any third person or legal entity other than the customer.

G. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls on the customer's premises.

H. Temporary suspension of service is not provided for any part of the 911 Service.

I. The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

J. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this R. T. & C. document. The Company shall not be liable for damages resulting from or in connection with E911 Service or identification of the telephone number, address, or name associated with any person accessing such services, unless the Company acted with malicious purpose or in a manner exhibiting wanton and willful disregard of human rights, safety or property in providing such services.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

K. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the customer contracting for 911 service. In the event of any interruption of service, the Company shall not be liable to any person, corporation, or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the R. T. & C. document rate for the service or facilities provided to the customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligent or willful act of the customer of the service.

L. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed. Where allowances on monthly charges for Service Features of E911 Service are involved, only those Service Features which are affected by the interrupted service shall be considered; and, further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

M. Each customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of 911 service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

N. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 911 Service.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

O. Company serving boundaries and political subdivision boundaries may not coincide. If a central office serves telephones located both within and outside the customer's public safety jurisdiction, it is the obligation of the customer to make arrangements to handle all 911 calls that originate from telephones served by these central offices.

P. Any terminal equipment or PSAP equipment used in connection with E911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number (identified through the Automatic Number Identification feature as the source) of an in- progress 911 call.

Q. When an order for 911 service and facilities or requests for additions, rearrangements, relocations or modifications of service and equipment are canceled, in whole or in part, prior to completion of the work involved, the customer is required to reimburse the Company for all expenses incurred in handling the requests before notice of cancellation is received. Such charges, however, are not to exceed all charges which would apply if the work involved in complying with the requests had been completed.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

R. Application for E911 Service must be executed in writing by the customer (a municipality, a local government authority, or their duly appointed agent). If application for service is made by an agent, satisfactory evidence of the appointment must be provided in writing to the Company. A negotiated date will be agreed upon with the customer. Should the customer choose to delay the original cut date by more than three months and the system is available for cut, installation charges may be charged effective with the originally scheduled date. Further, the cut date will be renegotiated so as not to interrupt other scheduled cutovers. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.

S. The customer must furnish the Company, in writing, with its agreement to the following terms and conditions:

1. That at least one PSAP will be provided and staffed on a 24-hour, seven-days-per-week basis;

2. That the customer accepts responsibility for dispatching, or having others dispatch, police, fire, ambulance or other emergency services as required, to the extent as such services are reasonably available;

3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the 911 PSAP by calling parties; and

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

S. (Cont'd.)

4. That the customer will subscribe to, or provide, telephone equipment with a capacity adequate to handle the number of incoming 911 lines recommended by the Company to be installed.

T. The Company may assist the customer through the provision of information from its records concerning the names, telephone numbers and service addresses of subscribers within the customer's E911 serving area.

After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the master address file, and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of E911 calls to the PSAP.

U. E911 information, consisting of the names, addresses and telephone numbers of subscribers whose listings are not published in directories or listed in Directory Assistance Offices, may be disclosed in connection with E911 Service, whether such service is provided by the Company or any other person. The subscriber waives any privacy interests in his telephone number, name and address in connection with E911 Service.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

V. The customer is responsible for preparing a map with a complete list of road names and another map that identifies jurisdictional boundaries. This includes the naming and/or renumbering of streets and the assignment of numbers for previously unnumbered property. This information is then merged with Company records to form the initial Master Street Address Guide (MSAG). The customer is provided prints of the MSAG for verification and correction purposes at various intervals in the creation process. The Company may assist the customer through the provision of information from its records concerning the name, telephone numbers and service addresses of subscribers within the customer's E911 serving area.

W. The following terms define the customer's responsibilities with respect to any information provided by the Company to the customer concerning the Company's subscribers and/or with respect to geographical information or maps:

1. Such information shall be used by the customer solely for the purpose of aiding the customer in more accurately identifying, updating and/or verifying the addresses of subscribers within the customer's E911 serving areas in connection with the customer's provision of E911 services.

2. Customer shall strictly limit access to the information to those authorized employees of the customer with a need to know and those employees actually engaged in the provision of emergency assistance services.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

W. (Cont'd.)

3. Customer shall use due care in providing for the security and confidentiality of the information.

4. Customer shall make no copies of the information except as may be essential for the verification of emergency assistance services.

5. As soon as customer has completed using the information for the purposes authorized in the R. T. & C. document, or upon the request of the Company, customer shall return all information and all copies of information to the Company, or certify that the information has been destroyed.

X. General Regulations of this R. T. & C. document will also apply to this service offering.

Y. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.2 Rules and Regulations (Cont'd.)

Z. The Company will bill "911" local option fees in accordance with Chapter 365, Florida Statutes, as amended. Each customer imposing a "911" local option fee agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, arising out of the Company's good faith compliance with the instructions of the customer concerning the imposition, billing, collection or remittance of the "911" fee, whether or not the act of complying with the customer's instructions is deemed to be negligent.

A17.1.3 Definition of Terms

A. Additional E911 Exchange Line

A line terminating at a PSAP that is in addition to those engineered that may be ordered by the customer as an optional feature.

B. Alternate Routing (AR)

A feature provided to allow E911 calls to be routed to a designated alternate location if: (1) all E911 exchange lines to the primary PSAP (see definition of PSAP) are busy; or (2) the primary PSAP closes down for a period (night service). This is a standard feature of E911 Service.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.3 Definition of Terms (Cont'd.)

C. Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Multiple access lines with the same ANI will be identified with the address associated with that ANI. No ALI data is provided when a call is sent to Default Routing (DR).

D. Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 Control Office and to the PSAP's Display and Transfer Units.

E. Data Management System (DMS)

A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

F. Default Routing (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP. This is a standard feature of E911 Service when the service is equipped with selective routing. No ANI/ALI data is provided when a call is sent to Default Routing.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.3 Definition of Terms (Cont'd.)

G. Display and Transfer Unit

A selector console and associated common equipment for displaying ANI numbers at the PSAP attendant position and used by the attendant to activate Fixed and/or Selective Transfer functions.

H. Emergency Service Number (ESN)

A number that defines the set of emergency services (e.g., police, fire, emergency medical) within a particular district or zone.

I. End Office

The Central Office(s) in the E911 System from which E911 calls are originated.

J. Enhanced 911 (E911) Control Office

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard Speed Calling features, call transfer capability and certain maintenance functions for the PSAP.

K. Enhanced 911 Service Area

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

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.3 Definition of Terms (Cont'd.)

L. Forced Disconnect

A function of the E911 Central Office trunk circuit which enables the PSAP attendant to release a connection even though the calling party has not hung up. This feature prevents the jamming of the E911 exchange lines and is a standard feature of E911 Service.

M. Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming call by depressing the switchhook of the associated telephone or the "add" button on the Display and Transfer Unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit Speed Calling Code. Manual Transfer is associated with the E911 trunk unit and is a standard feature of E911 Service.

N. Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. Additional private line rates will apply to the PSAP if it requires dedicated line remote operation. PSAPs are staffed by employees of agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

O. Selective Routing (SR)

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

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.3 Definition of Terms (Cont'd.)

P. Serving Central Office

The Central Office from which a PSAP, either primary or secondary, is served.

Q. Universal Emergency Number Service

A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and equipment specified in this R. T. & C. document section that are associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls are included.

R. Universal Emergency Number Service Customer

A municipality or other county or local governmental unit, or an authorized agent of one or more municipalities or other county or local governmental units, to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls, at the minimum for police and fire service.

S. Wire Center

The term "Wire Center" denotes the local telephone dial switching office serving subscribers in a well-defined area.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.4 Description of Service

A. E911 Service is available in two service feature offerings:

1. Automatic Number Identification (ANI)

   Charges are based on the total number of access lines equipped for ANI only.

2. Automatic Number Identification and Selective Routing (ANI/SR)

   Charges are based on the total number of access lines to which both ANI and SR apply.

B. The following standard features are included with each of the service offerings:

1. Forced Disconnect

2. Default Routing

3. Central Office Transfer Arrangements

A17.1.5 Rates and Charges

A. Service Ordering Charge

1. A Service Ordering Charge will be applied on a per-service-order basis as covered in Section A4 of this R. T. & C. document. Premises visit charges are not applicable with E911.

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.5 Rates and Charges (Cont'd.)

B. Messages

1. The calling party is not charged for calls placed to the 911 number.

2. Charges for applicable local and/or toll messages transferred over exchange facilities from a PSAP are billed to that PSAP, as covered in other sections of this R. T. & C. document, based on rates applicable from the Central Office serving the PSAP initiating the transfer to the point of termination of the transfer.

C. PSAP Service Features

	Nonrecurring Charge	Monthly Rate [1]
1. Baker County Emergency Service		
(a) Data Base Creation	$10,000	---
(b) Data Base Administration, per 1,000 access lines	---	$50
(c) Automatic Number Identification (ANI), per 1,000 access lines	$ 500	$15
(d) Combined Automatic Number Identification (ANI) and Selective Routing (SR), per 1,000 access lines	$1,000	$25

A17. EMERGENCY REPORTING SERVICES

A17.1 UNIVERSAL EMERGENCY NUMBER SERVICE - ENHANCED 911 (Cont'd.)

A17.1.5 Rates and Charges (Cont'd.)

C. PSAP Service Features (Cont'd.)

2. Network Service Charges for lines and trunks are included in other sections of this R. T. & C. document.

Note 1: The monthly rate will be determined by rounding access lines to the nearest multiple of 1,000 and will increase each calendar year due to access line growth. The access line count will be based upon the maximum number of stated access lines in service for the most current twelve-month period at the time service is established. This count will be adjusted at the end of each calendar year to update customer billing, with the applicable twelve-month period being the twelve months ending each calendar year.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

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A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.1 APPLICATION

A. IntraLATA/Intrastate

This R. T. & C. document applies to long distance message telecommunications service furnished or made available by the Company and its connecting companies between two or more points that are located in the same Local Access Transport Area (LATA) within the state of Florida, where the respective rate centers of such points also are located in said state.

B. Exclusions:

1. Exchanges of Jacksonville, Baldwin, Maxville, Ft. George, Lake City and Olustee. (Calls to these exchanges are measured, per-message rates under the Company's Extended Local Calling [ELC] Service Plan, as specified in Section A3.5 of this R. T. & C. document.)

2. Exchanges of Macclenny and Sanderson. (Calls between these exchanges are flat rate Extended Area Service [EAS], as specified in Section A3.3 of this R. T. & C. document.)

A18.2 GENERAL

A. Long distance message telecommunications service is that of furnishing facilities for communications between stations in different rate centers for either two-point or conference service.

B. Rates for service between points are based on airline mileage between rate centers. In general, each point is designated as a rate center, except that certain small towns or communities are assigned adjacent rate centers with which they are closely associated for communication purposes or by community of interest. Airline mileages between rate centers are determined as provided in Section A18.5 following.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.2 GENERAL (Cont'd.)

C. In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of long distance message telecommunications service shall take precedence over all others.

A18.3 TWO-POINT SERVICE

A18.3.1 Service Between Land Wire Telephones

A. Classes of Service

Service is offered on a Station-to-Station or Person-to-Person basis. The Station-to-Station class of service is furnished on a Customer-Dialed, Calling-Card basis, an Operator-Handled basis, or on a Direct-Distance-Dialing basis.

1. Dial Station-to-Station

(a) Dial Station-to-Station rates apply only to sent-paid, station-to-station, dial-type telephone communications.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.1 Service Between Land Wire Telephones (Cont'd.)

A. Classes of Service (Cont'd.)

1. Dial Station-to-Station (Cont'd.)

(b) Dial-type telephone communication denotes a call dialed and completed by the customer from a residence or business telephone without the assistance of an operator, and the call is not billed to a number other than the originating number. The services of an operator will not be used in connection with completing a call, or in furnishing any information or assistance relating to billing or charges for such call, except that an operator will:

I. Reestablish a call which has been interrupted after the called number has been reached;

II. Reach the called telephone number where facilities are not available for customer-dial completion;

III. Record the originating telephone number where no automatic recording equipment is available;

IV. Record a special identification number issued by the Company for its billing purposes to students who reside at dormitories of educational institutions served by a Dormitory Service or a PBX equipped with Direct Inward Dialing (DID) and Identified Outward Dial (IOD) service, for a call dialed from a dormitory station; or

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.1 Service Between Land Wire Telephones (Cont'd.)

A. Classes of Service (Cont'd.)

1. Dial Station-to-Station (Cont'd.)

(b) (Cont'd.)

V. Place a call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

(c) Dial Station-to-Station rates do not apply on calls placed from a public coin telephone.

2. Station-to-Station and Person-to-Person, Operator-Handled Calls

(a) Operator Station-to-Station is that Station-to-Station service where the person originating the call gives to the operator the telephone number of the desired telephone, Miscellaneous Common Carrier connecting circuit, branch exchange system, or branch exchange station that is reached directly rather than through a branch exchange attendant, or gives only the name and address under which the number of the desired telephone, Miscellaneous Common Carrier connecting circuit, or branch exchange system is listed, and does not specify a particular person to be reached, nor a particular mobile station to be reached through a Miscellaneous Common Carrier, nor a particular station, department, or office to be reached through a branch exchange attendant.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.1 Service Between Land Wire Telephones (Cont'd.)

A. Classes of Service (Cont'd.)

2. Station-to-Station and Person-to-Person, Operator-Handled Calls (Cont'd.)

(b) Customer-Dialed Calling Card is that Station-to-Station service where the person originating the call dials and completes the call without the assistance of an operator, except that an operator will record the Company Calling Card number, or where the operator reaches the called telephone number where facilities are not available for dial completion.

(c) Person-to-Person Service

I. Person-to-Person service is that service where the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier operator, or a particular station, department, or office to be reached through a branch exchange attendant.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.1 Service Between Land Wire Telephones (Cont'd.)

A. Classes of Service (Cont'd.)

2. Station-to-Station and Person-to-Person, Operator-Handled Calls (Cont'd.)

(c) Person-to-Person Service (Cont'd.)

II. When, after the telephone, Miscellaneous Common Carrier mobile radio system or branch exchange system called has been reached, the person originating the call requests or agrees to talk to any other person, mobile unit, station, department, or office other than the one specified, the classification of the call remains Person-to-Person.

A18.3.2 Service Through Mobile Telephone Service Base Stations

A. General

1. The regulations set forth below and the rates specified in A18.3.3.2.A of this R. T. & C. document apply for long distance message mobile telephone service furnished through mobile telephone service base stations.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.2 Service Through Mobile Telephone Service Base Stations (Cont'd.)

A. General (Cont'd.)

2. Long Distance message mobile telephone service is a communication service through a base station between a mobile unit and land wire telephone located outside the mobile service area associated with such base station, or between two mobile units served through different base stations having different rate centers.

3. Long distance message mobile telephone service also includes service through a mobile telephone service base station between a land wire telephone or mobile unit, and another station which is authorized by the Federal Communications Commission to communicate with the mobile telephone service base station, or between two other such stations.

4. In the application of regulations and rates, stations other than mobile units that are authorized by the Federal Communications Commission to communicate with a mobile telephone service base station are considered as mobile units.

5. The party on the mobile unit placing or receiving a long distance call shall inform the mobile service operator, upon request, as to the state in which the mobile unit is located at the time of placing or receiving the call.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.2 Service Through Mobile Telephone Service Base Stations (Cont'd.)

A. General (Cont'd.)

6. Mobile telephone service is available to mobile units equipped for this service when within range of a base station through which such service is furnished, and subject to transmission, atmospheric, and like limitations.

A18.3.3 Rates and Charges

A18.3.3.1 Land Wire Telephones

A. Application of Charges

1. Initial Minute, Additional Minutes and Discounts

(a) Rates are quoted in terms of initial and additional periods.

I. The initial period for telephone connections between all points is one minute, or fraction thereof, for all classes of service.

II. All additional minute rates given in the table in A18.3.3.1.B.1 following are for each additional minute, or any fraction thereof, that the telephone connection continues beyond the initial period, except as indicated.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

1. Initial Minute, Additional Minutes and Discounts (Cont'd.)

(a) (Cont'd.)

III. The basic rate for all classes of service is the Day Station-to-Station rate. Additional charges as shown under A18.3.3.1.B.2 following should be added to the basic rate for all Operator Station and Person classes of service.

IV. Discounts apply equally to the total charges as found in A18.3.3.1.B.1 for all classes of service.

(i) Total fractional amounts resulting from the application of the discount will be rounded up to the higher cents. (T) (T)

(ii) The applicable discount level for each rate period is shown in A18.3.3.1.B.3 following.

(iii) Discounts do not apply to the additional charges shown in A18.3.3.1.B.2 following.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

2. Timing of Messages

(a) The time when connection is established, as provided in (b) through (e) below, determined in accordance with the time—standard or daylight saving—observed at the location of the rate center of the calling station, determines what rate schedule applies. This rule applies whether the call is originated as paid or collect.

I. In cases where a message begins in one rate period and ends in another, the charge for the portion of the message within each rate period shall be the charge for whole minutes in effect for that rate period.

(b) On Station-to-Station calls, chargeable time begins when connection is established between the calling station and the called telephone station, Miscellaneous Common Carrier mobile radio system, or branch exchange system.

(c) On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified, or an agreed alternate.

(d) Chargeable time ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released, either by automatic timing equipment in the telephone network or by the operator.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

2. Timing of Messages (Cont'd.)

(e) Chargeable time does not include time lost because of faults or defects in the service, if the operator is called and the time lost is reported.

3. Reversal of Charges (Collect Calls)

(a) Collect calls are permissible for all telephone calls, except calls to which Dial Station-to-Station rates apply.

(b) The regularly-established Operator Station-to-Station and Person-to-Person rates apply.

4. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, and Labor Day, the rate applicable is the Night/Weekend rate, unless a lower rate would normally apply.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

5. Rates for Hearing- or Speech-Impaired Persons or Users of the Florida Relay Center

(a) Rates for certain MTS calls are reduced for a customer who meets the following requirements:

I. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.

II. The customer uses a telecommunications device for the deaf (TDD) or other nonvoice equipment for telecommunications.

III. The customer makes written application to the Company for the reduced MTS rates.

IV. The customer designates to the Company one—and only one—telephone number associated with that customer's service and telecommunications device. Reduced rates apply only to calls originated from this telephone number.

V. The reduced rates specified in 5.(d)I following apply for all Dial Station-to-Station Day and Night/Weekend calls originated from the designated telephone number.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

5. Rates for Hearing- or Speech-Impaired Persons or Users of the Florida Relay Center (Cont'd.)

(b) Rates for certain MTS calls are reduced for an agency or business that assists hearing- or speech-impaired persons, under the following conditions:

I. The agency or business provides nonvoice telecommunications equipment (TDD) solely for the use of hearing- or speech-impaired persons, or persons who communicate with hearing- or speech-impaired persons.

II. The agency or business makes written application to the Company for the reduced MTS rates.

III. The reduced rates are given as a credit on subsequent bills.

IV. The reduced rates specified in 5.(d)I following apply for all Dial Station-to-Station Day and Night/Weekend calls placed between TDDs.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

5. Rates for Hearing- or Speech-Impaired Persons or Users of the Florida Relay Center (Cont'd.)

(c) Rates for certain MTS calls are reduced for individuals equipped with TDDs for communicating with hearing-, speech-, or dual-sensory-impaired persons, under the following conditions:

I. The customer uses a TDD or other nonvoice equipment for communicating with other TDDs or nonvoice equipment.

II. The customer makes written application to the Company for reduced MTS rates.

III. The reduced rates are given as a credit on subsequent bills.

IV. The reduced rates specified in 5.(d)I following apply for all Dial Station-to-Station Day and Night/Weekend calls placed between TDDs.

V. The customer uses the Florida Relay Center, which permits hearing-, speech-, or dual-sensory-impaired customers to use TDDs to exchange telephone messages with voice customers and vice versa. The reduced rates in 5.(d)II following apply.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

A. Application of Charges (Cont'd.)

5. Rates for Hearing- or Speech-Impaired Persons or Users of the Florida Relay Center (Cont'd.)

(d) Applicable Discounts

I. A qualified call made in the Day rate period is rated at the Night/Weekend rate specified in A18.3.3.1.B following.

II. Calls through the Florida Relay Center will receive a 50 percent discount from the otherwise applicable rate, except that where the calling or called party is both hearing and visually impaired, the call shall be discounted 60 percent off the otherwise applicable rate.

B. Basic Rates and Discounts

Rates shown in the following table are applicable to intraLATA intrastate business between all points within the same LATA and within the state of Florida.

1. Basic Rate Table for All Classes of Service[1]

Rate Mileage		Day Rates Initial 1 Minute	Day Rates Each Additional Minute
Band 1	0-10	Not Applicable	Not Applicable
Band 2	11-22	$ .18	$ .12
Band 3	23-55	.24	.21
Band 4	56-124	.24	.21
Band 5	125-	Not Applicable	Not Applicable

Note 1: Discounts apply as shown in A18.3.3.1.B.3.(a).

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

B. Basic Rates and Discounts (Cont'd.)

2. Additional Charges

(a) The following charges are in addition to the Basic Rate Table charges preceding when the call is placed using the following operator services. See A18.3.1.A.1.(b), *Dial Station-to-Station*, for exceptions.

I. Billing Surcharges

		Charge Per Call
(i)	Station-to-Station customer-dialed calling card (credit card) calls, each	$0.75
(ii)	Station-to-Station operator-assisted sent-paid, collect, third-number and noncustomer-dialed credit card calls, each	$1.00
(iii)	Person-to-Person operator-assisted calls, each	$2.50

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

B. Basic Rates and Discounts (Cont'd.)

2. Additional Charges (Cont'd.)

(a) (Cont'd.)

II. Operator-Dialed Surcharge[1]

	Charge Per Call
(i) Station-to-Station operator-assisted or person-to-person operator-assisted calls (excluding those billed to calling cards) where the operator dials the terminating number, each	$ .60

Note 1: An Operator-Dialed Surcharge is in addition to any applicable Billing Surcharge.

3. Discounts and Applicable Rate Periods

(a) Discounts apply equally to the total charges for all messages, with fractional amounts rounded down to the lower cent. Discounts do not apply to add-on charges for customer-dialed calling card, other station charges, or person charges shown in A18.3.3.1.B.2 preceding.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.3 TWO-POINT SERVICE (Cont'd.)

A18.3.3 Rates and Charges (Cont'd.)

A18.3.3.1 Land Wire Telephones (Cont'd.)

B. Basic Rates and Discounts (Cont'd.)

3. Discounts and Applicable Rate Periods (Cont'd.)

(a) (Cont'd.)

	Applicable Discounts	
	9:00 A.M. to 9:00 P.M.[1]	9:00 P.M. to 9:00 A.M.[1]
Monday	Full Rate	40% Discount
Tuesday	Full Rate	40% Discount
Wednesday	Full Rate	40% Discount
Thursday	Full Rate	40% Discount
Friday	Full Rate	40% Discount
Saturday	40% Discount	40% Discount
Sunday	40% Discount	40% Discount

Note 1: To, but not including.

(b) Day Rate Period = Full Rate
Night and Weekend Rate Period = 40% Discount

A18.3.3.2 Mobile Telephone Service Base Stations

A. Basic Rates and Discounts

1. The rates between the applicable land wire telephone rate center and the rate center of the serving base station, or between the rate centers of two base stations, are the schedules of rates as set forth in A18.3.3.1.B preceding. The rate center for the base station will be the same as the rate center for a wire telephone located in the same exchange as the base station, unless otherwise noted. See rate centers listed in A18.5.3.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.4 CONFERENCE SERVICE

A18.4.1 General

A. Long distance message telecommunications conference service allows a station or attendant to establish a multi-party call for connections to as many as six land telephone numbers within the same LATA at the same time. After dialing an access code, the subscriber calls each party and then flashes the hookswitch to add that party to the group. A further flash of the hookswitch provides new dial tone, after which the subscriber can dial the next party.

B. Service is furnished where and to the extent that facilities permit.

C. All stations on a conference connection may be so interconnected that each may communicate with all the others, or arrangements may be made whereby one station will be the transmitting station and all others receiving stations.

D. One class of service only is offered, whether the call is to specified persons or specified stations.

E. The Company, upon request, will attempt to arrange for the establishment of a conference call at a specified time.

A18.4.2 Rates and Charges

A. Application of Charges

1. The initial period is one minute, or any fraction thereof, and the additional period is one minute, or any fraction thereof.

2. Rate airline distances are determined as provided in A18.5.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.4 CONFERENCE SERVICE (Cont'd.)

A18.4.2 Rates and Charges (Cont'd.)

B. Timing of Messages

1. Timing of messages as specified in A18.3.3.1.A.2 preceding will apply for conference service except:

(a) Chargeable time begins when connection is established between all the persons or specified stations on the conference.

(b) Chargeable time ends on a given two-point connection of a conference call when the connection is terminated by the originating station or the called party.

C. Reversal of Charges

Charges for conference calls may, upon request, be reversed, provided the total charge will be billed against one called station and the charge is accepted at the designated station.

D. Rates Applicable on Certain Holidays

On Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day, and Labor Day, the rate applicable is the Night/Weekend discount rate.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.4 CONFERENCE SERVICE (Cont'd.)

A18.4.2 Rates and Charges (Cont'd.)

E. Calculation of Charges

The total charge for the conference connection is the sum of:

1. The two-point initial minute and additional minute charges determined in accordance with A18.3.3.1.B.1 preceding for a call between the originating station and each called station on the conference; and

2. The Person Additional Charge as determined in A18.3.3.1.B.2 for each called station.

A18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS

A18.5.1 General

A. For the purpose of determining airline mileages, vertical and horizontal grid lines have been established across the state of Florida. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in airline miles. A vertical (V) and horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map-projection equations. These rate centers and their V and H coordinates are shown in A18.5.3. A pair of V-H coordinates locates a rate center, for determining airline mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the airline mileage computed as explained in A18.5.2 following.

B. The rate centers in this R. T. & C. document are listed alphabetically in A18.5.3 following, with columns headed "V" and "H" that contain the vertical and horizontal coordinates for each of these rate centers.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS (Cont'd.)

A18.5.2 Determination of Airline Mileages

A. To determine the rate distance between any two rate centers, proceed as follows:

1. Obtain the V and H coordinates for each rate center.

2. Obtain the difference between the V coordinates of the two rate centers. Obtain the difference between the H coordinates. (The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.)

3. Divide each of the differences obtained in 2 above by three, rounding each quotient to the nearer integer.

4. Square these two integers and add the two squares. If the sum of the squares is greater than 1777, divide the integers obtained in 3 above by three and repeat step 4. Repeat this process until the sum of the squares obtained is less than 1778.

5. The number of successive divisions by three in steps 3 and 4 above determines the value of N. Multiply the final sum of the two squares obtained in step 4 by the multiplier specified in the following table for the value of N preceding.

N	Multiplier	Minimum Rate Mileage
1	0.9	--
2	8.1	41
3	72.9	121
4	656.1	361
5	5,904.9	1,081
6	53,144.1	3,241

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS (Cont'd.)

A18.5.2 Determination of Airline Mileages (Cont'd.)

A. (Cont'd.)

6. Obtain square root of product in 5 preceding, and with any resulting fraction, round up to next higher integer. This is the message rate mileage, except that when the mileage so obtained is less than the minimum rate mileage shown in 5 preceding, the minimum rate mileage corresponding to the N value is applicable.

(a) EXAMPLE: The message rate difference is required between City One and City Two.

		V	H
I.	City One	7882	1327
	City Two	7856	1127
II.	Difference	26	200
III.	Dividing each difference by three and rounding to nearer integer = 9 and 67.		
IV.	Squaring integers		9 x 9 = 81
			67 x 67 = 4489
	Sum of squared integers		4570

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS (Cont'd.)

A18.5.2 Determination of Airline Mileages (Cont'd.)

A. (Cont'd.)

6. (Cont'd.)

(a) (Cont'd.)

V. Sum of integers is greater than 1777, so divide integers in step 3 by three and repeat step 4.

VI. Dividing integers in step 3 by three and rounding = 3 and 22.

VII. Squaring integers and adding
3 x 3 = 9
22 x 22 = 484
Sum of squared integers 493

VIII. The sum of the squared integers is less than 1778 and was obtained after two successive divisions by three, and therefore N = 2.

IX. Multiply final sum of squared integers by factor 8.1 (corresponding to N = 2) 493 x 8.1 = 3993.3

X. Square root of 3993.3 = 63 and a fraction, which is rounded up to 64 miles (fractional miles being considered full miles). The 64 miles is larger than the minimum of 41 rate miles applicable when N = 2, so the message rate mileage is 64 miles.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS (Cont'd.)

A18.5.3 Rate Centers in Jacksonville LATA

Rate Center	V	H
Alachua	7829	1352
Baldwin	7684	1323
Branford	7838	1442
Callahan	7622	1329
Cresent City	7800	1152
Dowling Park	7814	1524
Fernandina Beach	7565	1280
Florahome	7782	1246
Florahome-Clay	7782	1246
Florida Sheriff's Boys Ranch	7760	1506
Fort George	7609	1251
Fort White	7826	1400
Green Cove Springs	7713	1242
Hastings	7747	1183
High Springs	7831	1373
Hilliard	7605	1357
Interlachen	7801	1234
Jacksonville	7649	1276
Jacksonville Beach	7630	1227
Jasper	7736	1504
Jennings	7736	1539
Julington	7684	1247
Kingsley Lake	7746	1293
Lake Butler	7773	1352
Lake City	7768	1419
Lawtey	7741	1314
Live Oak	7782	1489
Luraville	7815	1499
Macclenny	7701	1345
Maxville	7706	1318
Mayo	7846	1492
Middleburg	7717	1280
Orange Park	7682	1264

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS (Cont'd.)

A18.5.3 Rate Centers in Jacksonville LATA (Cont'd.)

Rate Center	V	H
Palatka	7774	1197
Pomona Park	7798	1173
Ponte Vedra	7638	1219
Raiford	7753	1340
Saint Augustine	7694	1172
Sanderson	7721	1366
Starke	7764	1306
Welaka	7807	1183
Wellborn	7778	1453
White Springs	7753	1455
Yulee	7585	1300

A18.6 DIRECTORY ASSISTANCE SERVICE

A18.6.1 General

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

A18.6.2 Rates and Charges

A. Directory Assistance

1. Directory Assistance - request of a telephone number (maximum of two requests per call):

(a) Outside the Company's local calling zone but within the Company's LATA/NPA serving area for the originating line:

	Rate
I. Per Call	$.35

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.6 DIRECTORY ASSISTANCE SERVICE (Cont'd.)

A18.6.2 Rates and Charges (Cont'd.)

A. (Cont'd.)

1. (Cont'd.)

(b) Outside the Company's local calling zone and LATA/NPA serving areas for the originating line:

	Rate
I. Per Call	$.85

2. Directory Assistance for Public Service Providers:

(a) All calls to Directory Assistance:

I. Per Call	$.35

B. All Directory Assistance calls will be billed at the rates specified above with no local exceptions or allowances. A requesting party can obtain two (2) telephone numbers in each DA call.

C. Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency are exempt from charges for Directory Assistance calls **when requesting telephone numbers of lines located within the Company's LATA/NPA serving area for the originating line**. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office. This exemption is applicable exclusively to calls made by the individual from that individual's line, or in the case of a business employing a disabled person(s), from the line assigned to that individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.7 INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY INTERRUPT SERVICE

A18.7.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any other person.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call-completion problems. Upon request, the operator will verify and provide the line status condition of a subscriber line within the intraLATA calling area but outside the local calling area.

2. A subscriber-originated request for verification of an intraLATA long distance number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line that has been found in a busy talking state informs the operator that an urgent or emergency situation exists, and requests that the operator have the busy line cleared.

2. A Subscriber-originated request for Emergency Interrupt to an intraLATA long distance number other than an emergency agency number is a chargeable Emergency Interrupt request.

A18. LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE (MTS)

A18.7 INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd.)

A18.7.2 Application of Rates and Charges (T)

(D)

(T)

Northeast Florida Telephone Company, hereinafter called the concurring company, asserts to, adopts, and concurs in the Intralata Long Distance Verification and Emergency Interrupt Service, Section A18.8, filed with the Florida Public Service Commission by BellSouth, hereinafter called the issuing company, as such R. T. & C. document exists. (T)

A19. ADVANCED DIGITAL SERVICES (ADS)

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A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI)

A19.1.1 General

A. ADS-PRI Service, the Company's Primary Rate Integrated Service Digital Network (ISDN), is an IntraLATA group of offerings supported by the ISDN architecture.

B. ADS-PRI Service provides a DS1 (1.544 Mbls) access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service provides connectivity between an ISDN PBX or other ISDN-compatible Customer Provided Equipment (CPE) and a serving central office. The basic channel structure for ADS-PRI is twenty-three 64 Kbps B Channels and one 64 Kbps D Channel. These B Channels may be used to connect the customer's CPE to the Public Switched Telephone Network (PSTN) through outward, inward, or two-way trunks, and/or WATS/800 Service access lines.

The D Channel carries out-of-band signaling for the B Channels. ADS-PRI provides access to and from the Public Switched Network (PSTN).

C. ADS-PRI service is a service for the transmission of digital signals only. Clear Channel Capability and Extended Superframe Format are inherent to the service.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.1 General (Cont'd.)

D. This service is available within properly equipped Company exchanges within the LATA in which those exchanges operate. The calling scope for an ADS-PRI Service is limited to other appropriately equipped exchanges located within the LATA.

E. An ADS-PRI subscriber's premises need not be within the actual ADS-PRI Service serving office area to obtain ADS-PRI service. When a subscriber's serving central office is located outside the ADS-PRI calling scope, the subscriber may order ADS-PRI service in one of the two following ways:

1. To obtain ADS-PRI service with a local calling scope that matches the local calling scope of the subscriber's serving exchange, transport of the service to the remote serving central office is provided at no charge to the ADS-PRI subscriber; or

2. To obtain the same local calling scope as the distant ADS-PRI serving office, a subscriber must pay for transport by applying the distance-sensitive Foreign Exchange (FX) rates.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.1 General (Cont'd.)

F. Directory Listings for ADS-PRI are provided in accordance with Section A6 of this R. T. & C. document. Additional directory listing numbers and/or ranges of directory number listings can be added.

G. Customer requests for ancillary services (such as Additional Directory Listings) compatible with ISDN-PRI Service will be furnished under the rates and regulations found in other sections of this R. T. & C. document.

H. ADS-PRI Service does not include terminal equipment and/or special power arrangements at the customer's premises.

A19.1.2 Definitions

Basic definitions for ADS (ISDN-based) Services are listed as follows:

A. ADS-PRI Line Capacity - (B Channel Inward Only) Twenty-three 64 Kbps B Channels and one 64 Kbps D Channel.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.2 Definitions (Cont'd.)

B. ADS-PRI Service Areas - A geographic local service area for the exchange equipped to provide ISDN service. The ADS-PRI service area includes exchanges or parts of exchanges served via Extended Local Calling (ELC) Service Plans.

C. B Channel (Bearer Channel) - A communications path capable of transmitting information at a speed of up to 64 Kbps. ADS B Channel interconnection through non-ISDN-equipped central offices may be converted to analog signal or sub-rated to 56 Kbps. This communications path may be used by a customer for communications (e.g., voice, data, video and image) between customer-specified locations.

D. B Channel Basic Access - Service that provides circuit switching for voice or data transmission at rates up to 64 Kbps.

E. B Channel Universal Access - Service that provides continuity between the ISDN-PRI circuit and the Public Switched Network (PSTN). This termination is equipped with services such as WATS and 800 Common Line Services.

F. Circuit-Switched Data - Allows the user to originate and receive voice data over a single circuit-switched B Channel.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.2 Definitions (Cont'd.)

G. Circuit-Switched Voice - Allows the user to originate and receive voice calls over a single circuit-switched B Channel.

H. Clear Channel Capability - A characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 Kbps to be available to the customer. It is also possible to bridge the two B Channels provided with ADS-PRI Access to achieve data transmission speeds of 128 Kbps.

I. D Channel (Delta Channel) - A communications path designated to send and receive signaling messages at a speed of 64 Kbps.

J. Simulated Facility Group (SFG) - An SFG simulates lines and trunks in software. When SFG is accessed, the central office counts the number of paths allowed and checks the availability of a virtual path. If a path is available, the call is routed for access. If none is available, the call is blocked.

K. Terminal - Customer-provided equipment at which an ISDN Access line terminates (e.g., digital telephone sets, computers equipped with ISDN adapters, etc.).

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.3 Rules and Regulations

The following rules, regulations, and rates for ISDN-PRI Service are in addition to rules, regulations, and rates in this and other provisions of the Company's R. T. & C. documents:

A. All components of this service are subject to the availability and operational limitations of the equipment and facilities. In addition, ADS-PRI Service is available only where the customer location is within the provisioning limitations determined by the Company prior to installation. In cases where, at the customer's request, facilities can be extended and/or regenerated to increase transmission limitations to provide a customer location with adequate provisioning for ADS-PRI Service, additional recurring charges may apply.

B. The Company reserves the right to determine the equipment and facilities used to provide ADS-PRI Service and may change such equipment and facilities at its option.

C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.3 Rules and Regulations (Cont'd.)

D. Centrex Service Stations and/or systems may be equipped for ADS-PRI Service.

E. Upon subscribing to ADS-PRI, the customer may be required to change his existing telephone number(s) if the Company determines that it is not reasonably feasible for technical or number administration reasons to continue to provide the customer's existing telephone number(s).

F. Temporary suspension of service does not apply to this offering.

G. Verification and Emergency Interrupt Services are not available for ISDN-PRI Services.

H. Caller ID is an inherent feature in the offering of ADS-PRI Service. An ADS-PRI customer shall use the Caller ID feature solely for the purposes of call processing, billing and account management and shall not publicize or disclose any Caller ID information without written permission from the party to whom the telephone number has been assigned. By way of illustration, and not limitation, the customer shall not use any Caller ID for telemarketing or list-generation efforts without written permission.

The calling party number will only be displayed when used in conjunction with a properly equipped Caller ID telephone set or adjunct equipment. Calling Number Delivery Blocking is available as specified in Section A16 of this R. T. & C. document.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.4 Responsibility of the Customer

A. The customer shall furnish information necessary to permit the Company to design and maintain the ADS-PRI Service and to assure that the service complies with all National Integrated Service Digital Network (ISDN) Standards, FCC and Company regulations.

B. ADS-PRI Service requires a customer-owned premises data unit, which must be compatible with the Company's equipment and facilities. The service is subject to the interface specification in the Bell Communication Research, Inc., Technical References SR-NWT-002343.

C. Where ADS-PRI Service is used with customer-provided equipment, the operating characteristics of such equipment shall not interfere with any of the services offered by the Company. Such customer-provided equipment shall not endanger the safety of Company employees or the public. Customer-provided equipment shall not: damage; require change in or alteration of the equipment or other services of the Company; interfere with the proper functioning of such equipment or services; impair the operation of the Company's equipment; or otherwise injure the public in its use of the Company's equipment. Upon notice from the Company that the customer equipment is causing, or is likely to cause, such hazard or interference, the customer shall take the necessary steps to remove or prevent such hazard or interference.

D. ADS-PRI Service is not intended to allow the use of customer-provided equipment to connect to any network outside of the Company's local serving area. This service, as a stand-alone arrangement or in combination with other services, shall not be used in a manner designed to avoid payment of otherwise applicable access charges.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.4 Responsibility of the Customer (Cont'd.)

E. The customer shall not rearrange, disconnect, remove, attempt to repair, remote test or interfere with any network equipment installed by the Company without prior written consent of the Company.

F. ADS-PRI Service allows the customer to presubscribe to a selected interexchange carrier for long distance traffic. The customer is responsible to ensure that the preselected interexchange carrier's network is compatible with the Company's ADS-PRI Service format. Access to other interexchange carriers through the use of 10XXXX or 101XXXX dialing codes is provided. A separate interexchange carrier may be chosen for packet service, where available.

A19.1.5 Responsibility of the Company

A. The responsibility of the Company shall be limited to the furnishing of suitable network equipment to offer ADS-PRI Service and to the proper maintenance, operation and repair of such equipment.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.5 Responsibility of the Company (Cont'd.)

B. The Company shall not be responsible to the customer or user if changes in any of the equipment, operations, or procedures utilized for ADS-PRI Service render any facilities provided by a customer or user obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements.

C. The Company, by written notice to the customer, may immediately discontinue the ADS-PRI Service without incurring liability upon nonpayment of any sum due to the Company or a violation of any condition governing the furnishing of service.

A19.1.6 Service Components and Features

A. The customer may choose any number of channels, up to twenty-three per Primary Rate Interface (PRI), to be active with a corresponding number of services (e.g., inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

B. Required components for ADS-PRI Service are as follows:

1. ADS-PRI Facility - Provides a four-wire access loop from the customer premises to the serving wire center. The transmission characteristics of this loop are Clear Channel Capability and Extended Superframe Format (ESF). It provides multiplexing to support up to twenty-three B Channels at 64 Kbps and one D Channel for signaling also at 64 Kbps. When Non-Facility Associated Signaling (NFAS) is ordered, the Primary Rate Interface can provide up to twenty-four B Channels at 64 Kbps each.

2. ADS-PRI B Channel Access - The customer must choose one option from the following:

(a) B Channel Basic - Provides a circuit-switched service that will allow either voice or data transmission at up to 64 Kbps.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

B. Required components for ADS-PRI Service are as follows: (Cont'd.)

2. (Cont'd.)

(a) (Cont'd.)

I. Monthly rates for B Channel Basic will be billed for local exchange service in accordance with Network Access Trunk (NAT) rates and charges found in this section of the R. T. & C. document. Exchange access is provided through the use of Network Access Registers (NARs) as described below. Additional charges will apply for WATS or 800 Service.

II. Voice calls originating over ADS-PRI Service may be completed to both ISDN and non-ISDN conditioned lines.

III. Data Transmission on the B Channel Basic will be circuit-switched at 64 Kbps within the switch and between ISDN-compatible central offices. ISDN interconnection to non-ISDN-equipped central offices may be converted to analog transmission signal or sub-rated to 56 Kbps digital signal.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

B. Required components for ADS-PRI Service are as follows: (Cont'd.)

2. (Cont'd.)

(b) B Channel Universal - Provides continuity between the ADS-PRI and the Public Switched Network (PSTN) using central office equipment. This termination is required with services such as WATS and 800 Service, non-DID Foreign Exchange (FX) Service, and Private Line Services.

(c) B Channel Inward Only - Provides B Channel circuit termination for inward analog and digital data calls. Originating calls will be denied. Inward data and/or voice calls are not allowed to overflow from B Channel Basic to B Channel Inward Only Service.

3. Network Access Registers (NARs) - Customers utilizing the ADS-PRI Service will be billed a Network Access Register (NAR) per capable B Channel. NARs allow B Channels to be configured to simulate lines and trunks in software. When accessed, the central office counts the number of ADS-PRI NARs paths allowed and checks the availability of a virtual path. If a path is available, the ADS-PRI call is routed for access. If none is available, the ADS-PRI call is blocked. Network Access Registers are also referred to as Simulated Facilities.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

B. Required components for ADS-PRI Service are as follows: (Cont'd.)

4. Standard basic operating features include Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Terminal-to-Terminal Dialing (Intercom), Automatic Identified Outward Dialing (AIOD), Touch Tone and Distinctive Ringing Tone. The ADS-PRI Interface provides ISDN signaling in place of Touch Tone DTMF signaling, and the function of a DID trunk termination is included in the ISDN-PRI interface; therefore, Touch Tone and DID/DOD trunk termination charges are not applicable.

5. Calling Number Delivery Information for Caller ID is an inherent feature to ADS-PRI service; therefore, rates for Caller ID Service contained in Section A16 of this R. T. & C. document will not apply.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

C. Optional components and features for ADS-PRI Service, where technically available, are offered at rates specified in paragraph A19.1.8 of this section as follows, unless specified otherwise:

1. Non-Facility Associated Signaling (NFAS) - Provides the capability to serve multiple DS1s over a single D Channel (NB+D). This feature can be ordered where switch capabilities exist. An additional B Channel, per Primary Rate Interface, is available when NFAS is ordered. This B Channel can be purchased at rates and charges as provided later in this section. When a customer subscribes to more than one ADS-PRI circuit, a customer may elect to equip the second multiple with 24 B Channels in place of normal 23 B Channels plus 1 D Channel. In these cases, the single D Channel provides signaling for all B Channels operating in the entire multiple ADS-PRI configuration.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

C. (Cont'd.)

2. Each ADS-PRI facility includes an individual directory number. Additional directory numbers and/or ranges of directory numbers can be assigned and added.

3. Call-by-Call/Dynamic Trunk Allocation - Allows the customer to dynamically allocate the use of channels for the ADS-PRI Service. The customer may also choose voice or data transmission on a per-call basis. In addition, the customer may choose to subscribe to more services than channels and dynamically change the services in use. Offers access via the B Channel to additional services (including Tie Trunks, InWATS and OutWATS) on a per-call basis, in addition to supporting trunk calls to/from the PSTN.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.6 Service Components and Features (Cont'd.)

C. (Cont'd.)

4. Customer requests for Common Line 800 Service or Outward Wide Area Telecommunications Service (WATS) associated with ADS-PRI Service may be accepted. Dedicated or Common Line 800 WATS access line charges do not apply when these services are associated with ADS-PRI Service, but the appropriate WATS usage charges from BellSouth's Wide Area Telecommunications Service R. T. & C. document do apply. Interconnection to Common Line 800 Service provides the customer with the capability to complete Common Line 800 Service calls over an ADS-PRI Interface. Interconnection to Outward WATS Service provides the customer with the capability to originate Outward WATS calls over an ADS-PRI Interface.

5. Centrex Features - Where switching and technical facilities permit, applicable Centrex features are available at rates and charges as specified in Section A13.6 of this R. T. & C. document. Rates will apply for each Network Access Register equipped.

6. Custom and Advanced Calling Features - Where switching and technical facilities permit, applicable Custom and Advanced Calling Features are available at rates and charges as specified in Section A16 of this R. T. & C. document, including all applicable discounts. Rates will apply for each Network Access Register equipped.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.7 Payment Options and Charges

A. The minimum billing period is one month. If service is discontinued after the first month, charges will be for the actual number of days the service is furnished. For administration of this regulation, every month is considered to have 30 days.

B. ADS-PRI is also available under Term Payment Plans for terms of 24-48 months and 49-72 months under these conditions:

1. ADS-PRI rates under any Term Payment Plan will reflect R. T. & C. document rates in effect at the time the service is installed or the application date, whichever is less. At the expiration date of the customer's payment period option, the customer may elect to renew the Term Payment Plan at the current rates or subscribe to ADS-PRI service on a month-to-month basis.

2. If a Term Payment Plan customer disconnects any portion of the ADS-PRI Service prior to completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the Term Payment Plan times 50%.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.7 Payment Options and Charges (Cont'd.)

C. Nonrecurring Charges for ADS-PRI include all usual and applicable Service Connection Charges and Nonrecurring Charges as specified in Section A4 of this R. T. & C. document. These charges apply to the activation, move or change of channel equivalents within ADS-PRI Service packages, as well as for installation of the basic system, and are in addition to charges found herein.

D. A customer may request a 90-day Deferred Payment Plan for payment of Nonrecurring Charges in conjunction with ADS-PRI Service. Under the ADS-PRI Deferred Payment Plan, a customer makes equal payments over the initial three-month period that ADS-PRI is in service, until the balance due for Nonrecurring Charges is paid in full. If a customer disconnects ADS-PRI Service prior to completion of the 90-day Deferred Payment Plan period, the balance due of the Nonrecurring Charges must be paid in full on the final billing statement.

E. At the Company's discretion, all or part of the Nonrecurring Charges associated with ADS-PRI Service may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.8 Rates and Charges

RATE ELEMENTS	MONTH-TO-MONTH	24-48 MONTHS	49-72 MONTHS	NONRECURRING CHARGE[5,6]
Required Features:				
ADS-PRI Facility[1,3]	$294.00	$273.00	$252.00	$1200.00
ADS-PRI B Channel Access[1]				
B Channel Basic	$394.00	$368.00	$342.00	$ 300.00
B Channel Universal	$394.00	$368.00	$342.00	$ 300.00
B Channel Inward Only	$394.00	$368.00	$342.00	$ 300.00
Network Access Register (NAR), per B Channel[1,2,4]	$ 24.00	$ 24.00	$ 24.00	$ 15.00
Optional Features:				
NFAS Signaling, per ADS-PRI	$ 52.50	$ 42.00	$ 36.75	$ 150.00
Additional Directory Numbers				
First group of 20 numbers	$ 5.00	$ 5.00	$ 5.00	$ 100.00
Each additional group of 20 numbers	$ 5.00	$ 5.00	$ 5.00	$ 15.00
Call-by-Call/Dynamic Trunk Allocation, per NAR[7]	$ 25.00	$ 25.00	$ 25.00	$ 50.00
Custom Calling, Advanced Calling and Centrex Features[9]				

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.8 Rates and Charges (Cont'd.)

RATE ELEMENTS	MONTH-TO-MONTH	24-48 MONTHS	49-72 MONTHS	NONRECURRING CHARGE[5,6]
Moves and Changes[8, 10]:				
Inside move or change requiring redesign of transmission facilities	--	--	--	$150.00
Change involving central office translations, record orders, and all other types of changes	--	--	--	$ 75.00

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.1 ADS - PRIMARY RATE INTERFACE ACCESS SERVICE (PRI) (Cont'd.)

A19.1.8 Rates and Charges (Cont'd.)

Notes:

1. ADS-PRI Facility, ADS-PRI B Channel Access, and Network Access Register (NAR) are only available in combination with each other.

2. The NARs rate is in lieu of the Local Exchange Access Line rates found in Section A3 of this R. T. & C. document and provides access to the same calling scopes as the corresponding services located in other sections of this R. T. & C. document. Rates will be charged for each B Channel activated. Rates and charges for Extended Local Calling plans as specified in Section A3.5 of this R. T. & C. document will apply for each B Channel activated.
3. Does not include Customer Premises Equipment (CPE) required to support ADS-PRI Service.

4. Does not include Company-concurred End User Common Line charges set forth in BellSouth's Access Services R. T. & C. document (in which Northeast concurs).

5. Does not reflect promotional and/or negotiated discounts as described in this Section.

6. Additional Nonrecurring charges as described in Section A4 of this R. T. & C. document apply.

7. Call-by-Call/Dynamic Trunk Allocation is only available in connection with ADS-PRI B Channel Universal Access.

8. These charges apply to moves and changes after ADS-PRI is installed.

9. Current rates, charges, and multiple feature discounts for applicable Custom Calling, Advanced Custom Calling, and Centrex Features may be found in the appropriate sections of this R. T. & C. document. For analog lines, the rates and charges for these services are normally applied on a per-line basis. For lines equipped with ADS-PRI Service, the rates and charges for these features are applied on a per-B-Channel basis (to each B Channel to which these features are assigned).

10. Changes that require major rearrangement; deletion of all or a portion of an existing service resulting in the building of a new arrangement; i.e., changing from one hunt group to another, will be treated as a disconnect and a reconnect, with full nonrecurring charges applicable for the ADS-PRI arrangement.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI)

A19.2.1 General

A. Advanced Digital Services (ADS) - Basic Rate Interface Access Service (BRI) is a central office-based service arrangement that utilizes Integrated Services Digital Network (ISDN) architecture to provide network offerings. ADS-BRI Service provides end-to-end digital connectivity and supports the simultaneous transmission of circuit-switched data and voice-and-packet-switched data transmission, where technically available, over a single exchange access line at a standard interface (i.e., a user can send information from a personal computer and talk to the person on the other end of the line at the same time).

B. ADS-BRI Service provides a customer two 64-kilobits-per-second (Kbps), circuit-switched B Channels and one 16 Kbps D Channel. The channels are communications paths over which switched services flow, thus providing end-user access to a wide variety of circuit-switched (i.e., data, image, video and voice) services.

The D Channel carries out-of-band signaling for the B Channels. ADS-BRI provides access to and from the Public Switched Telephone Network (PSTN).

ADS-BRI Service consists of central office facilities (including certain outside plant facilities) extended from the Company's switching equipment to the customer's demarcation point.

ADS-BRI is an optional service arrangement that requires an access line and can be used in conjunction with a customer's residential service, individual business line or Centrex service.

C. This service is available within properly equipped Company exchanges within the LATA in which those exchanges operate. The calling scope for an ADS-BRI Service is limited to other appropriately equipped exchanges located within the LATA.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.1 General (Cont'd.)

D. A subscriber's premises need not be within the actual ADS-BRI serving office area to obtain ADS-BRI Service. When a subscriber's serving central office is located outside the ADS-BRI calling scope, the subscriber may order ADS-BRI service in one of the following two ways:

1. To obtain ADS-BRI service with a local calling scope that matches the local calling scope of the subscriber's serving exchange, transport of the service to the remote serving central office is provided at no charge to the ADS-BRI subscriber; or

2. To obtain the same local calling scope as the distant ADS-BRI serving office, a subscriber must pay for transport by applying the distance-sensitive Foreign Exchange (FX) rates.

E. A Primary Directory Number (Listing) is provided with each ADS-BRI Service. Additional Directory Numbers may be ordered by the customer in accordance with Section A6 of this R. T. & C. document. The additional telephone numbers may originate or receive calls independently from the user's Primary Directory Number. However, each B Channel is allowed only one simultaneous circuit connection at a time. Calls are routed to the appropriate terminal device (voice telephone, computer/data or terminal) based on the type of call (voice or data) presented to the ADS-BRI Services line.

F. Customer requests for other ancillary services compatible with ADS-BRI Service will be furnished under the rates and regulations found in other sections of this R. T. & C. document.

G. ADS-BRI Service does not include terminal equipment and/or special power arrangements at the customer's premises.

H. Special construction charges, as set forth in Section A5, may apply to customers within the serving central office who are served at a transmission range where unusual expenditures are required to make the service available.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.2 Definitions

A. ADS-BRI Line Capacity (2B+D) - Two 64 Kbps B Channels and one 16 Kbps D Channel (2B+D).

B. ADS-BRI Local Loop Facility - A 144 Kbps facility that extends from the customer's normal serving central office to the customer's demarcation point, up to a loop length that does not exceed 18,000 feet from the central office.

C. ADS-BRI Service - Includes the ADS-BRI Line Capacity (2B+1D) and the ADS-BRI Local Loop Facility.

D. ADS-BRI Service Areas - A geographic local service area for the exchange equipped to provide ISDN Service. The ADS-BRI service area includes exchanges or parts of exchanges served via Extended Local Calling Plans.

E. B Channel (Bearer Channel) - A communications path capable of transmitting information at a speed of up to 64 Kbps. ADS B Channel interconnection through non-ISDN-equipped central offices may be converted to analog signal or sub-rated to 56 Kbps. This communications path may be used by a customer for communications (e.g., voice, data, video and image) between customer-specified locations.

F. Basic Rate Interface - Provides the central office hardware and software required to provide Integrated Services Digital Network (ISDN) - Basic Rate Interface (BRI). It includes a line card which provides two 64 Kbps B Channels and one 16 Kbps D Channel.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.2 Definitions (Cont'd.)

G. Circuit-Switched Data - Allows the user to originate and receive data over a single, circuit-switched B Channel.

H. Circuit-Switched Voice - Allows the user to originate and receive voice calls over a single, circuit-switched B Channel.

I. Clear Channel Capability - A characteristic of the transmission paths on the B Channels that allows the full bandwidth of 64 Kbps to be available to the customer. It is also possible to bridge the two B Channels provided with ADS-BRI Access to achieve data transmission speeds of up to 128 Kbps. However, ISDN interconnection to or through non-ISDN-equipped central offices will be potentially sub-rated to 56 Kbps per channel.

J. D Channel (Delta Channel) - A communications path set up to transmit data in packet form at speeds up to 16 Kbps. This communications path is designated to send and receive signaling messages and/or packet-switched user data. The bit rate (16 Kbps) is fixed as a function of the customer-owned interface.

K. Terminal - Customer-provided equipment at which an ISDN Access Line terminates (e.g., digital telephone sets, computers equipped with ISDN adapters, etc.).

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.3 Rules and Regulations

The following rules, regulations and rates for ADS-BRI Service are in addition to rules, regulations and rates in this and other provisions of the Company's R. T. & C. documents:

A. ADS-BRI Service is provided at the option of the Company. All components of this service are subject to the technical availability and operational limitations of the equipment and facilities. In addition, ADS-BRI Service is available only where the customer location is within the provisioning limitations determined by the Company prior to installation. In cases where, at the customer's request, facilities can be extended and/or regenerated to increase transmission limitations to provide a customer location with adequate provisioning for ADS-BRI Service, the customer may be required to pay additional recurring and/or nonrecurring charges to cover any unusual expenditure(s), or to contract for services beyond the normal service term, or both. These rates and charges will be determined on an individual case basis in accordance with Section A5 of this R. T. & C. document.

B. The Company reserves the right to determine the equipment and facilities used to provide ADS-BRI Service and may change such equipment and facilities at its option.

C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.

D. Centrex Service Stations and/or systems may be equipped for ADS-BRI Service.

E. Upon subscribing to ADS-BRI, the customer may be required to change his existing telephone number(s) if the Company determines that it is not reasonably feasible for technical or number-administration reasons to continue to provide the customer's existing telephone number(s).

F. The minimum charge period for the payment of services provided under this R. T. & C. document is one month.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.3 Rules and Regulations (Cont'd.)

G. Temporary suspension of service does not apply to this offering.

H. Verification and Emergency Interrupt Service is not available for ADS-BRI Services.

I. Customers that subscribe to the optional Caller ID feature shall use it solely for the purposes of call processing, billing and account management, and shall not publicize or disclose any Caller ID information without written permission from the party to whom the telephone number has been assigned. By way of illustration, and not limitation, the customer shall not use any Caller ID information for telemarketing or list-generation efforts without written permission.

The calling party's number will be displayed only when used in conjunction with a properly equipped Caller ID telephone set or adjunct equipment. Calling Number Delivery Blocking is available as specified in Section A16 of this R. T. & C. document.

J. At the Company's discretion, nonrecurring service charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.

K. One directory listing is provided without charge for each ADS-BRI Service. For Centrex customers, one directory listing (either an analog or ADS-BRI number) is provided per Centrex system. Additional listings may be requested by the customer and will be provided as specified in Section A6 of this R. T. & C. document.

L. Normal toll charges shall apply to calls that are made outside of the Local Service Area.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS -BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.4 Responsibility of the Customer

A. The customer shall furnish information necessary to permit the Company to design and maintain the ADS-BRI Service and to assure that the service complies with all National Integrated Service Digital Network (ISDN) Standards and FCC and Company regulations.

B. ADS-BRI Service requires a customer-owned premises data unit which must be compatible with the Company's equipment and facilities. The service is subject to the interface specification in the Bell Communication Research, Inc., Technical References SR-NWT-002343.

C. The operating characteristics of customer-provided equipment shall not interfere with any of the services offered by the Company. Such customer-provided equipment shall not endanger the safety of Company employees or the public. Customer-provided equipment shall not: damage; require change in or alteration of the equipment or other services of the Company; interfere with the proper functioning of such equipment or services; impair the operation of the Company's equipment; or otherwise injure the public in its use of the Company's equipment. Upon notice from the Company that the customer equipment is causing, or is likely to cause, such hazard or interference, the customer shall take the necessary steps to remove or prevent such hazard or interference.

D. The customer shall not rearrange, disconnect, remove, attempt to repair, remote- test or interfere with any network equipment installed by the Company without prior written consent of the Company.

E. ADS-BRI Service allows the customer to presubscribe to a selected interexchange carrier for long distance traffic. The customer is responsible to ensure that the preselected interexchange carrier's network is compatible with the Company's ADS-BRI Service format. Access to other interexchange carriers through the use of 10XXXX or 101XXXX dialing codes is provided. A separate interexchange carrier may be chosen for packet service, where available.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.4 Responsibility of the Customer (Cont'd.)

F. The customer is responsible for the payment of all toll charges that apply to calls made outside the Local Service Area.

G. Customers who use the Call Forwarding or Call Transfer features are responsible for the payment of any applicable charges for each billable call connected via these features over the public switched network. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls which may be refused at the answering station.

A19.2.5 Responsibility of the Company

A. The responsibility of the Company shall be limited to the furnishing of suitable network equipment to offer ADS-BRI Service and to the proper maintenance, operation and repair of such equipment.

B. The Company shall not be responsible to the customer or user if changes in any of the equipment, operations, or procedures utilized for ADS-BRI Service render any facilities provided by a customer or user obsolete, or require modification or alteration of such equipment or system, or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements.

C. The Company, by written notice to the customer, may immediately discontinue the ADS-BRI Service without incurring liability upon nonpayment of any sum due to the Company or upon violation of any condition governing the furnishing of service.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.6 Service Components and Features

A. ADS-BRI Service

1. Provides the basic access loop to the customer's location that meets transmission provisioning limits, along with two 64 Kbps, circuit-switched B Channels plus a 16 Kbps D Channel (2B+D).

B. ADS-BRI Usage

1. For usage, a subscriber must select from one of these two usage options:

(a) Usage Package A - Includes up to 6000 minutes (100 hours) of local usage per month, both voice and data;

(b) Usage Package B - Unlimited local usage per month, both voice and data.

C. Standard Basic Operating Features

1. Includes Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Terminal-to-Terminal Dialing (Intercom), Automatic Identified Outward Dialing (AIOD), Touch Tone and Distinctive Ringing Tone. The ADS-BRI Interface provides ISDN signaling in place of Touch Tone DTMF signaling, and the function of a DID trunk termination is included in the ISDN-BRI interface; therefore, Touch Tone and DID/DOD trunk termination charges are not applicable.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.6 Service Components and Features (Cont'd.)

D. Directory Numbers

1. Primary Directory Number - Each ADS-BRI Service includes a single primary telephone directory number. On a given ADS-BRI line, calls are routed to the appropriate terminal device (i.e., voice telephone, computer/data or terminal), based on the type of call received.

2. Secondary Telephone Numbers - ADS-BRI Service may have additional telephone directory numbers. These secondary numbers may receive or originate calls independent of the user's Primary Directory Number. However, each B Channel is allowed only one simultaneous circuit connection at a given time. Each Secondary Telephone Number can have multiple call appearances and can be shared among the customer's various ADS-BRI stations.

E. Facility Extension and/or Special Construction

1. ADS-BRI Service may require a physical extension of the Digital (ISDN) Single B Channel loop from approximately 18,000 feet to approximately 36,000 feet. These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and are not just physical loop length. This physical extension is accomplished by means of a central office-installed power module and an outside plant field-installed regenerator or U-Repeater.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.6 Service Components and Features (Cont'd.)

E. Facility Extension and/or Special Construction (Cont'd.)

2. The deployment method is based on dB loss and not on specific cable footage. Vendor installation information indicates that up to a 34dB loss at 40 kHz in either direction of the field-installed repeater is acceptable. If the distance to a customer's ADS-BRI circuit location will exceed the 34dB loss standard for standard installation, a U-Repeater can be mounted within the stated range of 34dB, and the customer's length can then be extended another 34dB from that U-Repeater installation point. Only one U-Repeater (with associated power module) can be used per ADS-BRI B Channel.

3. The customer's network access line will be pre-engineered to determine when the U-Repeater/power modules are required. The power module and U-Repeater are designed to be used together.

4. The customer will be responsible for those costs incurred by the Company to extend the Digital (ISDN) Single B Channel loop over 18,000 feet or beyond the available transmission facilities. Special construction charges may apply as specified in Section A5 of this R. T. & C. document. Appropriate rates and charges will be determined on an individual case basis (ICB) by the Company at the time the customer requests the service.

F. Optional Features

1. Centrex Features - Where switching and technical facilities permit, applicable Centrex features are available at rates and charges as specified in Section A13.6 of this R. T. & C. document. Centrex features are only available with Centrex-equipped access lines.

2. Custom and Advanced Calling Features - Where switching and technical facilities permit, applicable Custom and Advanced Calling features are available at rates and charges as specified in Section A16 of this R. T. & C. document, including all applicable discounts.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.6 Service Components and Features (Cont'd.)

F. Optional Features (Cont'd.)

3. Electronic Key Terminal Service (EKTS) Feature Package - Basic EKTS is a central office-based key circuit-switched voice option that enhances the user's voice-terminal flexibility and offers the functionality of a key system to groups of users with EKTS equipment. It supports only one call appearance per telephone number. With this package, a customer may select any of the following list of EKTS features:

(a) Additional Call Appearance - This feature allows the same directory number to appear on more than one button on a customer's telephone set, where technically feasible. The additional call appearance allows multiple incoming or outgoing calls to be associated with the same directory number, in much the same manner as analog Call Waiting. The feature is also called "Additional Call Offering."

(b) Analog Line Appearances - This feature provides for an analog interface in an ADS-BRI Hunt Group, thereby allowing the EKTS user call coverage for analog users. It should be noted that some digital EKTS features may not operate properly when used in conjunction with this feature.

(c) Automatic Bridged Call Exclusion (Privacy on Answer) - This feature allows only one user to answer an incoming call and prohibits other stations from picking up a call on hold or bridging onto a call that is active at that terminal.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.6 Service Components and Features (Cont'd.)

F. Optional Features (Cont'd.)

3. Electronic Key Terminal Service (EKTS) Feature Package (Cont'd.)

(d) Bridging - This feature allows more than one EKTS set in the Multiple Appearance Directory Number Group to be joined in an active call. This feature is different from basic three-way calling, because the third party initiates the bridge to the active call. Bridging is inhibited if Automatic Bridged Call Exclusion is activated on a terminal engaged in the active call. Only one additional-shared-call-appearance user may bridge to an active two-way call. Bridging cannot be activated on an existing three-way call.

(e) Display Capability - This feature allows an appropriately equipped EKTS telephone set to display a variety of information, including: time and date; call progress information; incoming Caller ID number; called number; calling reason (for redirected calls that have been forwarded); and message waiting indication for Voice Mail services.

(f) Feature Function Buttons - This feature gives the EKTS user the ability to assign features to specific buttons on the EKTS telephone set. When depressed, the button will activate or deactivate the assigned feature.

(g) Intercom Calling - This feature allows for EKTS station-to-station calls. Intercom calls can be made by pressing an intercom button and dialing one or two digits on the EKTS set. A button on an electronic telephone set serves as a telephone number designation or appearance.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.6 Service Components and Features (Cont'd.)

F. Optional Features (Cont'd.)

3. Electronic Key Terminal Service (EKTS) Feature Package (Cont'd.)

(h) Multiple Appearance Directory Number - This feature allows a single telephone number to appear on multiple electronic telephone sets and/or multiple times on the same electronic set. A visual indicator identifies the status of the call appearance (e.g., the lamp may flash for an unanswered call, blink for a call that has been placed on hold, remain dark for an idle call, or remain steady for the currently active call).

(i) Privacy (Manual Exclusion) - This feature allows the user to press a feature button that restricts other stations from bridging onto an existing call that is active at that station, or from picking up a call that is on hold. The Privacy button may also be used as a manual override to disable Automatic Bridged Call Exclusion on an equipped EKTS telephone set.

(j) Ringing Options - This feature is used in conjunction with Multiple Appearance Directory Number arrangements. It allows the customer to choose from several options for the type of audible and/or visual alerting to be given at each station. The EKTS terminal can be set to apply: abbreviated ringing (ringing is turned off after a specified period of time); delayed ringing (ringing is turned on after a specified period of time); immediate ringing; normal ringing; or none.

4. Six-Way Conference Calling - A circuit-switched voice option that allows the user to set up a conference call for up to six parties.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.7 Payment Options and Charges

A. The minimum billing period is one month. If service is discontinued after the first month, charges will be for the actual number of days the service is furnished. For administration of this regulation, every month is considered to have 30 days.

B. Nonrecurring Charges for ADS-BRI include all usual and applicable Service Connection Charges and Nonrecurring Charges as specified in Section A4 of this R. T. & C. document. These charges apply to the activation, move or change of channel equivalents within ADS-BRI Service packages, as well as for installation of the basic system, and are in addition to charges found herein.

C. A customer may request a 90-day Deferred Payment Plan for payment of Nonrecurring Charges in conjunction with ADS-BRI Service. Under the ADS-BRI Deferred Payment Plan, a customer makes equal payments over the initial three-month period that ADS-BRI is in service, until the balance due for Nonrecurring Charges is paid in full. If a customer disconnects ADS-BRI Service prior to completion of the 90-day Deferred Payment Plan period, the balance due of the Nonrecurring Charges must be paid in full on the final billing statement.

D. At the Company's discretion, all or part of the Nonrecurring Charges associated with ADS-BRI Service may be reduced or waived during promotional campaigns and/or as a part of customer negotiations.

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.8 Rates and Charges

RATE ELEMENTS	MONTHLY RATE	NONRECURRING CHARGE[1]
Required Features:		
ADS-BRI Service[2,3]		
Residential - 2B+D	$36.00	$100.00
Business - 2B+D	$40.60	$135.00
ADS-BRI Usage[2]		
Package A - up to 6000 local MOU, per month (includes voice and data usage on both B Channels)	N/C	N/A
Per minute, or fraction thereof, in excess of 6000 local MOU allowed	$.02	N/A
Package B - unlimited local MOU, per month (includes voice and data usage on both B Channels)	$100.00	N/A
Moves and Changes		
Inside move or change requiring redesign of transmission facilities	N/A	$130.00
Change involving central office translations, record orders, and all other types of changes	N/A	$75.00

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.8 Rates and Charges (Cont'd.)

RATE ELEMENTS	RATE	MONTHLY CHARGE[1]	NONRECURRING
Other:			
Directory Numbers (Listings)			
Primary		N/C	N/A
Secondary		Note 4	N/A
Extension Facility/Special Construction		Note 5	Note 5
Optional Features:			
Custom Calling, Advanced Calling and Centrex Features		Note 6	Note 6
EKTS Feature Package, per B Channel Configured for EKTS		** Currently Not Available **	
Subsequent EKTS Feature Additions and/or Modifications		** Currently Not Available **	

A19. ADVANCED DIGITAL SERVICES (ADS)

A19.2 ADS - BASIC RATE INTERFACE ACCESS SERVICE (BRI) (Cont'd.)

A19.2.8 Rates and Charges (Cont'd.)

Notes:

1. Does not reflect promotional and/or negotiated discounts as described in this Section.

2. ADS-BRI Service and ADS-BRI Usage are only available in combination with each other.

3. Does not include Customer Premises Equipment (CPE) required to support ADS-BRI Service.

4. One Primary Directory Number (Listing) is provided with each ADS-BRI Service. Secondary Directory Numbers (Listings) may be ordered by the customer in accordance with Section A6 of this R. T. & C. document.

5. Extension Facility and/or Special Construction charges will be determined by the Company on an Individual Case Basis (ICB) as specified in Section A5 of this R. T. & C. document.

6. Current rates, charges, and multiple feature discounts for applicable Custom Calling, Advanced Custom Calling, and Centrex Features may be found in the appropriate sections of this R. T. & C. document. For analog lines, the rates and charges for these services are normally applied on a per-line basis. For lines equipped with ADS-BRI Service, the rates and charges for these features are applied on a per-B-Channel basis (to each B Channel to which these features are assigned).

7. ADS-BRI must be ordered in conjunction with basic local exchange services (e.g., R1, B1, and Centrex). The rates and charges above are in addition to the existing rates for these services for providing an ADS-BRI capable line to the customer's premises. Rates and charges for Extended Local Calling plans as specified in Section A3.5 of this R. T. & C. document will apply to ADS-BRI service. When basic local exchange service is ordered at the same time that ADS-BRI is ordered, the service connection charges in Section A19.2.8 of this R. T. & C. document apply. Charges in Section A4 of this R. T. & C. document do not apply to ADS-BRI.

A20. ABBREVIATED DIALING

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A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL

A20.1.1 General

A. 211 Dialing Service ("211") is a three-digit local dialing arrangement available in specified areas of NEFCOM for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission, (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

B. 211 is available in NEFCOM Territory only.

C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined within this R. T. & C. document, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first, will in time, be entitled to retain the 211 in the merged local calling area.

D. This service is furnished subject to the availability of the 211 number.

E. 211 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).

F. Limitations and use of service as stated in this R. T. & C. document apply.

G. Directory Listings may be provided for 211 Service at rates and regulations as specified in Section A6 of this R. T. & C. document.

H. Access to 211 Service is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular - Type 2A

In addition, operator-assisted calls to a 211 subscriber will not be completed.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.1 General (Cont'd.)

I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.

J. An "affiliate" of a 211 subscriber is any entity that directly or indirectly through one or more intermediaries controls, is controlled by, or is under common control with the 211 subscriber. The term "control" (including the terms, "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within six (6) months of the merger or acquisition.

K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service.

L. Calls to a disconnected 211 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

M. 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.

N. The 211 subscriber is prohibited from providing programming that involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.2 Rules and Regulations

A. All requests for 211 Service must be submitted in writing to the Company for assignment of 211. The Company will allocate 211 Dialing Service numbers in the specified Basic Local Calling Areas pursuant to nondiscriminatory procedures approved by the Company.

B. Within 30 calendar days of the number assignment, the 211 subscriber must initiate a service request order that will determine the subscriber's provisioning date. This provisioning date must be within 90 calendar days of the date the 211 number is assigned to the subscriber. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

C. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of six (6) months' written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256, and any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements to a 7- or 10-digit arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate R. T. & C. document rates for the establishment of the new access arrangement.

D. Only one 7- or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7- or 10-digit local number or one 10-digit toll free number.

E. The 211 subscriber must (1) obtain a new 7- or 10-digit number; (2) designate an existing nonpublished 7- or 10-digit number; or (3) change an existing 7- or 10-digit number to a nonpublished number, which will be established as the lead number in the hunt group, ACD, etc., of the subscriber. This 7- or 10-digit number must be nonpublished. When the 211 Service is disconnected or discontinued, the 211 subscriber must surrender this 7- or 10-digit number as part of the 211 Service. This 7- or 10-digit number can be either disconnected or a new 7- or 10-digit number can be assigned.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.2 Rules and Regulations (Cont'd.)

F. The Federal Communications Commission (FCC) has ordered that certain 211 numbers be assigned for national purposes and certain uses. As requests are submitted by qualifying entities for 211 numbers assigned for national use, the Company will update the R. T. & C. document accordingly and inconsistent commercial use of such numbers shall be discontinued according to the following provisions:

Use of 211 Service is subject to possible recall of the 211 code by the NANP (North American Numbering Plan) Administrator for national use. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of six (6) months' written notice of such a recall from the Company and abide by all terms and conditions contained in Order 97-51 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is effected by the NANP Administrator, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the six-month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate R. T. & C. document rates for the establishment of the new access arrangement.

G. The 211 Service is provided where facilities permit.

H. 211 subscribers should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach information services provided by dialing a 211 number. Charges for calls to the 211 number made from cellular end users will be billed to the cellular company. This may require the 211 subscriber to enter into a contractual agreement with the cellular company to provide three-digit access service and the billing associated with the service.

I. 211 subscribers should work separately with competitive local exchange companies to ascertain their end user customer will be able to reach information service provided by dialing a 211 number.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.2 Rules and Regulations (Cont'd.)

J. 211 Service will be provided under the following conditions:

1. For network sizing and protection, each 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.

2. The customer will subscribe to adequate telephone facilities initially, and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 211 Dialing service.

3. The Company report of the number of local calls completed to each 211 number will serve as the sole document upon which remittance will be made.

4. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

5. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

6. Suspension of Service is not applicable for the service.

7. When 211 Service is disconnected all remittance money due to the 211 subscriber may be credited or applied to the final bill issued for the recurring charges associated with this R. T. & C. document.

8. If a 211 subscriber discontinues subscription to 211 Service, the 211 number will be disconnected and reassigned according to the conditions defined in A. preceding. Upon the termination of 211 Service, the 211 number may be reassigned after 60 days.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.2 Rules and Regulations (Cont'd.)

J. (Cont'd):

9. Unless otherwise specifically provided in this R. T. & C. document, the Company shall be authorized to disconnect any R. T. & C. documented service provided to the 211 subscriber utilized directly or indirectly, with the 211 Service that fails to comply with regulations and conditions set forth herein, upon five (5) days' notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the 211 subscriber is in compliance with regulations and conditions of the R. T. & C. documents. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.

10. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 211 number. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.

11. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

K. If a pre-recorded announcement is utilized by the 211 subscriber, the following conditions apply:

1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.2 Rules and Regulations (Cont'd.)

K. (Cont'd.)

2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.

3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and requirements of the local exchange network.

4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

5. The 211 subscriber assumes, according to other specific rates and charges under R. T. & C. document, all financial responsibility for all facilities required to connect the recorder announcement equipment located on the subscriber's premises.

L. The Company will take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.

M. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this R. T. & C. document. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned or leased by the subscriber.

A20. ABBREVIATED DIALING

A20.1 211 – ACCESS TO COMMUNITY INFORMATION AND REFERRAL (Cont'd.)

A20.1.3 Rates and Charges

A. Application of Rates

1. Nonrecurring charges shall apply for each 211 number per local calling area.

2. 211 subscribers will pay the normal R. T. & C. documented charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.

3. Applicable service order charges as specified in Section A4 of this R. T. & C. document will apply, in addition to the following rates.

B. Charges applicable to the 211 Service Subscriber:

1. Establishment of 211 Service, per 211 Service number, per Local Calling Area

	Nonrecurring Charge
	$500.00

2. Flat charge for calls for 211 Service Number	Monthly
a. 1 to 500 calls per month	$35.00
b. 501 to 1,000 calls per month	$70.00
c. 1,001 calls or more per month	$100.00

The rate will be initially (a) 1 to 500 calls. A calling study will be conducted in May of each year to determine the flat charge based on the resulting calling rate and it will be applied for the following year.

A20. ABBREVIATED DIALING

A20.2 511 – ACCESS TO TRAVEL INFORMATION SERVICES

A20.2.1 General

A. 511 Dialing Service ("511") is a three-digit local dialing arrangement available in specified areas, with NEFCOM ("Company"), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

B. 511 is available from NEFCOM in NEFCOM Territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to access travel information services provided by 511.

C. The Local Calling Area of the 511 Service subscriber will be the Local Calling Area as defined elsewhere in this R. T. & C. document, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first, will in time be entitled to retain the 511 number in the merged local calling area.

D. This service is subject to the availability of 511 numbers.

E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)

F. Limitations and use of service as stated in the R. T. & C. document apply.

G. Directory Listings may be provided for 511 at rates and regulations as specified in Section A6 of this R. T. & C. document.

H. Access to 511 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular – Type 2A
-

In addition, operator-assisted calls to the 511 subscriber will not be completed.

A20. ABBREVIATED DIALING

A20.2 511 – ACCESS TO TRAVEL INFORMATION SERVICES (Cont'd.)

A20.2.1 General (Cont'd.)

I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.

J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by: and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within six (6) months of the merger or acquisition.

K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification Service.

L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

A20.2.2 Rules and Regulations

A. All requests for 511 must be submitted in writing to the Company for assignment of 511. The Company will allocate 511 Dialing Service numbers in the specified Basic Local Calling Areas pursuant to nondiscriminatory procedures approved by the Company.

B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

A20. ABBREVIATED DIALING

A20.2 511 – ACCESS TO TRAVEL INFORMATION SERVICES (Cont'd.)

A20.2.2 Rules and Regulations (Cont'd.)

C. The 511 subscriber, must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of six (6) months' written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7- or 10-digit dialing arrangement within the six- month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate R. T. & C. document rates for the establishment of the new access arrangement.

D. Only one 7- or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7- or 10-digit local number or one 10-digit toll free number. Appropriate rates from this R. T. & C. document will apply.

E. The 511 Dialing Service is provided where facilities permit.

F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.

G. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.

H. 511 will be provided under the following conditions.

1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.

2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.

A20. ABBREVIATED DIALING

A20.2 511 – ACCESS TO TRAVEL INFORMATION SERVICES (Cont'd.)

A20.2.2 Rules and Regulations (Cont'd.)

H. (Cont'd.)

3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

5. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

6. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A20. ABBREVIATED DIALING

A20.2 511 – ACCESS TO TRAVEL INFORMATION SERVICES (Cont'd.)

A20.2.2 Rules and Regulations (Cont'd.)

I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.

1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.

2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.

3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

5. The 511 subscriber assumes, according to other specific rates and charges under R. T. & C. document, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this R. T. & C. document. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

A20. ABBREVIATED DIALING

A20.2 511 – ACCESS TO TRAVEL INFORMATION SERVICES (Cont'd.)

A20.2.3 Rates and Charges

A. Application of Rates

1. A Service Establishment charge shall apply per local calling area.

2. 511 subscribers will pay the normal R. T. & C. documented charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.

3. Applicable service order charges as specified in this R. T. & C. document will apply, in addition to the following rates.

B. Charges applicable to the 511 Service Subscriber:

1. Establishment of 511 Service, per 511 Service number, per Local Calling Area

	Nonrecurring Charge
	$500.00

2. Flat charge for calls for 511 Service Number	Monthly
a. 1 to 500 calls per month	$35.00
b. 501 to 1,000 calls per month	$70.00
c. 1,001 calls or more per month	$100.00

The rate will be initially (a) 1 to 500 calls. A calling study will be conducted in May of each year to determine the flat charge based on the resulting calling rate and it will be applied for the following year.

A20. ABBREVIATED DIALING

A20.3 711 – ACCESS TO TELECOMMUNICATION RELAY SERVICE (TRS)

A20.3.1 General

A. 711 Dialing Code ("711") is a three-digit local dialing arrangement for telephone voice transmission access to all relay serviced entities as a toll free call. Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, assigned 711 dialing code for nationwide access to TRS entities to be implemented not later than October 1, 2001.

B. 711 is available from NEFCOM in NEFCOM territory only. To provide access to 711 to end users in a independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.

C. This service is subject to the availability of the 711 dialing code.

D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).

E. This service is subject to limitations and use of service as stated in Section 2 of this R. T. & C. document.

F. Directory Listings may be provided for 711 at no charge.

G. Access to 711 is not available to the following classes of service:
- Hospital Service (toll call only)
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular – Type 2A

In addition, operator-assisted calls to the 711 will not be completed.

H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.

I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect of the power to direct or cause the direction of the management and policies of an entity whether through the ownership of voting securities, by contract, or otherwise.

A20. ABBREVIATED DIALING

A20.3 711 – ACCESS TO TELECOMMUNICATION RELAY SERVICE (TRS (Cont'd.)

A20.3.2 Rules and Regulations

A. Requests for 711 Dialing Code must be submitted in writing to the Florida Public Service Commission, for the assignment of the 711 code, as specified per the Federal Communications Commission in Common Carrier Docket 92-105.

B. The Company will provision the TRS entity's request within a reasonable time, given the complexity of the order. If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.

C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of six months' written notice of such a recall from the Company or regulation entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements to a 7- or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the Telecommunication Relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate R. T. & C. document rates for the establishment of the new access arrangement.

D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.

E. The 711 Dialing Code is provided where facilities permit.

F. TRS entity should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach Telecommunication Relay services provided by dialing 711.

G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach Telecommunication Relay services provided by dialing 711.

A20. ABBREVIATED DIALING

A20.3 711 – ACCESS TO TELECOMMUNICATION RELAY SERVICE (TRS (Cont'd.)

A20.3.2 Rules and Regulations (Cont'd.)

H. 711 Dialing Code will be provided under the following conditions:

1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, and the expected busy hour and holding time for each call to the 711 dialing code.

2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.

3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.

4. The TRS entity is responsible for, and shall indemnify, protect, defend, and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.

6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or is the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A20. ABBREVIATED DIALING

A20.3 711 – ACCESS TO TELECOMMUNICATION RELAY SERVICE (TRS (Cont'd.)

A20.3.2 Rules and Regulations (Cont'd.)

I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply.

1. The TRS entity will provide announcements. The Company will provide only the delivery of the call.

2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.

3. The TRS entity assumes all financial responsibility for all cots involved in providing announcement including, by not limited to, the recorder-announcement equipment located on the TRS entity's premises.

4. The TRS entity assumes, according to other specific rates and charges under R. T. & C. document, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this R. T. & C. document. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

A20. ABBREVIATED DIALING

A20.4 811 – ACCESS TO ONE CALL NOTIFICATION SYSTEM

A20.4.1 General

A. 811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification System (811 customer). 811 Service is used by the One Call Notification System to provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission (FCC) Sixth Report and Order (FCC 05-59) in CC Docket 920-105.

B. 811 Service is available from NEFCOM in NEFCOM territory only. To provide access to 811 to end users in an independent company territory or to Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the One Call entity must make appropriate arrangements with the independent company or CLEC serving that territory. The One Call entity should work separately with competing local providers to ascertain that its end user customers will be able to reach One Call Service provided by dialing 811.

C. This service is subject to the availability of the 811 dialing code.

D. 811 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).

E. Directory Listings may be provided for 811 at no charge.

F. Access to 811 is not available to the following classes of service:
- Hospital Service
- 1+
- 0+, 0- (Credit card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Cellular – Type 2A

In addition, operator-assisted calls to 811 will not be completed.

G. The One Call entity is restricted from selling or transferring the 811 dialing code to an unaffiliated entity, either directly or indirectly.

H. An "affiliate" of a One Call entity is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the One Call entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect of the power to direct or cause the direction of the management and policies of an entity whether through the ownership of voting securities, by contract, or otherwise.

A20. ABBREVIATED DIALING

A20.4 811 – ACCESS TO ONE CALL NOTIFICATION SYSTEM (Cont'd.)

A20.4.2 Rules and Regulations

A. 811 Service will be provided only to the entity authorized by statute or by regulatory authority to provide advance notification of excavation activity to operators of underground facilities.

B. Only one 10-digit toll free number may be used as the lead number per basic local calling area.

C. The One Call entity should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach the One Call Notification System by dialing 811.

D. The One Call entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach the One Call Notification System by dialing 811.

E. 811 Dialing Code will be provided under the following conditions:

1. The One Call entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.

2. The One Call entity is responsible for obtaining all necessary permission, license, written consents, waivers, released and all other rights from all persons whose work, statements or performance are used in connection with the 811 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.

3. A written notice will be sent to the One Call Notification entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the One Call entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the One Call entity is unwilling to accept the modifications, or if the One Call entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

A20. ABBREVIATED DIALING

A20.4 811 – ACCESS TO ONE CALL NOTIFICATION SYSTEM (Cont'd.)

A20.4.2 Rules and Regulations (Cont'd.)

F. If a pre-recorded announcement is provided by the One Call entity, the following conditions apply.

1. The One Call entity will provide announcements; the Company will provide only the delivery of the call.

2. The provision of access to the 811 network by the Company for the transmission of the announcement is subject to availability of such facilities and the requirements of the local exchange network.

3. The One Call entity assumes all financial responsibility for all costs involved in providing the announcement including, but not limited to, the recorder-announcement equipment located on the One Call entity's premises.

4. The One Call entity assumes, according to other specific rates and charges under R. T. & C. document, all financial responsibility for all facilities required, to connect to the recorder-announcement equipment located on the One Call entity's premises.

G. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this R. T. & C. document. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the One Call entity.

A20.4.3 Rates and Charges

A. As a public service, the Company will make no charge, either recurring or nonrecurring for the provision of 811 Service to the One Call entity or to any user of 811 Service.

A100. OBSOLETE EQUIPMENT

RESERVED FOR FUTURE USE.

A200. CUSTOMER PREMISES EQUIPMENT

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A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS

The Company will not provide and maintain simple residence and business CPE, complex residence and business CPE, or inside wiring and associated intrasystem wiring under R. T. & C. documented rates effective July 1, 1986.

A200.1.1 Application

A. The regulations contained in this section of the R. T. & C. document pertain to deregulation of customer premises equipment (CPE) and inside wiring effective July 1, 1986.

A200.1.2 CPE for Subscribers

A. A Trouble Location Charge shall apply to business or residence service, per occasion, when a visit to a customer's premises is required by a service difficulty or trouble which is found to be caused by customer-owned equipment or customer-owned wiring. (See Section A4.2.6 of this R. T. & C. document for the appropriate charge.)

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.3 Provision and Maintenance of CPE and Inside Wiring

A. Every subscriber shall have the option of installing and maintaining all CPE and inside wiring.

B. The Company will not provide and maintain simple residence and business CPE, complex residence and business CPE, or inside wiring and associated intrasystem wiring effective July 1, 1986.

C. Nothing within this R. T. & C. document shall require the Company to maintain or install CPE or inside wire.

D. Any provision and maintenance of CPE and inside wire (new or embedded) must be provided by some other nonregulated source, effective July 1, 1986.

A200.1.4 Connections of Terminal Equipment and Communications Systems

A. Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the provisions of this section. Telecommunications services as used herein include exchange service, Long Distance Message Telecommunications Service (LDMTS) and Wide Area Telecommunications Service (WATS).

1. Responsibility of the Customer

(a) The customer shall be responsible for the installation, operation, and maintenance of any terminal equipment or communications system. No combination of terminal equipment or communications systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Company that the terminal equipment or communications system is causing such hazard, damage, malfunction, or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction, or degradation of service.

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.4 Connections of Terminal Equipment and Communications Systems (Cont'd.)

A. (Cont'd.)

1. Responsibility of the Customer (Cont'd.)

(b) The customer shall be responsible for the payment of a Trouble Location Charge as covered in Section A4.3.4 of this R. T. & C. document for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of terminal equipment or communications system.

(c) The customer indemnifies and saves the Telephone Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

(d) The customer must provide all the electrical power necessary for the operation of customer-provided communications systems equipment and associated lines to the point of interconnection.

(e) On October 22, l985, the Federal Communications Commission (FCC) amended its Part 68 Rules and Regulations to streamline the equipment registration process by eliminating unnecessary regulatory burdens. The Commission eliminated the requirements that customers report their equipment's FCC registration number and ringer equivalence number to local telephone companies before connection or final disconnection. The Telephone Company may request this information from customers as needed. The revised requirements apply to both simple terminal equipment and terminal equipment systems (Part 68.106b), as well as premises wiring (Part 68.213c).

(f) All customer-provided terminal equipment shall meet the requirements of Part 68 of the Federal Communications Commission's (FCC) Rules and Regulations.

2. Responsibility of the Company

(a) Telecommunications services are not represented as adapted to the use of terminal equipment or communications systems. Where terminal

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.4 Connections of Terminal Equipment and Communications Systems (Cont'd.)

A. (Cont'd.)

2. Responsibility of the Company (Cont'd.)

(a) (Cont'd.)

equipment or communications systems are used with telecommunications services, the Company will only be responsible for furnishing service components suitable for telecommunications services and to design, maintain, and operate those service components accordingly. Subject to that responsibility, the Company will not be responsible for: (1) the quality or the through transmission of signals generated by the terminal equipment or communications system; or (2) the reception of signals by terminal equipment or communications systems; or (3) address signaling performed by terminal signaling equipment.

(b) The Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit the terminal equipment to operate in a manner compatible with telecommunications services.

(c) The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is consistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any terminal equipment or communications system incompatible with the telecommunications services, or require modification or alteration of such terminal equipment or communications systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

(d) The Telephone Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of its customers and not caused solely by the negligence of the Telephone Company.

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.4 Connections of Terminal Equipment and Communications Systems (Cont'd.)

A. (Cont'd.)

2. Responsibility of the Company (Cont'd.)

(e) The Telephone Company will not be liable for damages arising out of injuries to persons or property from voltage or currents transmitted over the facilities of the Telephone Company caused by customer-provided terminal equipment or protective circuitry.

3. Recording of Telephone Conversations

Telecommunications services furnished by the Company are not represented as adapted to the recording of telephone conversations. However, when customer-provided voice recording equipment is directly, acoustically, or inductively connected with telecommunications services, the customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:

(a) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording; or

(b) Requirements for the conditions as specified in (a) preceding are not required:

I. When used by a Federal-Communications-Commission-licensed broadcast station customer for recording of telephone conversations solely for broadcast over the air.

II. When used by the United States Secret Service of the Department of Treasury for recording of telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.4 Connections of Terminal Equipment and Communications Systems (Cont'd.)

A. (Cont'd.)

3. Recording of Telephone Conversations (Cont'd.)

(b) (Cont'd.)

III. When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record telephone conversations solely for broadcast over the air by a licensed broadcast station.

IV. When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.

V. When used for incoming calls made to telephone numbers publicized for emergencies (such as, but not limited to, fire, health care, and police) and outgoing calls made in immediate response.

VI. When used by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operations Center for recording of telephone conversations.

VII. When used by an automatic telephone answering service known by the general public to record telephone messages for its subscribers.

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.4 Connections of Terminal Equipment and Communications Systems (Cont'd.)

A. (Cont'd.)

3. Recording of Telephone Conversations (Cont'd.)

(b) (Cont'd.)

VIII. When used for the recording of calls made for patently unlawful purposes, such as bomb threats, kidnap, ransom requests, and obscene telephone calls and outgoing calls made in immediate response.

IX. When used by federal, state, or local law enforcement authorities acting under color of law.

4. Violation of Regulations

When any terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this section, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the terminal equipment or communications system or correct the violation, and shall confirm in writing to the Company within ten (10) days following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this R. T. & C. document.

A200. CUSTOMER PREMISES EQUIPMENT

A200.1 GENERAL REGULATIONS (Cont'd.)

A200.1.5 Sale of Embedded CPE

A. Effective July 1, 1986, all embedded CPE will be transferred at net book value, which does not include deferred taxes and unamortized tax credits, to some other nonregulated source.

A200.2 COIN TELEPHONE SERVICE

A200.2.1 Applicability

A. Applicable to customer-owned CPE provided for use with public telephone service.

B. See Section A7 of this R. T. & C. document for the general regulations on Coin Telephone Service.

A200.2.2 Public Telephone Extension Stations

A. Customer-owned extension stations may be used only without dials or coin collectors for the exclusive use of the customer for answering purposes only, and must be located in the same room or within view of the public coin telephone. In all such cases, the customer-provided extension station will be so constructed, maintained, and operated as to work satisfactorily with the facilities and equipment furnished by the Company.

A200. CUSTOMER PREMISES EQUIPMENT

A200.2 COIN TELEPHONE SERVICE (Cont'd.)

A200.2.3 Customer-Owned Pay Telephones

A. Customer-owned pay telephone service is a single-party exchange service furnished solely for connection with customer-provided telephone equipment. Customer-provided terminal equipment may be used with the facilities furnished by the Company for telecommunication services as provided in this R. T. & C. document. In all such cases, the customer-provided terminal equipment will be so constructed, maintained, and operated as to work satisfactorily with the facilities furnished by the Company. The rates and regulations as stated in Section A7, "Coin Telephone Service," of this R. T. & C. document are applicable.

A200.3 RESERVED FOR FUTURE USE

A200. CUSTOMER PREMISES EQUIPMENT

RESERVED FOR FUTURE USE

A200. CUSTOMER PREMISES EQUIPMENT

RESERVED FOR FUTURE USE

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A200. CUSTOMER PREMISES EQUIPMENT

RESERVED FOR FUTURE USE

A200. CUSTOMER PREMISES EQUIPMENT

A200.4 AUXILIARY EQUIPMENT (CPE)

A200.4.1 Reserved for Future Use

A200.4.2 Portable Communications Terminal for Deaf or Speech-Impaired

A. General

1. The Portable Communications Terminal for Deaf or Speech-Impaired is a portable unit which permits a hearing- or voice-impaired person who has exchange telephone service to communicate with persons using compatible equipment over the telephone network.

2. The rates and charges for the exchange service with which the unit is used also apply in addition to the charges for the Portable Communications Terminal for Deaf or Speech-Impaired.

3. The unit will be picked up by the customer or customer's representative at a designated company location.

4. The customer is responsible for the security of the unit. In case of loss of the unit, the customer may be liable for the replacement costs as determined by the Company or as covered elsewhere in this R. T. & C. document.

5. Repairs and maintenance of the unit will be performed by the manufacturer.

A200. CUSTOMER PREMISES EQUIPMENT

A200.4 AUXILIARY EQUIPMENT (CPE) (Cont'd.)

A200.4.2 Portable Communications Terminal for Deaf or Speech-Impaired (Cont'd.)

A. General (Cont'd.)

6. The customer will return the unit to a designated company location for repair and maintenance and secure a replacement unit.

7. Deaf or Speech-Impaired Portable Communications Terminal may be provided for use with all classes and grades of service, except public telephone service.

B. Rates

1. Upon customer request, the Company will obtain and provide Deaf or Speech-Impaired Portable Communications equipment for sale on a 36-month payment period. The following prices are subject to change based on equipment costs from the manufacturer.

A200. CUSTOMER PREMISES EQUIPMENT

A200.4 AUXILIARY EQUIPMENT (CPE) (Cont'd.)

A200.4.2 Portable Communications Terminal for Deaf or Speech-Impaired (Cont'd.)

B. Rates (Cont'd.)

l. (Cont'd.)

(a) Ultratec Uniphone 1140: A telecommunications device with 48-character visual display (2X24) for people with impaired hearing or speech. The Uniphone 1140 is both a text telephone (TTY) and a standard telephone. It can be used to make telephone calls, TTY calls or Voice Carry Over (VCO) calls. The Uniphone 1140 is lightweight (l lb. 12.5 oz. with back-up battery) and plugs into any standard analog telephone line.

Monthly Purchase Installment Rate (36 Months)	Total Purchase Price
$ 6.90	$ 248.50

Lease Monthly Rate
$ 5.55

Note: Purchase price is subject to changes based on prices from the manufacturer, changes in equipment, or similar events. Shipping and handling charges have been added to the purchase price.

A200. CUSTOMER PREMISES EQUIPMENT

A200.4 AUXILIARY EQUIPMENT (CPE) (Cont'd.)

A200.4.2 Portable Communications Terminal for Deaf or Speech-Impaired (Cont'd.)

B. Rates (Cont'd.)

1. (Cont'd.)

b. Ring Alert - TelStrobe/Strobe Light: TelStrobes emit a high-intensity flashing light when the telephone rings. Ideal for high ambient noise environments, the TelStrobe is made for interior surface mounting with plug-in installation.

	Monthly Purchase Installment Rate (36 Months)	Total Purchase Price
I. Modular TelStrobe	$1.31	$47.00

	Lease Monthly Rate
	$.98

	Monthly Purchase Installment Rate (36 Months)	Total Purchase Price
II. Hard-Wired Strobe Light	$1.17	$42.00

	Lease Monthly Rate
	$.88

Note: Purchase price is subject to changes based on prices from the manufacturer, changes in equipment, or similar events. Shipping and handling charges are to be added to the purchase price.

A200. CUSTOMER PREMISES EQUIPMENT

A200.4 AUXILIARY EQUIPMENT (CPE) (Cont'd.)

A200.4.2 Portable Communications Terminal for Deaf or Speech-Impaired (Cont'd.)

B. Rates (Cont'd.)

1. (Cont'd.)

(c) Volume Control Handset: This device improves telephone reception when the signal is weak, when line voltage is low, under high noise conditions, or for people with impaired hearing. The added receiver volume can be precisely set to the ideal level for any requirement. The volume setting disc is located on the fingertip side of the handset handle, providing fingertip control.

	Monthly Purchase Installment Rate (36 Months)	Total Purchase Price
I. Modular Handset with Amplified Receiver	$ .83	$30.00

Lease Monthly Rate
$ .63

II. Non-Modular Handset with Amplified Receiver	$ .97	$35.00

Lease Monthly Rate
$ .73

Note: Purchase price is subject to changes based on prices from the manufacturer, changes in equipment, or similar events. Shipping and handling charges are to be added to the purchase price.