

COMMUNICATIONS SERVICES

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO END-USER COMMUNICATIONS SERVICES
IN THE STATE OF CONNECTICUT

Issued: October 1, 1996

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Issued By: Leo D. Maese
Cablevision Lightpath - CT, Inc.
111 New South Road
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COMMUNICATIONS SERVICES

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COMMUNICATIONS SERVICES

1. CONCURRING CARRIERS, CONNECTING CARRIERS AND OTHER
PARTICIPATING CARRIERS

1.1 CONCURRING CARRIERS

None

1.2 CONNECTING CARRIERS

None

1.3 OTHER PARTICIPATING CARRIERS

None

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2. EXPLANATION OF SYMBOLS, REFERENCE MARKS, AND ABBREVIATIONS OF
TECHNICAL TERMS USED IN THIS TARIFF

2.1 The following symbols shall be used in this tariff for the purposes indicated below:

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- S - To signify reissued matter.
- T - To signify a change in text but no change in rate or regulation.

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3. DEFINITIONS

Certain terms used generally throughout this tariff for the Communications Services of this Company are defined below.

Access Link: A digital link between the Customer premises and the Company Frame Relay switch. The link includes a dedicated digital access line and a port on the frame relay switch.

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 conductors in the communications path of the Company's facilities.

Advance Payment: Part or all of a payment required before the start of service.

Applicant: An individual or concern making application to the Company for intrastate private line service.

Application: Refers to an application made by a prospective Customer to the Company under which facilities for communication between specified locations, for designated periods, and for the use of the Customer specifically named in the application are to be furnished in accordance with the provisions to the Company's tariff.

Authorized User: A person, firm or corporation which is authorized by the Customer to be connected to the service of the Customer. An authorized user must be specifically named in the application for service.

Bandwidth: A defined range of frequencies.

Baud: A unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark and space) within a code signal. The speed baud is the number of signal elements per second.

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

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3. DEFINITIONS (cont'd)

Bridging Arrangements: The physical equipment needed in a Company central office to meet specified transmission and signaling criteria.

Building Channel: The inside wire used to connect two or more stations within the same building or to connect a station to a station connection location.

Call Back/Camp On: Permits a station line encountering an all-trunk-busy condition the option of being notified when a trunk becomes idle.

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(D)
(D)

Call Hold: Allows the user to hold one call for any length of time provided that neither party goes on-hook.

Call Park: Allows a station line to park a call against its own line number.

Call Pickup: Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.

Call Transfer: Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.

Call Waiting: Permits a line in the talking state to be alerted by a tone when another call is attempting to complete to the line.

COMMUNICATIONS SERVICES

3. DEFINITIONS (cont'd)

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

Channel Terminal: Provides for equipment required to terminate an interexchange channel at each rate center central office.

Communications Services: The Company's intrastate communications services offered on the Company's Network.

Communications Systems: Channels and other facilities which are capable, when not connected to private line services, of communications between Customer provided terminal equipment.

Company: Cablevision Lightpath - CT., Inc., the issuer of this tariff, which is a Delaware corporation.

Connecting Arrangement: Denotes equipment provided by the Company to accomplish the direct electrical connection of Customer-provided facilities with the facilities of the Company.

Customer: The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the Company's regulations.

Customer-Provided Terminal Equipment: Devices, apparatus and their associated wiring, provided by a Customer which do not constitute a communications system.

Data Access Arrangement: A protective connecting arrangement for use with the network control signaling unit, or, in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance.

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3. DEFINITIONS (cont'd)

Direct Electrical Connection: A physical connection of the electrical conductors in the communications path.

Direct Inward Dialing (DID): Routes incoming calls directly to stations.

Direct Outward Dialing (DOD): Allows individual station users to access and dial outside numbers directly.

Do Not Disturb: Permits a single station line and selected groups of station lines from receiving incoming and station-to-station calls.

DPUC: The Connecticut Department of Public Utility Control.

Duplex Service: Service that provides for simultaneous transmission in both directions.

Exchange: A unit established for the administration of communication service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices together with the associated plant used in furnishing communication services within that area.

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Frame: A variable length segment of data with a header, trailer and user data, which is switched through the network as an integral unit.

Half-Duplex Service: Service which permits communication alternatively in either direction, or for communication in one direction only, including bi-directional simultaneous transmission of tones required solely for control purposes or quick turn-around or synchronization.

Hertz: A unit of frequency equal to one cycle per second.

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3. DEFINITIONS (cont'd)

Hunting: Routes a call to an idle station line in a prearranged group when the called station line is busy.

Individual Case Basis (ICB): A service arrangement in which the regulation, rates and charges are developed based on the specific circumstances of the case.

Interexchange Channel: Provides for facilities to connect central offices designated as rate centers in two different exchanges.

Interexchange Service: As used in connection with private line services, denotes service which connects stations in different exchanges.

Interface: The point on the premises of the Customer where provision is made to terminate the facilities provided by the Company. At the interface the transmission path may be 2 wire or 4 wire as specified for the various channels required.

Interoffice Channel: Provides for facilities to connect two different serving central offices for intraexchange service or to connect a service central office and a rate center central office for an interexchange service.

Interrupted Service: That portion of service provided to a Customer or Authorized User for which the Company has been notified of a temporary cessation and given an opportunity to test and repair.

Intraexchange Service: As used in connection with private line service, is service connecting stations wholly within one exchange and not connected to an interexchange channel.

Labor Market Areas (LMA): Refers to the DPUC's construct for establishing geographic area services for analyzing competition.

Last Number Redial: Enables a user to redial the last number called by use of an access code rather than dialing the entire number.

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3. DEFINITIONS (cont'd)

Local Channels: Facilities from the Customer premises to the serving central office. The facilities join station connection locations in different buildings on different premises.

Mbps: Megabits, denotes millions of bits per second.

Move: As used in connection with the application of Non-Recurring Charges for private line service, denotes a change in physical location (when made at the request of the Customer and without discontinuance of billing for service) of facilities. Charges are specified in section 6.

Multipoint Service: A service that provides a private line communication capability between more than two premises constituting a common dedicated communications system.

Network: The Company's transmission facilities, including its fiber optics-based communications system and all other transmission lines and interconnection equipment.

Network Control Signaling: The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alternating, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications systems.

Network Control Signaling Unit: The terminal equipment furnished, installed and maintained by the Company for the provision of network control signaling.

Non-Recurring Charges: Non-Recurring Charges, as set forth in section 7 for private line services and channels, are applied by the Company for processing Customer requests to install, move, or change private line services or channels.

One-way Service: Service that provides for transmission in one direction.

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3. DEFINITIONS (cont'd)

Permanent Virtual Circuit (PVC): A software defined connection within the frame relay switch that provides a logical communications path between two Access Links on the Frame Relay network.

Premises: The space occupied by a Customer or Authorized User in a building or buildings or on contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

Premises Channel: Facilities used to connect station connection locations located in different buildings on the same premises. Premises channels are provided when channels terminate in Customer provided terminal equipment and cross a public right of way or interface with network facilities.

Private Line Channel Service: A channel which provides a path for communication capabilities between two or more station connection locations or Company central offices when the service is not directly connected to the public switched network.

Private Line Channels: Electrical paths suitable for the purpose for which they are furnished and are derived in such manner as the Company may elect. It is contemplated that the Customer will provide all station apparatus used with channels exclusive of the equipment necessary to derive and suitably terminate the channels for connection of Customer equipment.

Private Line Service: The channels, service terminals, and channel arrangements furnished to a Customer as a unit between specified locations without intermediate switching arrangements.

Rate Center: For private line service, denotes a specified geographical location, generally a main central office of an exchange from which mileage measurements are made for the application of interexchange mileage rates.

Recurring Charges: The monthly charge to the Customer for services, facilities, and equipment that continues for the agreed upon duration of the service.

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3. DEFINITIONS (cont'd)

Service: That portion of service provided to a Customer or Authorized User that is temporarily inoperative during such time as the Company has not been notified of such status or has not been given an opportunity to test and repair.

Service Terminal: As used in connection with Series 5000 channels, provides for facilities to connect a premises to the Company Rate Center, including a local channel and any required interoffice channel.

Speed Calling System: Allows shared use of a speed calling list.

Speed Calling Station: Allows a station line user to add, change, or delete telephone users from a list.

Station: A premises or point designated by the Customer at which a channel terminates and where information originates or terminates.

Station Connection: As used in connection with audio and video transmission channels, indicates central office amplifying equipment and services, including special supervision, which may be required when a station transmits material to, or receives material from, an interexchange network.

Transmission Service: Dedicated point-to-point services.

Two-way Service: Service that provides for transmission and/or reception to or from a station.

Wideband Channel: A channel which has the total equivalent of twelve or more Type 2001 (voice grade) channels.

Wire Center: The location of a local switching system and related equipment that provides telephone service for Customers in the immediate geographical area.

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4. APPLICATION OF TARIFF

4.1 This tariff contains the rates, regulations, and conditions applicable to the Communications Services furnished by the Company to Customers for intrastate dedicated and switched services originating and/or terminating within the State of Connecticut.

4.2 Service Territory

The Company offers Communications Services throughout the state where facilities are available.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS

5.1 UNDERTAKING OF THE COMPANY

5.1.1 Scope

The Company's obligation to furnish Communications Services is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for construction and maintenance thereof.

The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any services provided by any other entity that purchases access to the Company's Network in order to originate or terminate its own services, or to communicate with its own Customers.

5.1.2 Allocation or Shortage of Equipment or Facilities

5.1.2.1 The Company reserves the right to limit or to allocate assigned transmission paths at its discretion or to limit the use of existing facilities, or of additional facilities offered by the Company, when necessary because of a lack of facilities, or due to some other cause beyond the Company's control.

5.1.2.2 The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.3 Liability of the Company

5.1.3.1 Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

5.1.3.2 The liability of the Company for damages arising out of the furnishing of services under this tariff, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish these services, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruptions in service as set forth in section 5.6. The extension of such allowances for interruptions in service shall be the sole remedy of the Customer, any Authorized User, and any other party or person(s), and shall be the sole liability of the Company. In the absence of gross negligence and willful misconduct, the Company will not be liable for any special, consequential, exemplary, or punitive damages a Customer may suffer. In no event will the Company be liable for interruptions in service caused as a result of routine maintenance, testing, or adjustment of facilities.

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5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.3 Liability of the Company (cont'd)

5.1.3.3 The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrection; riots, wars; unavailability of rights-of-way or materials; or strikes, lock-cuts, work stoppages, or other labor difficulties.

5.1.3.4 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with Communications Services the Company offers.

5.1.3.5 The Company shall not be liable for any loss or interruptions in service or for any damages or losses due to the fault or negligence of the Customer, or any Authorized User, or any other party or person(s), or due to the failure or malfunction of Customer-provided or Authorized User-provided equipment or facilities due to the failure of the Customer to fulfill any obligation under this tariff.

5.1.3.6 The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at the premises of the Company; nor shall the Company be liable for the performance of said vendor or vendor's equipment.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.3 Liability of the Company (cont'd)

5.1.3.7 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s) including Authorized Users, and for any loss, damage, or destruction of any property, whether owned by the Customer, Authorized Users or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section 5.1.3.7 as a condition precedent to such installations.

5.1.3.8 The Company is not liable for any defacement of or damage to the Premises of a Customer or an Authorized User resulting from the furnishing of services or equipment on or at such Premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.

5.1.3.9 The Company shall be indemnified, defended, and held harmless by Customers, Authorized Users, or any other party or person (s) against any claim, loss, or damage arising from the Customer's, Authorized User's, or other party's or person's (s') use of services offered under this tariff, involving claims for libel, slander, invasion of privacy, infringement of copyright, or other unlawful activity arising from the Customer's, Authorized User's, or other party's or person's (s') communications.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.3 Liability of the Company (cont'd)

5.1.3.10 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

5.1.3.11 Customer agrees to defend, indemnify and hold the Company and the officers, directors, agents, affiliates, distributors, franchisees and employees of the Company harmless from and against any and all Authorized User or third party claims, losses, damages, actions, liabilities, expenses, or costs, including reasonable attorneys fees, arising out of or in connection with any claim, demand, action, suit, investigation, arbitration or other proceeding by a Authorized User or third party to the extent directly or indirectly caused by the Customer including, but not limited to claims by any third party or any Authorized User directly or indirectly resulting from Customer's act or omission in describing the capacity, operation or functionality of the Service, or the requirements for furnishing and continued provision of the Service. (N)

5.1.3.12 The Company shall not be liable for any interruptions in service due to suspected fraud, potential uncollectible situations or misuse of services including reselling of services.

5.1.3.13 In order to control fraud in any instance in which the Company has reason to believe that a Customer is using services in a fraudulent manner, or in a manner that will result in service fees in excess of credit limits established by Company for the Customer, the Company may restrict, suspend, or discontinue providing service.

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5. GENERAL REGULATIONS (cont'd)

(N)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.3 Liability of the Company (cont'd)

5.1.3.14 If the Company determines that a Customer is placing an extraordinarily high volume of calls on the network, the Company will make a reasonable attempt to contact by telephone the Customer responsible for the billed number to discuss the suspected fraudulent use of the service prior to restricting, suspending or discontinuing the service.

5.1.3.15 If the Company does not receive satisfactory assurances, at the time contact is made with the Customer responsible for the billed number, the Company may restrict, suspend, or discontinue providing the service. The service will be reinstated if the Company receives satisfactory assurances that the Customer is not using the services for fraudulent purposes or the Company receives an appropriate advanced payment pursuant to Section 5.5.3.

5.1.3.16 The Company may also refuse to provide service if the acts of the Customer or the conditions on its premises are consistent with patterns of known fraudulent activity such as to indicate an intention to defraud the Company once service is provided.

5.1.3.17 In order to prevent fraud, the Company may also, at its option, establish commercially reasonable calling limits for Customers who are applicants for service or existing Customers whose financial condition cannot be verified or is otherwise unacceptable to the Company. This usage limit may be increased or decreased by the Company as it deems necessary in light of changing Customer circumstances.

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5. GENERAL REGULATIONS (cont'd) (N)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.3 Liability of the Company (cont'd)

5.1.3.18 In order to control fraud, the Company may temporarily restrict access to the network from any specific line when a pattern of calling on that line is consistent with known patterns of fraudulent calling. Prior to implementing this restriction, the Company will make a reasonable attempt to contact by telephone, the party responsible for the billed number to discuss the fraudulent activity prior to placing a restriction against the line. If the responsible party cannot be contacted despite the Company's reasonable efforts, the Company may, at its option, implement the restriction to avoid further fraudulent calling. The Company will then notify the responsible party by the most expeditious means reasonably possible that the line has been restricted. The restriction shall be removed when the responsible party informs the Company that the calling is legitimate and/or instructs the Company to restore service to that line.

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5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.4 Claims (M)

The Customer and each and every Authorized User, jointly and severally, indemnifies and holds the Company harmless against claims for libel, slander, or the infringement of copyright arising from or in connection with the material or subject matter transmitted over the Network; against claims for the infringement of patents arising from combining with, or using in connection with, the Communications Services or the Company's facilities, apparatus and systems furnished by the Customer or Authorized User; and against any and all other claims arising out of any act or omission of the Customer or Authorized User or a vendor or Customer of the Customer or Authorized User in connection with use of the Communications Services or the Company's facilities.

5.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer with reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.5 Notification of Service-Affecting Activities (cont'd)

not individual Customer service specific; they affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

5.1.6 Provisions of Equipment and Facilities

5.1.6.1 The Company may undertake to use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.

5.1.6.2 The Company undertakes to use reasonable efforts to maintain only facilities and equipment that it furnishes to the Customer. The Customer or Authorized User, may not, nor may it permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

5.1.6.3 Equipment the Company provides or installs at the Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.6 Provisions of Equipment and Facilities (cont'd)

5.1.6.4 The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer or Authorized User when the service difficulty or trouble report results from the use of equipment or facilities provided by the Customer or Authorized User.

5.1.6.5 The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided or Authorized User-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

- a) the transmission of signals by Customer-provided or Authorized User-provided equipment or for the quality of, or defects in, such transmission; or
- b) the reception of signals by Customer-provided or Authorized User-provided equipment.

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5. GENERAL REGULATIONS (cont'd)

5.1 UNDERTAKING OF THE COMPANY (cont'd)

5.1.7 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours (M-F, 8am – 5pm) or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours (M-F, 8am – 5pm) but, at the Customer's request, extends beyond regular business hours (M-F, 8am – 5pm) into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

5.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents, or contractors.

5.2 PROHIBITED USES

5.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents, and permits required to be obtained by the Customer with respect thereto.

5.2.2 The Company may require applicants for service who intend to use the Company's offerings for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and DPUC regulations, policies, orders, and decisions.

5.2.3 A Customer or Authorized User may not assign, or transfer in any manner, the service without the written consent of the Company.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.2 PROHIBITED USES (cont'd)

5.2.4 The Company may require a Customer immediately to shut down its transmission of signals if said transmission is causing interference to others.

5.3 OBLIGATIONS OF THE CUSTOMER

5.3.1 The Customer shall be responsible for:

- a) The payment of all applicable charges as set forth in this tariff;
- b) Damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or Authorized User, or the noncompliance by the Customer or Authorized User with these regulations; or by fire or theft or other casualty on the premises of the Customer or Authorized User unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- c) Providing as specified from time to time by the Company any needed personnel, equipment, space, and power to operate Company facilities and equipment installed on the premises of the Customer or Authorized User and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.3 OBLIGATIONS OF THE CUSTOMER (cont'd)

5.3.1 (cont'd)

- d) Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communications Services to the Customer or Authorized User from the cable building entrance or the property line of the land on which the structure resides, wherein any termination point or origination point used by the Customer or Authorized User is placed or is located, whichever is applicable, through the point of entry into the structure, throughout the structure, to the location of the equipment space described in 5.3.1(c) preceding. Any and all costs associated with the obtaining and maintaining of the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section 5.3.1(d) prior to accepting an order for service;

- e) Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company employees or property might result from installation or maintenance by the Company;

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.3 OBLIGATIONS OF THE CUSTOMER (cont'd)

5.3.1 (cont'd)

- f) Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to the location of Company facilities and equipment in any Premises or the rights-of-way for which the Customer or Authorized User is responsible under section 5.3.1(d); and obtaining permission for Company agents or employees to enter the Premises of the Customer or Authorized User at any reasonable purpose of installing, inspecting, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- g) Except as provided in section 5.6.1, making Company facilities and equipment available periodically for Company-initiated maintenance purposes at a time agreeable to both the Company and the Customer or Authorized User. No allowance will be made for the period during which service is interrupted for such purposes;
- h) Keeping the Company's equipment and facilities located on the Customer's Premises or rights-of-way obtained by the Customer or Authorized User free and clear of any liens or encumbrances relating to the Customer's or Authorized User's use of the Company's services or from the location of such equipment and facilities; and.

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5. GENERAL REGULATIONS (cont'd)

5.3 OBLIGATIONS OF THE CUSTOMER (cont'd)

5.3.1 (cont'd)

- i) The Customer is responsible for providing suitable electric power at a suitable outlet when and where required. Where the Company provides residential service by means of a network interface device installed at the customer premises, the Customer is responsible for providing a suitable AC power outlet for the network interface device. In the event of an AC power outage, the network Interface device also contains a battery designed to provide short-term auxiliary power. The liability of the Company for service interruptions due to power failures shall be governed by the limitation on liability provisions in this tariff governing service interruptions generally, except that whereas these general provisions provide, in certain limited circumstances, for credit allowances in the event of service interruptions, no credit allowances will be provided for service interruptions due to power failures. (N)

5.4 CUSTOMER EQUIPMENT AND CHANNELS

5.4.1 In General

A Customer may transmit or receive information or signals via the facilities of the Company.

5.4.2 Station Equipment

- 5.4.2.1 Customer-provided terminal equipment on the Premises of the Customer or Authorized User, the operating personnel there, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer or Authorized User.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.4 CUSTOMER EQUIPMENT AND CHANNELS (cont'd)

5.4.2 Station Equipment (cont'd)

5.4.2.2 The Customer or Authorized User is responsible for ensuring that Customer-provided or Authorized User-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as to not cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Customer or Authorized User or by the Company at the Customer's or Authorized User's expense.

5.4.3 Interconnection of Facilities

5.4.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

5.4.3.2 Communications Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

5.4.4 Interconnection Provisions

Facilities furnished under this tariff may be connected to Customer-provided or Authorized User-provided terminal equipment in accordance with the provisions of this tariff.

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5. GENERAL REGULATIONS (cont'd)

5.4 CUSTOMER EQUIPMENT AND CHANNELS (cont'd)

5.4.5 Inspections

5.4.5.1 Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer or Authorized User is complying with the requirements set forth in sections 5.4.2 and 5.4.4 for the installation, operation, and maintenance of Customer-provided or Authorized User-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

5.4.5.2 If the protective requirements for Customer-provided equipment or Authorized User-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer or Authorized User promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer or Authorized User must take this corrective action and notify the Company of the action taken. If the Customer or Authorized User fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm.

5.5 PAYMENT ARRANGEMENTS

5.5.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished to the Customer or to Authorized Users.

5.5.1.1 Business and Residence Rates

Different rates apply for Business and Residential Customers. Both are listed in section 6.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.1 Payment for Service (cont'd)

5.5.1.1 Business and Residence Rates (cont'd)

- a) Business rates apply to services furnished in the following locations:

Office buildings, stores, factories, and all other places of a business nature. Churches, hotels, colleges, hospitals, and other major institutions.

- b) Residential rates apply to service furnished as follows:

In domestic establishments (private homes or apartments) for domestic use and not for substantial occupational use.

5.5.1.2 Taxes

The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (excluding taxes on the Company's net income) imposed on or based upon the provision, sale, or use of Communications Services.

5.5.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or users for services and facilities furnished to the Customer by the Company.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.2 Billing and Collection of Charges (cont'd)

5.5.2.1 Non-recurring installation charges are due and payable within 30 days of presentment of an invoice to the Customer.

5.5.2.2 Recurring charges are due and payable within 30 days of presentment of an invoice to the Customer for the service or facility furnished. A service or facility may be discontinued for nonpayment of a bill.

5.5.2.3 Billing starts on the day after the Customer has been notified that the service or facility becomes available for use. Billing accrues through and includes the day that the service, circuit, arrangement, or component is discontinued. Monthly charges will be billed one month in advance, except where prohibited by law or as otherwise provided in this tariff. Taxes will be separately stated on the Customer's bill.

5.5.2.4 If any portion of the payment is received by the Company more than thirty (30) days after the payment date as set forth in 5.5.2.1 and 5.5.2.2 preceding, or if any portion of the payment is received by the Company in funds that are not immediately available to the Company, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the payment date times a late factor. The late factor shall be the lessor of:

- a) the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the payment date to and including the date that the Customer actually makes the payment to the Company; or,

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.2 Billing and Collection of Charges (cont'd)

5.5.2.4 (cont'd)

- b) 0.000493 per day, compounded daily for the number of days from the payment date to and including the date that the Customer actually makes the payment to the Company.

In addition, the following regulations are applicable to late payment penalties:

- a) Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge.
- b) The late payment charge does not apply to final accounts.
- c) The late payment charge does not apply to disputed amounts that are associated with unpaid balances. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.
- d) For those Residence Customers who certify to the Company that they suffer from serious illness, the late payment charge will be waived.
- e) Lifeline Customers are exempt from the late payment charge.

5.5.2.5 The Customer will be assessed a charge (\$10.00 Residential and \$15.00 Business) for each check submitted by the Customer to the Company which a financial institution refuses to honor for insufficient funds or a non-existent account.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.2 Billing and Collection of Charges (cont'd)

5.5.2.6 Customers have up to six months after the bill is rendered to initiate a dispute over a charge or to receive credits. A bill will not be deemed correct and binding upon the Customer by virtue of the preceding sentence if the Company or the Customer has records on the basis of which the objection may be considered. If objection results in a refund to the Customer, such refund will be with interest at the unadjusted interest rate paid on Customer deposits or the late payment penalty rate, whichever is greater.

5.5.2.7 If service is disconnected by the Company and later restored, restoration of service will be subject to all applicable restoral charges.

5.5.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required of Business Customers in addition to a deposit. The Company reserves the right to waive Advance Payments and/or Deposits, at its sole discretion, upon a showing of adequate financial responsibility to the satisfaction of the Company.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.4 Deposits

5.5.4.1 To safeguard its interests, before a service or facility is furnished, the Company may require a Business Customer, whose financial responsibility is not established to the satisfaction of the Company, to make a deposit to be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed amounts equal to:

- a) two month's charges for a service or facility, or
- b) the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in the event that a termination charge is applicable.

5.5.4.2 A deposit may be required in addition to an advance payment.

5.5.4.3 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.4 Deposits (cont'd)

5.5.4.4 The Company may require a deposit from an existing Customer if the Customer is delinquent in payment, or if the Customer's service has been suspended or terminated for non-payment once within the preceding 6-month period.

"Delinquent in payment" means that a Customer has received two consecutive telephone bills without making payment of one-half of the total of the two bills prior to the due date of the second bill. The Company will provide a Customer with written notice before it assesses a deposit, and state that the failure to make timely payment will permit the Company to require a deposit. A Customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.

5.5.4.5 The Company shall not require any person it knows to be a recipient of public assistance, supplementary security income, or additional state public assistance payments to post a security deposit.

5.5.4.6 Customers who have a recent payment history with the Company are entitled to service without payment of a deposit unless their records indicate that they are delinquent in payment. A Customer who still owes money to the Company for residential service on a prior account in his or her name shall be offered a deferred payment plan not to exceed three months provided that the Customer had service for three months and was not terminated for nonpayment during that period.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.4 Deposits (cont'd)

5.5.4.7 Deposits held will accrue interest at a rate specified by the DPUC. New deposits from residential Customers are reviewed after the first three monthly bills have been rendered; if too much has been taken the excess is returned. The entire deposit is returned to residential Customers after one year, and to business Customers after three years, unless the Customer is delinquent in payment, in which case the Company continues to hold it. Then if the service is discontinued, the amount of any deposit is applied against the final bill, and any balance is returned to the Customer.

5.5.4.8 Applicants for residential service and existing Resident Customers are permitted to pay deposits in installments over a period not to exceed six months.

5.5.5

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.5

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5.5.6 Adjusted Payment Schedule

Residence Customers on fixed incomes shall be offered the opportunity to pay their bills on a reasonable schedule that is adjusted for periodic receipt of income.

5.5.7 Quarterly Payment Plan

Residential Customers 62 years of age or older may request a plan for payment on a quarterly basis of charges for services rendered, provided that such Customer's average annual billing is not more than \$150.00.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.8 Discontinuance of Service

5.5.8.1 Upon nonpayment of any charges or deposits owing to the Company, the Company, after complying with the procedures described in section 5.5.2, may, by giving ten days' prior notice to the Business Customer, discontinue or suspend service under this tariff without incurring any liability. Service to Residential Customers may be discontinued or suspended for nonpayment of any amounts owing to the Company on twenty days' prior written notice.

5.5.8.2 Upon violation of any of the other terms or conditions for furnishing service under this tariff, or upon any prohibited or improper use of the Communications Services or the Company's facilities, or other violation by the Customer or any Authorized User of any laws or the rules and regulations governing the Communications Services or the Company's facilities, or upon objection to continuance of service made by or on behalf of any governmental authority, the Company may, by giving 30 days prior notice to the Customer, or such shorter notice as is required by law, discontinue or suspend service under this tariff without incurring any liability.

5.5.8.3 Upon condemnation of all or any material portion of the facilities used by the Company to provide service to a Customer or in the event a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company may discontinue or suspend service under this tariff without incurring any liability.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.8 Discontinuance of Service (cont'd)

5.5.8.4 Upon the Company's discontinuance of service to the Customer under section 5.5.8.1 or 5.5.8.2, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the minimum term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

5.5.8.5 Telephone service shall not be discontinued for:

- a) Nonpayment of bills rendered other than for telephone service or deposits requested in connection with telephone service;
- b) Nonpayment for services for which a bill has not been rendered;
- c) Nonpayment for services which have not been rendered, except the initial advance payment of new Customers;
- d) Telephone service shall not be suspended or terminated for nonpayment of a bill rendered or a required deposit on: weekends, or New Year's Day, Lincoln's Birthday, Washington's Birthday, Memorial Day, Independence Day, Labor Day, Columbus Day, Election Day, Veteran's Day, Thanksgiving Day, Christmas, or other Federal or State holidays proclaimed by the President or the Governor, or days on which the Company is not open for business.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.8 Discontinuance of Service (cont'd)

5.5.8.6 Special provisions for Residence Customers are as follows:

- a) Disconnection notices may not be issued until at least 30 days after the date of the bill unless exceptional circumstances exist and then only in accordance with Commission approved procedures. Bills must be mailed to Customers no later than six business days after the date of the bill. The 30 day period shall be extended one day for each day beyond the sixth business day when the bills are mailed late.
- b) Disconnection may occur only between the hours of 8:00 AM and 4:00 PM, Monday through Friday, provided that such day is not a public holiday or a day on which the Company is closed.

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

5.5.9 Fractional Charges

5.5.9.1 Monthly Service

When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.10 Cancellation of Application for Service

5.5.10.1 Applications for Business service are noncancellable unless the Company otherwise agrees. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

5.5.10.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levied against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at six percent).

5.5.10.3 Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.

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5. GENERAL REGULATIONS (cont'd)

5.5 PAYMENT ARRANGEMENTS (cont'd)

5.5.10 Cancellation of Application for Service (cont'd)

5.5.10.4 The special charges described in sections 5.5.10.1 through 5.5.10.3 will be calculated and applied on a case-by-case basis.

5.5.11 Changes In Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

5.5.12 Backbilling

Charges for previously unbilled service or upward adjustments of bills previously rendered to Residence Customers may not be billed beyond 24 months after the error occurred unless the culpable conduct of the Customer caused or contributed to the untimely billing.

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or willful acts of, or noncompliance with the provisions of this tariff by the Customer or an Authorized User, or the operation or malfunction of the facilities, power or equipment provided by the Customer or Authorized User, will be credited to the Customer as set forth in section 5.6.1 for the part of the service that the interruption affects.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

5.6.1 Credit for Interruptions

5.6.1.1 A credit allowance will be made when an interruption occurs because of a failure of any component furnished under this tariff. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative, but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

5.6.1.2 For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

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5. GENERAL REGULATIONS (cont'd)

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

5.6.1 Credit for Interruptions (cont'd)

5.6.1.3 A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

Interruptions of 24 Hours or Less

<u>Length of Interruption</u>	<u>Interruption Period To be Credited</u>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

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5. GENERAL REGULATIONS (cont'd)

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

5.6.1 Credit for Interruptions (cont'd)

5.6.1.3 (cont'd)

Two or more interruptions of 30 (thirty) minutes or more during any one 24 (twenty-four) hour period shall be considered as one interruption. In no event shall such interruption credits exceed one day in any 24 (twenty-four) hour period.

Interruption Over 24 Hours

Interruptions over 24 (twenty-four) hours will be credited 2 (two) days for each full 24 (twenty-four) hour period or fraction thereof.

5.6.2 Limitations on Allowances

No credit allowance will be made for:

- a) Interruptions due to the negligence of, or noncompliance with, the provisions of this tariff by the Customer, Authorized User, or other common carrier providing service connected to the Communications Services of the Company;
- b) Interruptions of service during any period in which the Company is not given access to the Premises at which the Company provided service is interrupted or terminated;
- c) Interruptions of service that occur or continue due to the Customer's failure to authorize replacement of any element of special construction;

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5. GENERAL REGULATIONS (cont'd)

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

5.6.2 Limitations on Allowances (cont'd)

- d) Interruptions of service during any period when the Customer or Authorized User has released service to the Company for maintenance purposes for a change in service arrangements;
- e) Interruptions caused in the course of routine maintenance, testing and/or adjustment of the Communications Services or facilities related to the provision of service; or
- f) Interruptions due to the failure or malfunction of non-Company equipment.

5.6.3 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances previously stated in section 5, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, will attach to the Company.

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

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5. GENERAL REGULATIONS (cont'd)

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

5.6.3 Directory Errors (cont'd)

5.6.3.1 (cont'd)

- a) For free or no-charge published directory listings, credit will be given at the rate of two times the monthly tariff rate for an additional or charge listing for each individual, auxiliary or party line affected, for the life of the directory or the charge period during which the error, mistake, or omission occurs.
- b) For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake, or omission occurs.
- c) For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the Customer, the Company will be allowed a period of three business days to make a correction. If the correction is not made in that time, credit will be given at the rate of two-thirtieths ($2/30$) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.
- d) The total amount of the credit provided for in the preceding Paragraphs (a), (b), and (c) shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in Paragraph (c), for the line or lines in question.

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5. GENERAL REGULATIONS (cont'd)

5.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

5.6.3 Directory Errors (cont'd)

5.6.3.1 (cont'd)

- e) Such allowance or credits as specified in Paragraphs (a), (b), and (c) preceding, will be given upon notice to the Company by the Customer that such error, mistake, or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company will credit without the requirement of notification by the Customer.

5.6.4 Chronic Interruptions:

(C)

Chronic interruption is defined as three separate service interruptions beyond the Company's reasonable control, on the same facility, within a consecutive 30 day period, and/or an interruption that lasts longer than 72 hours.

In the event that Customer experiences chronic interruptions in its the Company service, the Company will perform a detailed investigation, report the findings to Customer and if necessary, institute a corrective plan. If Customer continues to experience chronic service interruptions on the circuit after receiving the report, excluding Force Majeure interruptions, and a plan for corrective action has been implemented for 30 days, the Customer or the Company may discontinue service on the affected circuit without any termination liabilities.

The termination rights described above shall be Customer's sole and exclusive remedy in the event of chronic service interruption.

(C)

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.7 DISCOUNTS FOR HEARING OR SPEECH IMPAIRED CUSTOMERS

(M)

5.7.1 An intrastate telephone call which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for intrastate local and toll calls placed between TDDs or between individuals with normal hearing and speech. The credit to be given on such calls will be a 50 percent discount off the applicable rate for:

(M)

- 1) an intrastate call and/or;
- 2) monthly basic service connection charges associated with the handicapped person's telephone service. Charges for calls are from the point of origination to the point of termination and are independent of call routing. The reduction in charges is applied at only one location designated by the handicapped person.

The Telecommunications Relay Service in Connecticut can be reached toll-free by non-voice telephone equipment users by dialing 1-800-842-9710 and by voice telephone equipment users by dialing 1-800-833-8134.

5.7.2 Acceptable certifications are:

- 1) those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist, or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Connecticut or
- 2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped persons for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

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5. GENERAL REGULATIONS (cont'd)

5.8

(D)

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5. GENERAL REGULATIONS (cont'd)

5.8

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.8

(D)



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5.9 COMMUNICATIONS SERVICES PRICING

The following regulations are applicable to both business and residential services:

5.9.1 Rate Ranges

The rate ranges set forth in the sections 6, 7, 9, 11, 13, 14, and 15, where the designation "Max"/"Min" appears, establish a range within which changes in rates may be made on five days' written notice to the Department and Customer. Current prices will be at levels within the specified ranges and will be set forth in the applicable section.

A Customer can request that the Company disconnect service that is provided under the Flexible Pricing due to a price increase. The Customer will be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of its desire to disconnect service within 20 days of receiving notification of the price increase.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.9 COMMUNICATIONS SERVICES PRICING (cont'd)

5.9.2 Temporary Promotional Programs

The Company may establish temporary promotional programs wherein it may waive non-recurring charges or reduce recurring charges, to introduce present or potential Customers to a service not previously received by the Customers. The specific terms of each promotional program shall be filed with the Commission as part of the Company's flexible rate schedule within five days of its effective date.

5.9.3 Time Sensitive Usage Rates

Where charges for a service are based on the duration of time a call is connected, the following rules apply:

5.9.3.1 Unless otherwise specified, all calls are timed in one minute increments.

5.9.3.2 Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).

5.9.3.3 Timing terminates on all calls when the calling party hangs up or the Company's Network receives an on-hook signal from the terminating carrier.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.9 COMMUNICATIONS SERVICES PRICING (cont'd)

5.9.4 Distance Sensitive Usage Rates

Where charges for a service are based on the distance between the calling and called stations, the following rules apply:

5.9.4.1 Distance is measured as the airline distance between the Rate Centers of the calling and called stations. The Rate Center is a set of geographic coordinates, as referenced in the National Exchange Carrier Association, Inc. (NECA) Tariff FCC No. 4, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of the seven-digit telephone numbers of the stations). Where there is no telephone number associated with a station connected to the Company's switched network, the Rate Center for the Customer's main telephone number will apply.

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

- a) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above referenced NECA tariff.
- b) Compute the difference between the "V" coordinates of each Rate Center and the "H" coordinates of each rate center.
- c) Square each difference obtained in (b) above.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

5.9 COMMUNICATIONS SERVICES PRICING (cont'd)

5.9.4 Distance Sensitive Usage Rates (cont'd)

5.9.4.2 (cont'd)

- d) Add the squares together and divide by 10.
- e) Take the square root of the number obtained in (d) above and round the result to the next higher whole number. This is the airline mileage between the two Rate Centers for pricing purposes.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

(N)

5.10 Emergency Services5.10.1 Emergency Telephone Number Service (911 Service)

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

5.10.2 Enhanced Emergency Telephone Number Service (E911 Service)

Enhanced Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

(N)

COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

(N)

5.10 Emergency Services (cont'd)5.10.3 Conditions of Furnishing 911 Service and E911 Service

- a. The company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, or any liability, whether suffered, made, instituted, or asserted by the Customer, Authorized User, or by any other party or person(s), for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the Customer, Authorized User, any other party or person(s) agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in the absence of gross negligence or willful misconduct, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.
- b. The Company is not responsible for any infringement or invasion of the right of privacy of any Customer, Authorized User, other party or persons, caused, or claimed to have been caused directly or indirectly, by the installation, operational, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated 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 the 911 service.

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COMMUNICATIONS SERVICES

5. GENERAL REGULATIONS (cont'd)

(N)

5.10 Emergency Services (cont'd)

5.10.3 Conditions of Furnishing 911 Service and E911 Service (cont'd)

- c. The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including non-published subscriber information to emergency service providers responding to calls placed to 911.
- d. The Company's liability in furnishing service under this tariff is set forth in Section 5.1.3.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE

6.1 GENERAL

Exchange service provides access to the exchange system of the Company, and consists of a termination at the Customer's premises and connects to a line to the central office serving the area in which the Customer is located. Connection at the central office to switching equipment permits communication with other Customers.

Two or more local exchange services from different exchanges are not allowed on the same premises. If a Customer desires service from more than one exchange, such additional exchange services will be subject to the regulations and rates set forth in section 12, Foreign Exchange Service.

6.1.1 Touch Tone Service

Touch Tone Calling Service is an arrangement of special central office equipment and telephones equipped with push buttons for originating calls by means of tones.

Touch Tone Service is furnished in connection with all classes and grades of local service at no additional charge.

6.2 CLASS OF SERVICE

Telephone Service is classed as residence, home office, business, semi-public and public.

The determination as to whether service should be classified as residence, home office, or business is based upon the character of the directory listings and the character of the premises where the service is located.

COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.2 CLASS OF SERVICE (cont'd)

6.2.1 Business Service

Service is classified as business service where it is located on premises which are of a business, institutional or occupational type.

6.2.2 Residential Service

Service is classified as residential service where the service is located on residential premises and where the listing is in the name of the individuals without a business designation.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

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6.3 TYPE OF SERVICE

The following applies to unassisted Customer calling:

6.3.1 Flat Rate Service

Flat rate service allows unlimited calling within the local service area of the exchange.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.3 TYPE OF SERVICE (cont'd)

6.3.2 Message Rate Service

Message rate service allows a limited number of calls to be place within the local service area of an exchange. A message charge applies for each additional call beyond that limited number.

6.3.3 Per Call Service

Service for which charges are made according to a measured amount of usage. Rates include a basic access charge, usage and a time of day discount on local calls made within the exchange and in the extended local area.

6.4. GRADE OF SERVICE

6.4.1 Individual Line Service

Individual line service is the grade of exchange service providing a main station and a central office line for one Customer only.

6.4.2 Auxiliary Line Service

a) An auxiliary line is an additional individual line furnished only to a Customer receiving individual line service at the same location.

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.4 GRADE OF SERVICE (cont'd)

6.4.2 Auxiliary Line Service (cont'd)

- b) Individual and auxiliary lines of the same Customer may be grouped for incoming service provided the lines are of the same class (business, home office or residence) and terminate in the same premises and in the same building. Such grouping is termed A central office line hunting service, and is subject to additional rates and charges as set forth in section 7.
- c) For each auxiliary line, one listing is allowed without charge, subject to the regulations for such listings in section 10, Directory Listings.
- d) For each auxiliary line furnished flat rate Customer, a monthly rate equivalent to the rate for individual line flat rate service is charged.
- e) For each auxiliary line furnished a message rate Customer, a monthly rate equivalent to the rate for individual line message rate service is charged, and the individual line message allowance applies. Computations of the Customers message allowance and usage of additional local messages are based on the total message allowance and the total usage from main and auxiliary lines.
- f) Additional local messages are charged for at the rates set forth in section 6.9.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.5 OPERATOR SERVICES

Operator assisted local telephone calls are subject to surcharges at the amounts specified for operator-assisted message toll telephone calls listed in section 14.

6.6 CLASSIFICATION OF EXCHANGES

6.6.1 Exchanges are classified for the application of exchange rate schedules. Exchanges represent the local service area within which Customers may make calls without the payment of toll charges.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.7 EXCHANGE CLASSIFICATION

Individual exchanges within the Company's service territory are classified as follows as of the effective date of this sheet:

Service Territory	Company Exchanges	Rate Class
Stamford (LMA)	Darien	II
	Georgetown	II
	New Cannan	II
	New York Tel	IV
	Norwalk	III
	Stamford	III
	Westport	II
	Wilton	II
Bridgeport (LMA)	Bridgeport	III
	Fairfield	II
	Huntington	IV
	Milford	IV
	Trumbull	III

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.7 EXCHANGE CLASSIFICATION (cont'd)

Class Exchange	Exchange	Local Service Area	
Class II	Darien	Darien, New Canaan, Norwalk, Stamford	
			(D)
			(D)
			(D)
	Wilton	Wilton, Georgetown, New Canaan, Norwalk, Ridgefield, Westport	
	Westport	Westport, Fairfield, Georgetown, Norwalk, Redding, Trumbull, Wilton	(T)
Class III	Bridgeport	Bridgeport, Fairfield, Huntington, Milford, Trumbull	
	Fairfield	Fairfield, Bridgeport, Trumbull, Westport	(C)
	Georgetown	Georgetown, Danbury, Norwalk, Redding, Ridgefield, Westport, Wilton	(C)
	New Canaan	New Canaan, Darien, Norwalk, Stamford, Wilton, Lewisboro New York, Pound Ridge, New York	(C)
	Norwalk	Norwalk, Darien, Georgetown, New Canaan, Stamford, Westport, Wilton	
	Stamford	Stamford, Byram, Darien, Greenwich, New Canaan, Norwalk, Old Greenwich, Pound Ridge, New York	
	Stratford	Stratford, Bridgeport, Fairfield, Huntington, Milford, Trumbull	
	Trumbull	Trumbull, Ansonia Derby, Bridgeport, Fairfield, Huntington, Newtown, Redding, Westport	
Class IV			(D)
			(D)
	New York Tel	Byram, Greenwich	
Class V	Huntington	Huntington, Ansonia Derby, Bridgeport, Milford, New Haven, Seymour, Trumbull	(C)
	Milford	Milford, Ansonia -Derby, Bridgeport, Huntington, New Haven	(C)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.8 CLASS II, III, IV EXCHANGES AND RATES

6.8.1 Regulations

- a) The rates listed below are monthly rates for the exchanges listed above and entitle Customers to service without additional charge to all stations in the exchanges in their defined local service areas.
- b) The provision of service at the rates specified herein is subject to the regulations contained in section 5, General Regulations, and this section.
- c) The rates for business message rate service include an allowance of 90 local messages per month per individual line. Messages above the allowance are at the rate of 12 cents each.

(D)

- e) Telephone exchange service rates and charges not given below are contained elsewhere in section 6.

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)

6.8.2 Rates

Flat Rate Service						
Individual Line per month						
	Current					
	Month-to-Month	1 Year	2 Years	3 Years	Minimum	Maximum
Rate Class II						
Business Residence	\$ 30.75 11.50	\$ 30.00	\$ 29.00	\$ 28.00	\$ 8.87 \$2.00	\$ 35.00 20.00
Rate Class III						
Business Residence	\$ 30.75 12.50	\$ 30.00	\$ 29.00	\$ 28.00	\$ 8.87 2.00	\$ 35.00 20.00
Rate Class IV						
Business Residence	\$ 30.75 N/A	\$ 30.00	\$ 29.00	\$ 28.00	\$ 8.87 2.00	\$ 35.00 20.00

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)

6.8.2 Rates

Message Rate Service						
Individual Line per month						
	Current				Minimum	Maximum
	Month-to-Month	1 Year	2 Years	3 Years		
Rate Class II						
Business	\$ 21.50	\$ 21.00	\$ 20.50	\$ 20.00	\$ 8.87	\$ 35.00
Residence	N/A				2.30	7.67
Rate Class III						
Business	\$ 21.50	\$ 21.00	\$ 20.50	\$ 20.00	\$ 8.87	\$ 35.00
Residence	N/A				2.50	8.33
Rate Class IV						
Business	\$ 21.50	\$ 21.00	\$ 20.50	\$ 20.00	\$ 8.87	\$ 35.00
Residence	N/A				2.70	9.00

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- 6. LOCAL EXCHANGE SERVICE (cont'd)
- 6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)
 - 6.8.3 Local Measured Service

(D)

(D)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)

6.8.3.2 LMS Regulations

- a) LMS is available only on individual line service where adequate central office equipment exists.
- b) LMS is not installed where another class and/or type of local exchange service is established on the same premises for either:
 - 1) the same Customer, or
 - 2) two or more Customers who are co-inhabitants of the same general space or residence.

(D)

(D)

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COMMUNICATIONS SERVICES

- 6. LOCAL EXCHANGE SERVICE (cont'd)
- 6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)
 - 6.8.3 Local Measured Service (cont'd)
 - 6.8.3.3 LMS Rates

Local Measured Service is available to residence, home office and business individual line Customer and is comprised of two elements:

- a) Access Charges

Access Charge, per line, per month

	Current				Minimum	Maximum
	Month-to-Month	1 Year	2 Years	3 Years		
Business	20.00	\$ 19.50	\$ 19.00	\$ 18.00	\$ 5.73	\$21.00

(D)
(D)

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COMMUNICATIONS SERVICES

- 6. LOCAL EXCHANGE SERVICE (cont'd)
- 6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)
- 6.8.3 Local Measured Service (cont'd)
- 6.8.3.3 LMS Rates (cont'd)

b) Usage Charges

Usage charges are based on a per minute of use basis for the exchange and the Extended Local Calling Area. Calls to all other exchanges are charged toll message rates as described in section 14.

Usage Charges - apply to initial minute and each additional minute or fraction thereof of use

(D)

(D)

Business usage charges apply to an initial minute of use and each additional 30 second increment of use.

	Peak Per Minute Rate *			Off Peak Per Minute Rate **		
	Current	Minimum	Maximum	Current	Minimum	Maximum
	Peak Per 30-Second Rate			Off Peak Per 30-Second Rate		
Business						
Initial Min.	\$.030	\$.02	\$.033	\$.021	\$.01	\$.024
Additional 30 Sec. Increment	\$.015	\$.01	\$.027	\$.010	\$.005	\$.013

(D)

(D)

* **Peak Rates** - Monday through Friday 8:00 AM to 7:59 PM

** **Off Peak Rates** - Monday through Friday 8:00 PM to 7:59 AM and All day weekends and holidays.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)

6.8.3 Local Measured Service (cont'd)

6.8.3.4 Application of Charges

- a) The one minute initial period is billed at the rate applying when the connection is established. Each additional minute or fraction thereof is billed at the rate applying when each additional minute or fraction thereof begins.
- b) Each local call is billed based upon the rates for the rate periods in effect during the call. The appropriate discount applies to the rates for the portion of a call which occurs during the discounted period.
- c) Off Peak Rates apply to the following holidays:
 - New Year's Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd) (N)

6.8 CLASS II, III, IV EXCHANGES AND RATES (cont'd)

6.8.4 The Company Advantage Local and Regional Calling Plans

The Company Advantage provides a local and regional calling plan for calls placed in Connecticut local and regional calling areas. Local calls may be defined as calls made within a customer's "home" region. Regional, or toll calls, may be defined as calls made outside a customer's "home" region, but within its LATA.

The same rate applies 24 hours a day, seven days a week.

	1 Year Term	2 Year Term	3 Year Term
Local	Unlimited Min/ \$0.25 Max	Unlimited Min/ \$0.25 Max	Unlimited Min/ \$0.25 Max
Regional (1st minute)	\$0.01 Min/ \$.25 Max	\$0.01 Min/ \$.25 Max	\$0.01 Min/ \$.25 Max
Additional Minutes billed in 6 second increments	\$0.01 Min/ \$.25 Max	\$0.01 Min/ \$.25 Max	\$0.01 Min/ \$.25 Max
Volume Discounts for Local and Regional Calls only			
	<u>Mo. Usage</u>	<u>Discount</u>	
	\$500-\$2,499	5%	
	\$2,500-\$7,499	10%	
	\$7,500-\$9,999	15%	
	\$10,000 or more	20%	

(N)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS

6.9.1 Custom Calling Features

(M)

Custom Calling Features are optional telephone service arrangements which may be provided only from central offices equipped to provide one or more of the following custom calling features:

- a) Call Back/Camp On: Permits a station line encountering an all-trunk-busy condition the option of being notified when a trunk becomes idle.
- b)
- c)
- d) Call Hold: Allows the user to hold one call for any length of time provided that neither party goes on-hook.
- e) Call Park: Allows a station line to park a call against its own line number.
- f) Call Pickup: Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.
- g) Call Transfer: Allows a station line to answer incoming calls to another station line within a defined call pickup group. Call pickup is provided on individual station lines within a Customer group.
- h) Call Waiting: Permits a line in the talking state to be alerted by a tone when another call is attempting to complete to the line

(D)

(D)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS

- j) Call Blocking: Allows Customers to block another incoming call from the last called telephone number and to block incoming calls from up to six preselected telephone numbers.
- k) Missed Call Dialing: Automatically returns the last incoming call, whether it was answered or not, except (where technology is available) when the incoming caller uses per call blocking or per line blocking.
- l) Call Forwarding: Allows a Customer to have incoming calls automatically routed to another telephone. (T)
- m) (D)
(D)
- n) Call Tracing: Automatically performs a trace of the last incoming call when activated by a Customer. If the trace is completed, the company's equipment will record the incoming call detail. The results of this trace will not be provided to the Customer directly, but will be available to the appropriate law enforcement agency if the Customer files a complaint.
- o) Three-Way Calling: Allows a user to add a third party to any established call without the assistance of an operator. (N)
- p) Speed Calling: Allows the user to reach a list of frequently called numbers by dialing an abbreviated code. (N)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Custom Calling Features (cont'd)

(T)

- q) Caller Identification (ID): This feature enables the Customer to view on a display unit the Directory Number (DN) of the calling party (incoming call). The Company will deliver all numbers, subject to blocking and technical limitations, including telephone numbers associated with non-published and non-listed service. If the incoming call is from a caller served by PBX, multi-line hunt group, Centrex or Distinctive Ring Service, the telephone number transmitted may be the main number.

- r) Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID Customer. Resale of this information is prohibited.

6.9.1.1 Custom Calling Rates and Charges

The following individual custom calling features are furnished, installed and maintained at the rates and charges listed below which apply per line equipped in addition to regular rates and charges applicable to the associated telephone service.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Custom Calling Features (cont'd)

Basic Feature Package		
	Min	Max
1 Year	3.00	7.00
2 Year	2.00	6.00
3 year	1.00	5.00
Premium Feature Package		
1 Year	4.00	11.00
2 Year	3.00	9.00
3 year	2.00	7.00

(N)

(N)

a) Residence - Price Per Feature

Feature	Current	Minimum	Maximum	Service Establishment Charge
Call Back/Camp On	\$3.95	\$1.00	\$10.00	\$19.00
Call Forwarding *	\$3.95	\$1.00	\$10.00	\$19.00

(M)

*This service is included with the Company's voice mail offering.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Custom Calling Features (cont'd) (T)6.9.1.1 Custom Calling Rates and Charges (cont'd)a) Residence - Price Per Feature (cont'd) (T)

Feature	Current	Minimum	Maximum	Service Establishment Charge	
Call Hold	N/A	\$1.05	\$3.33	\$19.00	(D)
Call Park	N/A	\$1.05	\$3.33	\$19.00	
Call Pickup	N/A	\$1.05	\$3.33	\$19.00	
Call Transfer	N/A	\$1.05	\$3.33	\$19.00	(D)
Call Waiting - <i>includes cancel call waiting</i>	\$3.95	\$1.00	\$10.00	\$19.00	(I,R)
Call Tracking	N/A	\$1.05	\$3.33	\$19.00	(D)
Call Again	\$3.95	\$1.00	\$10.00	\$19.00	(I,R)
Distinctive Ringing					(D)
One Additional Number	N/A	\$1.19	\$10.00	\$19.00	(D,I)
Two Additional Numbers	N/A	\$1.79	\$10.00	\$19.00	(D,I)
Missed Call Dialing	\$3.95	\$1.00	\$10.00	\$19.00	(I,R)
					(D)
					(D)
Caller Identification - <i>always considered the first feature</i>	\$4.00	\$1.05	\$10.00	\$19.00	(R,I)
Three Way Calling	\$3.95	\$1.00	\$10.00	\$19.00	(I,R)
Speed Calling - 8 Numbers	\$3.95	\$1.00	\$10.00	\$19.00	(I,R)
Speed Calling - 30 Numbers	\$4.95	\$1.00	\$10.00	\$19.00	(N)
Vanity Numbers				\$20.00	(R)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Custom Calling Features (cont'd) (T)

6.9.1.1 Custom Calling Rates and Charges (cont'd)

a) Residence - Price Per Feature (cont'd) (T)

Feature	Current	Minimum	Maximum	Service Establishment Charge	
Call Return	\$3.95	\$1.00	\$10.00	\$19.00	(N)
					(D)

Feature	Current	Minimum	Maximum	Service Establishment Charge	
					(D)
					(D)

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Custom Calling Features (cont'd)

(T)

6.9.1.1 Custom Calling Rates and Charges (cont'd)

(D)

(D)

c) Business First Feature Charge

Feature	Current	Minimum	Maximum	Service Establishment Charge
Call/Back/Camp On	\$3.00	\$1.35	\$4.28	\$31.35
Call Forwarding	\$3.00	\$1.35	\$4.28	\$31.35
Call Hold	\$3.00	\$1.35	\$4.28	\$31.35

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Business Custom Calling Features (cont'd) (T)

6.9.1.1 Custom Calling Rates and Charges (cont'd)

c) Business First Feature Charge (cont'd)

Feature	Current	Minimum	Maximum	Service Establishment Charge	(R)
Call Park	\$3.00	\$1.35	\$4.28	\$31.35	(R)
Call Pickup	\$3.00	\$1.35	\$4.28	\$31.35	
Call Transfer	\$3.00	\$1.35	\$4.28	\$31.35	
Call Waiting - <i>includes cancel call waiting</i>	\$3.00	\$1.35	\$4.28	\$31.35	
Call Tracking	\$3.00	\$1.35	\$4.28	\$31.35	
Call Again	\$3.00	\$1.35	\$4.28	\$31.35	
Distinctive Ringing					
One Additional Number	\$5.00	\$2.09	\$6.60	\$31.35	
Two Additional Numbers	\$7.00	\$2.99	\$9.45	\$31.35	
Missed Call Dialing	\$3.00	\$1.35	\$4.28	\$31.35	
Priority Call Forwarding	\$3.00	\$1.35	\$4.28	\$31.35	
Priority Call Ringing	\$3.00	\$1.35	\$4.28	\$31.35	
Caller Identification - <i>always considered the first feature</i>	\$4.00	\$2.40	\$7.60	\$31.35	
Three Way Calling	\$3.00	\$1.35	\$4.28	\$31.35	
Speed Calling - 8 Numbers	\$3.00	\$1.35	\$4.28	\$31.35	
Vanity Numbers				\$31.35	
Call Forwarding - Busy	\$.75	\$.30	\$.95	\$31.35	
Call Forwarding - Don't Answer	\$.75	\$1.05	\$.95	\$31.35	

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)

6.9.1 Business Custom Calling Features (cont'd) (T)

6.9.1.1 Custom Calling Rates and Charges (cont'd)

d) Business Second Feature

Feature	Current	Minimum	Maximum	Service Establishment Charge	(R)
Call/Back/Camp On	\$2.00	\$.75	\$2.38	\$31.35	(R)
Call Forwarding	\$2.00	\$.75	\$2.38	\$31.35	
Call Hold	\$2.00	\$.75	\$2.38	\$31.35	
Call Park	\$2.00	\$.75	\$2.38	\$31.35	
Call Pickup	\$2.00	\$.75	\$2.38	\$31.35	
Call Transfer	\$2.00	\$.75	\$2.38	\$31.35	
Call Waiting - <i>includes cancel call waiting</i>	\$2.00	\$.75	\$2.38	\$31.35	
Call Tracking	\$2.00	\$.75	\$2.38	\$31.35	
Call Again	\$2.00	\$.75	\$2.38	\$31.35	
Distinctive Ringing					
One Additional Number	\$5.00	\$2.09	\$6.60	\$31.35	
Two Additional Numbers	\$7.00	\$2.99	\$9.45	\$31.35	
Missed Call Dialing	\$2.00	\$.75	\$2.38	\$31.35	
Priority Call Forwarding	\$2.00	\$.75	\$2.38	\$31.35	
Priority Call Ringing	\$2.00	\$.75	\$2.38	\$31.35	
Caller Identification - <i>always considered the first feature</i>	\$4.00	\$2.40	\$7.60	\$31.35	
Three Way Calling	\$2.00	\$.75	\$2.38	\$31.35	
Speed Calling - 8 Numbers	\$2.00	\$.75	\$2.38	\$31.35	

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- 6. LOCAL EXCHANGE SERVICE (cont'd)
- 6.9 ENHANCED FEATURES AND FUNCTIONS (cont'd)
 - 6.9.1 Business Custom Calling Features (cont'd)
 - 6.9.1.1 Custom Calling Rates and Charges (cont'd)
 - d) Business Second Feature (cont'd)

Feature	Current	Minimum	Maximum	Service Establishment Charge
Vanity Numbers				\$31.35
Call Forwarding - Busy	\$.75	\$.30	\$.95	\$31.35
Call Forwarding - Don't Answer	\$.75	\$.30	\$.95	\$31.35

6.10 FLAT RATE RESIDENTIAL TELEPHONE SERVICE

Flat Rate Residential Telephone Service consists of an access line that allows inbound and outbound calling associated with one customer assigned telephone number. This service is currently available in Wilton and Westport (Class II Exchange), and Norwalk and Bridgeport (Class III Exchange). (T)

- This service includes:
- ? Touch Tone
 - ? White Page Listing
 - ? Retention of Existing Telephone Number
 - ? Access to Operator Services*
 - ? Optional Second Line **

* Applicable usage charges apply
 ** The Rate available to Flat Rate Residential Telephone Service Customers for this option is set forth in section 6.10.1.2.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.10 FLAT RATE RESIDENTIAL TELEPHONE SERVICE (cont'd)

(D)
 |
 (D)

- ? Access to Emergency Services Card (E911, 911)
- ? Optional Features Packages**
- ? Optional Message Toll Telephone Two-Point Service**

* Applicable usage charges apply
 ** Rates available to Flat Rate Residential Telephone Service Customers for these options are set forth in section 6.10.1.3 - 6.10.1.7.

6.10.1 Rates ***

6.10.1.1 Flat Rate Telephone Service

	Monthly Rate		Minimum	Maximum
Rate Class II	\$11.50		\$3.00	\$20.00
Rate Class III	\$12.50		\$3.00	\$20.00

6.10.1.2 Optional Second Line *****

	Monthly Rate		Minimum	Maximum
Rate Class II	\$5.75		\$3.00	\$20.00
Rate Class III	\$6.25		\$3.00	\$20.00

*** Interstate line charges may apply. Services or Rates not listed in this section are available at the general tariff rates contained in other sections of this tariff or the Company's tariff DPUC No. 2.

***** Rates contained in sections 6.10.1.3 - 6.10.1.7 do not apply to Optional Second Lines. All additional features and functions in connection with the Optional Second Line are available at the general tariff rates.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.10 FLAT RATE RESIDENTIAL TELEPHONE SERVICE (cont'd)

6.10.1 Rates (cont'd)

6.10.1.3 Flat Rate Telephone Service Optional Features Package

	Rate	Minimum	Maximum
Any four features (excludes VM & Caller ID)	\$5.90	\$2.00	\$20.00
4 Features including Voice Mail or Caller ID	\$10.15	\$2.00	\$20.00
4 Features including Voice Mail and Caller ID	\$14.40	\$2.00	\$20.00
4 Features including Enhanced Voice Mail	\$16.80	\$2.00	\$20.00
Each additional feature (excludes Voice Mail and Caller ID)	\$3.95	\$2.00	\$20.00

(D)

(D)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.10 FLAT RATE RESIDENTIAL TELEPHONE SERVICE (cont'd)

6.10.1 Rates (cont'd)

6.10.1.6 Message Toll Telephone Two-Point Service

Message Toll Telephone Two-Point Service is available to Flat Rate Residential Telephone Service customers at the following rate.

USAGE RATE

Per minute \$0.10

6.10.1.7 Installation

(D)

(D)

6.10.1.8 Charges for Restoration of Service

(N)

In accordance with Section 5.5.2.7, Customers will be assessed the following reconnection fees:

\$50 when service is in "soft disconnect" mode, which occurs 71 days after non-payment and results in the suspension of in-bound and outbound local and regional services (911 service remains in place)

\$75 when service is in "full disconnect" mode, which occurs 86 days after non-payment and results in the termination of all services, including 911 services

(N)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.11 ENHANCED CALLING PER LINE FEATURES

(T) (M)

6.11.1 Per-Call Blocking

Allows the calling party to temporarily prevent the transmission of the calling party's directory number to the called party who may subscribe to Caller Identification. This feature must be Customer activated on a Per-Call basis.

(M)

6.11.2 Per-Line Blocking

Allows the calling party to permanently prevent the transmission of the calling party's directory number to the called party who may subscribe to Caller Identification. Per-Line Blocking Customers have the capability to allow transmission of their number on a per-call basis. Per-Line Blocking is available only to the following:

- a) Shelters for domestic violence intervention, non-profit crisis intervention centers, and helplines upon written request to the Company.
- b) Federal, state and local law enforcement agency offices upon written request to the Company.
- c) Customers who have an immediate, verifiable safety concern with disclosure of their telephone number through Caller ID. These Customers must provide either i) written verification by a shelter for victims of domestic violence that the Customer is a client, a staff member or volunteer worker at the shelter, or ii) written verification by law enforcement agency that the Customer has filed a complaint with the law enforcement agency concerning harassment, threats or other similar circumstances.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.11 ENHANCED CALLING PER LINE FEATURES

(T) (M)

6.11.2 Per-Line Blocking (cont'd)

- d) Customers who certify in writing that i) identification of their telephone number to called parties who subscribe to Caller ID would create a risk to their safety or the personal safety of members of their household/business or others authorized to use their telephone, and ii) that the ability to block identification of the telephone number as each call is dialed is not adequate to protect their safety or that of members of their household/business or others authorized to use their telephone. The Customer's certification must be sworn before an individual authorized to administer oaths.

(M)

If parties are eligible for per-line blocking and if such parties also subscribe to per line blocking, they may obtain a unique calling card to use only when they reach an Anonymous Call Rejection announcement. When such a card is used, all calling card fees will apply except operator assistance surcharges. To obtain the unique calling card, a Company-provided application form must be completed and submitted to the Company. The Company reserves the right to revoke the card if fraud or misuse is determined.

6.11.3 Limitations on Per-Line Blocking

The application of these features to both incoming and outgoing calls are limited to the following conditions:

- a) When both the call originating Customer and the call terminating Customer are served from the same central office, even if the call originating or call terminating Customer does not subscribe to Enhanced Service Features.

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.11 ENHANCED CALLING PER LINE FEATURES (cont'd)

6.11.3 Limitations on Per-Line Blocking (cont'd)

(T) (M)

- b) When both the call originating Customer and the call terminating Customer are served from different central offices equipped for Enhanced Service Features and/or linked by appropriate facilities, even if the call originating or call terminating Customer does not subscribe to Enhanced Service Features.
- c) Feature Screening lists can only contain telephone numbers served out of SmartLink capable offices and/or offices linked by appropriate facilities.
- d) For technical reasons, activation of Per-Call and Per-Line Blocking and/or Per-Line Blocking number transmission on a Per-Call basis may not be possible on calls originating from:
 - Toll terminals
 - PBXs
 - Centrex
 - Multi-line hunt groups
 - Outwats
 - On some intrastate/interstate service provided by an interstate carrier
- e) shelters for domestic violence, non-profit crisis intervention centers, helplines, and federal, state and local law enforcement agency offices upon written request to the Company.
- f) Per-Call and Per-Line Blocking will not affect calls terminating at E9-1-1 PSAP's.
- g) In conjunction with the Call Again and Missed Call Dialing features, the following types of calls cannot be automatically redialed or recalled:

(M)

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.11 ENHANCED CALLING PER LINE FEATURES (cont'd)

(T)

6.11.3 Limitations of Per-Line Blocking (cont'd)

g) (cont'd)

Calls to 700, 800 and 900 numbers
Calls preceded by an interexchange carrier access code
International direct distance dialed calls
Calls to directory assistance
Calls to E9-1-1
Calls to coin/coinless telephones
Calls to Cellular

h) Call again, Missed Call Dialing and Priority Call Ringing may not be compatible with all types of Customer provided telephone equipment. Cordless telephones and telephones with electronic ringers may not be able to reproduce the distinctive ringing patters that are sent from the central office.

i) A telephone number redialed through use of Missed Call Dialing will not be disclosed on the telephone bill submitted to the Missed Call Dialing Customer if disclosure of the number was blocked by the initial caller.

6.11.4 The Company's Liability

The Company's liability for any damages arising from mistakes, omissions, interruptions, delays, or errors or defects in transmission occurring in the course of furnishing Custom Calling Features or associated equipment shall be as provided in the section 5, General Regulations.

(T)

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COMMUNICATIONS SERVICES

6. LOCAL EXCHANGE SERVICE (cont'd)

6.12 APPLICATION OF CHARGES FOR ENHANCED CALLING PER LINE FEATURES (T)

- a) The Service Establishment charges as specified above provide for the change of lines to enhanced feature line or lines equipped with individual features.
- b) The Non-Recurring Charges specified in section 7 provide for new installation of telephone service where lines or lines equipped with individual features are included as part of that service. In such cases the Service Establishment charges do not apply.
- c) Only one service establishment charge per line applies for all features ordered at the same time. (T)

6.13 (D)

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.13

(D)

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.13 (D)

6.14

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6. LOCAL EXCHANGE SERVICE (cont'd)

6.14

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COMMUNICATIONS SERVICES

7. NON-RECURRING CHARGES

7.1 GENERAL

The term a Non-Recurring Charges@ as used herein denotes charges applicable to the establishment of a new account and certain changes in connection with Customer records. Non-Recurring Charges are also those specified in connection with service restorals (after temporary denials of service for non-payment), maintenance of service, and specification of level signal power; these charges are further defined following.

7.1.1 Elements of a Non-Recurring Charge

Non-Recurring Charges consist of three separate elements:

- 1) access line charges applicable to (a) the initial termination of central office lines at each premises of a Customer, and (b) certain other central office work, such as telephone number changes;
- 2) maintenance of service charges; and
- 3) Record Charges.

7.1.1.1 Non-Recurring Charges are not applicable in connection with Private Line Services and Channels. Further, discrete charges apply to other activities such as service restorals after temporary denials, maintenance of service, and specifications of level of signal power.

7.1.1.2 Non-Recurring Charges are in addition to all other applicable rates and charges associated with the service being provided.

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COMMUNICATIONS SERVICES

7. NON-RECURRING CHARGES (cont'd)

7.1 GENERAL (cont'd)

7.1.1 Elements of a Non-Recurring Charge (cont'd)

7.1.1.3 A Non-Recurring Restoral Charge applies when exchange service, which has been temporarily denied for non-payment, is reconnected before the service has been removed; or if service is restored upon receipt of payment of all sums due up to the time that such service was temporarily denied. In accordance with the provisions of section 5, General Regulations, a deposit may be required of the Customer for the restoral of service. The monthly service charge does not apply during the period when service is temporarily denied for non-payment.

7.1.1.4 Non-Recurring Charges, as for a new installation, apply to the re- establishment of exchange service which has been removed for non-payment.

7.1.1.5 A Customer Provided Equipment Service Charge applies in the event the Company dispatches a technician to correct a problem in response to a Customer request and that problem is caused by the Customer's voice, data, or Internet service equipment or inside wire.

7.1.1.6 A Technician Standby Charge applies per hour per technician when the Customer requests a Company technician to be on standby in order to work with the Customer's equipment vendor.

(N)
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(N)

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COMMUNICATIONS SERVICES

7. NON-RECURRING CHARGES

7.2 APPLICATION OF CHARGES

(M)

Non-recurring charges as listed do not apply in connection with the following activities:

- a) The removal of all or a portion of a Customer's service.
- b) A change of billing only (i.e., not simultaneously with change of listed name).
- c) A change of listed and/or billing name resulting from marriage, death or court order.
- d) A change of billing address.
- e) Reconnection of temporarily suspended service.

(M)

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7. NON-RECURRING CHARGES (cont'd)

7.2 APPLICATION OF CHARGES (cont'd)

- f) A change of an additional listing to a main listed name when the directory appearance remains unchanged.
- g) Change of a Centrex dormitory station from unrestricted (Class 2) to restricted (Class 1).
- h) A change of listed address or service address other than address changes caused by relocations to different premises.
- i) A change from non-listed or non-published to listed service.
- j) A change in grade of service except when premises work is required.
- k) A change in any type of residence service to any other service.
- l) In connection with public telephone service.

7.3 SCHEDULE OF NON-RECURRING CHARGES

7.3.1 Access (Central Office Line Connection Charge)

The term Access line charge@ denotes the charge that applies for arranging or rearranging an exchange line to provide service between the central office and the Customer's premises. The charge 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 point where such distribution facilities connect to premises wiring on the Customer's premises, including necessary cross-connection and line and station transfers.

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COMMUNICATIONS SERVICES

7. NON-RECURRING CHARGES (cont'd)

7.3 SCHEDULE OF NON-RECURRING CHARGES (cont'd)

7.3.1 Access (Central Office Line Connection Charge) (cont'd)

Access (central office) line charge applications include the following:

Announcement Lines	Change of restriction on Centrex dormitory station
Code or divided ringing	Installation of Centrex Dormitory station
Main station or auxiliary	Require of extension stations as a main station or auxiliary line station
Main Station and auxiliary lines	Telephone number changes for main station and auxiliary lines and PBX lines (except Total phone, or any individual feature, Smart link Services or Call forwarding Busy Line/Don't Answer Service)
Moves (or detachments and subsequent reattachments) of central office line (drop wire) terminations on same building	Tie Line terminals (except Centrex)
Off-premises exchange service	Toll access lines
Order receiving equipment trunks	Auxiliary ringing unit
Private branch exchange trunks	change from any residence to any other residence service
Access line terminals associated with a switched circuit automatic network	
Central Office line Hunting	

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7. NON-RECURRING CHARGES (cont'd)

7.3 SCHEDULE OF NON-RECURRING CHARGES (cont'd)

7.3.2 Residential Non-Recurring Charges (cont'd)

Service	Current	Minimum	Maximum
Access Line Installation	\$42.75	\$13.50	\$42.75
Additional Lines	\$17.98	\$5.68	\$17.98
Adds and Changes	\$17.98	\$5.68	\$17.98
Record Order Charge	\$19.00	\$6.00	\$19.00
			(D)
Premises Visit Charges			
First 15 Minute Increment	\$20.68	\$6.58	\$20.68
Additional 15 Minutes	\$8.09	\$2.56	\$8.09

7.3.3 Business Non-Recurring Charges

Service	Current	Minimum	Maximum
Access Line Installation	\$61.75	\$19.50	\$61.75
Additional Lines	\$35.97	\$11.36	\$35.97
Adds and Changes	\$35.97	\$11.36	\$35.97
Record Order Charge	\$31.35	\$9.90	\$31.35
Restoral Charge	\$8.09	\$2.56	\$8.09
Premises Visit Charges			
First 15 Minute Increment	\$23.38	\$7.38	\$23.38
Additional 15 Minutes	\$8.99	\$2.84	\$8.99
Customer Provided Equipment			(N)
Service Charge	\$190.00	\$95.00	\$380.00
Technician Standby Charge	\$95.00	\$47.50	\$190.00
			(N)

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COMMUNICATIONS SERVICES

8. DIRECT INWARD DIALING (DID) SERVICE

8.1 GENERAL

- a) DID service permits incoming dialed calls from the exchange network to reach a specific PBX station line without the attendants assistance.
- b) The service is provided subject to the availability of facilities, telephone numbers and compatibility of PBX facilities.
- c) Provision of this service includes central office switching equipment necessary for in-dialing from the exchange and long distance network directly to PBX station lines associated with switching equipment located on the Customer's premises.
- d) The service must be provided on all lines in a trunk group arranged for inward service.
- e) The minimum contract period for the service is one year. In case of discontinuance or reduction of service within the minimum contract period, a termination charge equal to the DID trunk equipment rate for each full month of service unexpired shall be applied.
- f) The rates shown consider the use of standard company equipment and serving arrangements and are in addition to rates and charges for other services with which it is furnished.
- g) Operational characteristics of interface signals between the Company-provided connecting arrangements and the Customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- h) The Company shall not be responsible to the Customer or Authorized User or Joint User if changes in any of the facilities, operations or procedures of the

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COMMUNICATIONS SERVICES

8. DIRECT INWARD DIALING (DID) SERVICE (cont'd)

8.1 GENERAL (cont'd)

h) (cont'd)

Company render the facilities provided by a Customer, Authorized User or Joint User obsolete or require modification or alteration of the equipment or system or otherwise affect its use or performance.

i) Directory listings will be provided in accordance with section 10. DID numbers furnished are not entitled to free directory listings.

j) Customer provided switching systems must provide for the intercepting of assigned, but unused telephone numbers in a manner consistent with Company standards.

k) The Company will not modify its equipment from the original manufacturers specifications in order for it to be compatible with Customer provided equipment.

l) Customers are prohibited from sharing DID service.

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COMMUNICATIONS SERVICES

8. DIRECT INWARD DIALING (DID) SERVICE (cont'd)

8.1.1 CALL RE-DIRECT DID

Call Re-Direct DID is a feature for Customers with Direct Inward Dialing (DID) Service on ISDN-PRI, Lightlink and Direct Inward Dialed Trunks. It is a disaster recovery solution to be used when calls cannot be delivered to a Customer's location due to the failure of network facilities (Type I or Type II) or the Customer's PBX. The Company will redirect calls that are destined to the Customer's most critical DID telephone numbers (up to a maximum of 10 numbers). The Company, upon notification of the failure, will temporarily redirect calls to the specified DID numbers. The 10 designated DID numbers will have access to a maximum of 99 talk paths to redirect the calls from the DID numbers to the alternate location. The targeted number must have a sufficient number of lines or trunks to support the anticipated call volume.

Once the feature is activated the Customer will be billed for calls to the critical numbers that terminate at the Customer's alternate location. If the alternate location is within the LATA, local or regional calls will be billed at the subscriber's calling plan in effect at that time. If the alternate location is outside the LATA, long distance calls will be temporarily sent to the Company as the Customer's Presubscribed Interexchange Carrier (PIC) long distance carrier. Calls to the DID numbers that are not being redirected will receive a fast busy signal.

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8. DIRECT INWARD DIALING (DID) SERVICE (cont'd)

8.2 DIRECT-INWARD-DIALING RATES AND CHARGES

	Monthly Rate	Installation Charge	
First DID trunk	\$12.00	\$500.00	(R)
Each Additional DID trunk	12.00	45.00	
DID Numbers, Per Block of 100	20.00		(R)

Note: The above rates and charges are in addition to the rates and charges for other services or facilities with which this service is associated.

8.2.1 Call Re-Direct DID

(T)(N)

<u>Monthly Rental</u>		
1 Year Contract	Min \$75.00	Max \$500.00
2 Year Contract	Min \$50.00	Max \$450.00
3 Year Contract	Min \$25.00	Max \$400.00
<u>Non-Recurring Charge</u>		
The cost to install this feature is Min \$00.00 Max \$250.00		
<u>Usage</u>		
The Customer will be billed usage charges for each call that is re-directed to the Customer's alternate location.		
<u>Re-establishment of Service</u>		
Once the disaster is over there will be a non-recurring charge of (Min \$ 00.00 Max \$250.00) to return the critical numbers to DID numbers, reset the Call Re-Direct feature and create a new verification sheet.		

(N)

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COMMUNICATIONS SERVICES

8. DIRECT INWARD DIALING (DID) SERVICE (cont'd) (M)

8.3 IDENTIFIED-OUTWARD-DIALING SERVICE (cont'd)

8.3.1 General

- a) The service must be provided on all lines arranged for outward dialing service.
- b) The rates herein are in addition to rates for exchange access trunks. It is not contemplated that foreign exchange or private line services be included in the service.

8.3.2 IOD Rates and Charges

	Monthly Rate
First 10 OID Trunks (minimum number of trunks that can be ordered)	\$410.00
Each additional trunk	\$10.25

Note: The above rates and charges are in addition to the rates and charges or other services or facilities with which this service is associated.

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COMMUNICATIONS SERVICES

8.4 TRUNKS

(M)

8.4.1 General

- a) A trunk is a central office line which terminates in private branch exchange switching equipment and/or attendant equipment or in automatic call distributory type of order receiving equipment.
- b) An attendant position terminated trunk may terminate in the attendants console position and the dial switching equipment.
- c) Rates for private branch exchange trunks both flat and message rate are set forth in section 6.
- d) The regular individual line message allowance applies to each message rate trunk. Charges for additional local messages are computed on the same basis as that prescribed for auxiliary lines in Section 6.

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COMMUNICATIONS SERVICES

9. CENTREX SERVICE (T)

9.1 GENERAL (C)

Centrex is a switching service that directs calls for business customers through software and hardware located in the Company's switch. A part of the switching service is reserved for each Customer who subscribes to Centrex. This allows customers to use Centrex's sophisticated capabilities without installing a telephone system at their location. Each Centrex user has his own telephone number to receive calls from and make calls outside their own system.

The features offered with Centrex Service allow Customers to design their system (minimum 10 lines) on a line-by-line basis to meet the needs of their business. The only hardware a Customer must purchase is the telephones for their employees. (C)

9.2 FEATURES (N)

Centrex Service is a feature rich system. Listed below are the standard features which are included in the basic monthly rental. The optional features are offered at an additional cost.

9.2.1 Standard Features

- Automatic Call Back Calling
- Automatic Recall
- Billable Calls Itemized (AIOD)
- Call Forwarding
 - Busy
 - Don't Answer
 - Variable
- Call Hold
- Call Pick-Up
- Call Transfer
- Call Waiting - Incoming
- Consultation Hold
- Direct Inward Dialing

(N)

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COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.2 FEATURES (Cont'd)

9.2.1 Standard Features (cont'd)

Direct Outward Dialing
Distinctive Call Ringing
Hunting
Intercept
Line Restrictions
Speed Calling (30 number list)
Station to Station Calling
Three Way Conference Calling
Touch Tone

9.2.2 Optional Features

Line Related Features

Call Park
Calling Name Display
Calling Number Display
Directed Call Pick Up
 - With Barge In
 - Without Barge In
Executive Busy Override
Hot Line
Last Number Redial
Unidentified Call Rejection

(N)

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

9.2 FEATURES (Cont'd)

9.2.2 Optional Features (Cont'd)

System Related Features

Authorization Codes

(D)

|

(D)

Call Forwarding Remote Access
Customer Rearrangement Service (CRS)
Loudspeaker Paging Access
Music on Hold Access
Six Party Conference
Station Message Detail Recording (SMDR)
Tie Line Access
Uniform Call Distribution
Uniform Numbering Plan

Attendant Related Features (Additional Cost)

The following features are available for use with a compatible data link console.

Attendant Access to Paging	Night Service
Attendant Conference	Position Busy
Attendant Speed Calling	Traffic Measurements
Interposition Calling	Uniform Call Distribution from Queue

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.2 FEATURES (Cont'd)

9.2.2 Optional Features (Cont'd)

Common Attendant Features

Attendant Autodial	Call Park Recall Timer
Attendant Camp-On	Call Selection
Attendant Transfer	Call Splitting
Automatic Recall	Console Release
Busy Verification of Station Lines	Console Test
Busy Verification of Trunks	Do-Not-Disturb

ISDN Telephone Service Features

Add On module
Automatic Line
Basic ISDN Service
Call Arrangements
 Automatic Answer Back
 Call Forwarding on Secondary Number
 Feature Access
 Multiple Appearance of Centrex Lines
 Multiple Call Arrangement
 Single Call Arrangement
 Privacy Release
Calling Name Display
Calling Number Display
Display Features
Group Intercom
Intercom

(N)

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.3 FEATURE DEFINITIONS

The following are the Centrex feature definitions listed in alphabetical order:

Automatic Call Back Calling - Allows a Centrex line user calling a busy Centrex line within the Centrex system to be automatically connected to the called line when the line becomes idle.

Automatic Recall - This feature allows a Centrex line user to automatically redial their last incoming call without actually knowing that number.

Attendant Related Features - Allows the customer to have an attendant or operator to use a specialized telephone set (provided by the customer) to answer incoming calls to the main listed number and send those calls to the proper extension. Centrex offers the following attendant features:

Attendant Access to Paging
Attendant Auto Dial
Attendant Camp-On
Attendant Conference
Attendant Speed Calling
Attendant Transfer
Automatic Recall
Busy Verification of Station Lines
Busy Verification of Trunks
Call Park Recall Timer
Call Selection
Call Splitting
Console Release

(N)

COMMUNICATIONS SERVICES

- 9. CENTREX SERVICE (CONT'D)
- 9.3 FEATURE DEFINITIONS (CONT'D)

Attendant Related Features (Cont'd.)

Console Test
Do-Not-Disturb
Interposition Calling
Night Service
Position Busy
Traffic Measurements
Uniform Call Distribution from Queue

Authorization Codes - An Authorization Code is assigned to an individual user, rather than their telephone number. When the user dials the authorization code from a telephone other than their own before placing a call, it will assign that user's calling privileges to the telephone for that call.

(D)
|
(D)

Billable Calls Itemized (AIOD) - Provides for recording and identifying of the Company billed outward direct dialed and operator assisted long distance calls on a per line basis.

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.3 FEATURE DEFINITIONS (CONT'D)

Call Forwarding: Call Forwarding includes the following capabilities:

- Busy - Allows a call to be forwarded inside the Centrex System to a preselected number when the line is busy.
- Don't Answer - Allows a call to be forwarded inside the Centrex System to a preselected number when the terminating station line is not answered within a customer-selected prescribed time.
- Variable - Allows all calls to be forwarded to a number of the user's choice either inside or outside the Centrex System.

Call Forwarding Remote Access - Allows a user to activate or deactivate Call Forwarding Variable from any telephone inside or outside the system.

Call Hold - Allows a station with a standard analog set to hold one active call indefinitely provided neither party goes off hook.

Call Park- Allows a station line to park a call against its own line number. The parked call can be retrieved from any station line by dialing a feature code and the line number against which the call is parked.

Call Pick-Up- Enables a line within a Centrex system Pick-Up Group to answer incoming calls to another line within the Pick-Up Group by dialing a code.

(N)

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

9.3 FEATURE DEFINITIONS (CONT'D)

Call Transfer - Allows a line user to transfer any established call to another line inside or outside the Centrex System.

Call Waiting - Enables an individual to receive an audible tone, which indicates an incoming call is waiting from either inside or outside the Centrex System, if the called line is busy.

Calling Name Display - Provides for the display of the calling party's name on suitably equipped customer-provided station equipment at the terminating end. This feature will be offered on intra-group (intercom) calls only.

Calling Number Display - Displays the telephone number of incoming callers on a special display telephone or call display unit.

(D)

Consultation Hold - This is used in two different situations: to answer Call Waiting calls and to make Three Way calls. By depressing the switch hook when a call is in progress, the call is placed on hold temporarily. Then the user can either answer a second incoming call or place a call.

Customer Rearrangement Service - Allows the customer to access an administration position associated within a customer group and permits station and feature rearrangements.

(C)

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.3 FEATURE DEFINITIONS (CONT'D)

Direct Inward Dialing- Allows incoming calls from the local exchange and long distance network to reach an individual line or group of lines in the system without the assistance of an attendant.

Direct Outward Dialing - Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant, by dialing an access code (usually 9).

Directed Call Pick Up

- With Barge In: permits a station line user to answer a call that is ringing any other line within the same customer group. If the called station line has already been answered, the initiating station line may barge-in to the answered call and be connected into a three-way call.
- Without Barge In: permits a station line user to answer a call that is ringing any other line within the same customer group. If the called station line has already been answered, the initiating station line will be connected to a reorder tone.

Distinctive Call Ringing - Provides a unique ringing to allow the user to distinguish between intragroup and DID calls.

Executive Busy Override- Allows a station line user to bridge into a busy station line connection, preceded by a burst of alerting tone.

Hot Line - Provides automatic placement of a call to a predetermined Centrex line within the Centrex system when a station line goes off-hook.

(N)

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.3 FEATURE DEFINITIONS (CONT'D)

Hunting - Permits the routing of calls to an idle line in a pre-arranged group when the called line is busy.

Intercept - Forwards incoming exchange calls made to a non-working Centrex line to an announcement.

ISDN Telephone Service Features - Offers features for ISDN telephone sets (provided by the customer) that offer multiple call appearances and feature buttons for accessing switching system resources.

Add On Module

Automatic Line

Basic ISDN Service including

Automatic Answer Back

Call Forwarding on a Secondary Number

Critical Call Hold

Call Arrangements

Automatic Answer Back

Call Forwarding on Secondary Number

Feature Access

Multiple Appearance of Centrex Lines

Multiple Call Arrangement

Single Call Arrangement

Privacy Release

Calling Name Display

Calling Number Display

Display Features

Group Intercom

Intercom

(N)

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9. CENTREX SERVICE (CONT'D)

(N)

9.3 FEATURE DEFINITIONS (CONT'D)

Last Number Redial - Enables a Centrex line user to redial the last called number by use of an access code rather than dialing the entire number.

Line Restrictions - Provides the capability to allow or deny individual station line features. The restrictions can be arranged to control all calls originating or terminating on station lines or tie trunks.

Loudspeaker Paging Access - Allows stations and attendants to access customer-provided Loudspeaker Paging equipment to summon a particular person, using speakers located through the customer's premises.

Music On Hold - Provides a system wide music on hold capability. All call placed on hold will be connected to a customer provided music source.

Six Party Conference - Allows the Centrex line user to call up to five (5) other parties after dialing an access code and add them together to make a six way call.

Speed Calling (30 number list) - Allows a Centrex line user to dial up to 30 selected numbers by using fewer digits than normally required.

Station Message Detail Recording (SMDR) - Provides a record of the calls originated by station line users.

(N)

COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D)

(N)

9.3 FEATURE DEFINITIONS (CONT'D)

Station-To-Station Calling - Allows Centrex users to directly dial other lines, within the system, by using abbreviated dialing (normally 4 digits).

Speed Calling (30 number list) - Allows a Centrex line user to dial up to 30 selected numbers by using fewer digits than normally required.

Three Way Conference Calling - Allows a line user to establish a conference call with two other parties, internal or external.

Tie Line Access- Allows a Centrex user to gain access to tie lines.

Touch Tone - Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

Uniform Call Distribution (UCD) - Allows for an even distribution of incoming calls over a group of stations called a UCD group. When all the answering agents are busy, the incoming calls are queued and the callers receive an audible ringback. When the delay interval exceeds the customer delay threshold, a recorded announcement advising of the delay may be provided.

Unidentified Call Rejection (UCR) - This gives the called party the ability to automatically reject calls if the calling number has been marked private. The user, therefore, only receives calls for which the identity of the calling party is available. This feature discourages the use of the privacy feature (which displays calls as private to those having the Caller ID feature) by not allowing calls to complete to the called party if UCR is active.

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COMMUNICATIONS SERVICES

9. CENTREX SERVICE (CONT'D) (N)

9.3 FEATURE DEFINITIONS (CONT'D)

Uniform Numbering Plan - This enables a multi-location Centrex customer to have a Uniform Numbering Plan among the station lines located at a customer's various locations. (N)

9.4 RATES AND CHARGES (M, T)

9.4.1 General

The rates and charges for Centrex Service fall under two categories. Those related to the number of participant stations on the Customer's network and those related to the number and types of connection ports utilized by the customer's system. The connection charges are set forth in section 15 (Private Line Services). The Participant Station charges are as follows.

9.4.2 Rate Schedule

Participant Section Rate Per Station					
Non-Recurring Rate			Monthly Rate		
Current	Maximum	Minimum	Current	Maximum	Minimum
\$20.00	\$150.00	\$10.00	\$20.00	\$50.00	\$5.00

NOTE - Each DS0 connection can accommodate one participant station; each DS1 connection can accommodate 24 participant stations; and each DS3 connection can accommodate 672 participant stations.

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9. CENTREX SERVICE (cont'd) (T)
- 9.5 TERMINATION LIABILITY
- 9.5.1 Rates and charges for Centrex Service are based on service periods of 12, 36 or 60 months. If the entire Centrex Service is removed, or changed to another type of telephone service, prior to the end of the established payment period, a termination charge to the customer applies. The termination charge is one-half the monthly rate for the stations based on the maximum number of primary stations in service at any time during the period that Centrex Service has been retained, multiplied by the number of months remaining. (T)
- 9.6. CANCELLATION (T)
- 9.6.1 In accordance with the General Regulations in section 5, if a contract for Centrex Service is canceled prior to complete installation or start of service, the applicant is responsible for payment of the actual non-recoverable expenses incurred by the Company in connection with the order, such payment not to exceed the total of: (T)
- a) one half of the monthly rate of Centrex Service for the minimum service period of 12 months, based on the maximum number of primary stations ordered to be connected. (T)
- b) all installation and non-recurring charges that would be applicable to the completed installation as ordered.
- 9.6.2 If a contract for Centrex Service is canceled in part by the applicant prior to complete installation or start of service for the purpose of reducing the quantities of facilities and service to be provided, charges as specified above, apply computed proportionately on the basis of the quantities of facilities and service requested to be canceled from the contract. (T)

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COMMUNICATIONS SERVICES

10. DIRECTORY LISTINGS

For Customers of the Company's calling services, there will be no charge for the listing of the Customer's main billing telephone number. The Company shall arrange for the Customer's number in the directory(ies) published by the dominant Local Exchange Carrier.

Each additional Listing	Non-Recurring		Monthly Recurring	
	Min	Max	Min	Max
	\$0.00	\$15.00	\$0.00	\$12.00

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COMMUNICATIONS SERVICES

11. FRAME RELAY SERVICE (FRS)

(C)

11.1 General

Frame Relay Service (FRS) is a data communication service that provides data connectivity between multiple locations. The connection is provided by Permanent Virtual Circuit (PVC) connections implemented over access facilities using a switch dedicated to high speed data services

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11.2 Regulations

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Frame Relay Service will allow Customers who have requirements for high speed, multi-location connectivity, within a LATA, via a UNI Port with an access line connection from the customers location to the Companies hub or serving wire center.

A. Explanation of Terms

The UNI is a standard interface that is used to connect the end user to the Companies Frame Relay network. It receives the data from the Customers Local Area Network (LAN) or other Customer Provided Equipment (CPE) devices and verifies that the identifying address (Data Link Connection Identifier) is valid prior to relaying the Frame to its destination. The DLCI (data Link Connection Identifier) is a term defining the 10 bit field of the address field, and identifies data links and service parameters. UNI Port with an Access Line Connection – Dedicated Digital Line, using the Frame Relay User to Network Interface (UNI) standards, that provides a connection from the customers premise to the Company hub or serving wire center. The data rate of this digital line ranges from 64K to DS3.

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COMMUNICATIONS SERVICES

11. FRAME RELAY SERVICE (FRS) (Cont'd)

(N)

11.2 REGULATIONS (Cont'd)

A. Explanation of Terms Cont'd

The PVC is a virtual connection between two customer locations. The PVC must be associated with at least one Frame Relay Port. A Frame Relay Port can support multiple PVC's. Additional PVC's can be provisioned over the UNI by address mapping which allows the customer to have virtual connections to multiple locations.

11.3 PROVISION OF SERVICE

Frame Relay Service will consist of:

- a. UNI Port
- b. Access Line
- c. CIR based PVC's
- d. Customer network topology- initial customer address map

The basic frame relay service consists of transporting, within a LATA or Inter-Lata Frame Relay data units from one UNI to one or more UNI. Each Frame Relay data packet is delivered unchanged from the source to the destination.

11.4 AVAILABILITY OF SERVICE

Frame Relay Service is limited to LATA's where suitable facilities are available.

(N)

COMMUNICATIONS SERVICES

11. FRAME RELAY SERVICE (FRS) (Cont'd)

(N)

11.5 CONNECTIONS

Customer Premise Equipment must meet the following requirements:

- Customer shall provide compatible equipment (routers, DSU's , CSUs etc.) with interface specifications necessary to connect with Company equipment.
- Company's responsibility will be limited to the furnishing of data communication facilities suitable for the digital Frame Relay UNI for provisioning the Frame Relay UNI to Customers location network interface.
- Company is not responsible for the installation, operation or maintenance of any equipment provided by Customer.
- Customer is responsible for provisioning the inside wire from the network interface to the Frame Relay compatible equipment.

11.6 CHARGES

11.6.1 An administrative charge will be applied whenever a change is made to the Customers network map at the Customers request. These changes are defined as necessary rearrangements such as, adds, deletes, or a rearrangement of the configuration of the existing network map. An administrative charge also applies for customer requested changes to the bandwidth capacity of existing circuits both upgrades and downgrades, the non-recurring service charge associated with this new service level applies.

	Min	Max
Administrative charge	\$5.00	\$150.00

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COMMUNICATIONS SERVICES

11. FRAME RELAY SERVICE (FRS) (Cont'd)

(N)

11.6 CHARGES (cont'd)

11.6.2 FRS is furnished to meet the communication needs of specific Customers on an individual case basis under individual contracts. For standard Port/CIR requests, the charges are as follows:

Port / CIR	Minimum Cost	Maximum Cost	Non Recurring Charge-- Minimum	Non Recurring Charge-- Maximum
64K Port/32K CIR PVC	\$75	\$1500	\$0	\$2000
128 K Port/64K CIR PVC	\$125	\$2000	\$0	\$2000
256K Port/ 128K CIR PVC	\$150	\$2500	\$0	\$2500
384K Port/ 256K CIR PVC	\$150	\$3000	\$0	\$2500
512K Port/ 256K CIR PVC	\$200	\$4000	\$0	\$3500
768K Port/ 384K CIR PVC	\$200	\$5000	\$0	\$3500
1024K Port/512K CIR PVC	\$225	\$6000	\$0	\$5000
1536K Port/ 768K CIR PVC	\$225	\$7000	\$0	\$5000

Non recurring charges are for installation of the Port, PVC and Access Line.

Each additional PVC has a one time installation cost of \$50.00.

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COMMUNICATIONS SERVICES

11. FRAME RELAY SERVICE (FRS) (cont'd)

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11. FRAME RELAY SERVICE (FRS) (cont'd)

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COMMUNICATIONS SERVICES

11. FRAME RELAY SERVICE (FRS) (cont'd)

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COMMUNICATIONS SERVICES

12. FOREIGN EXCHANGE SERVICE (FX)

12.1 GENERAL

- a) Foreign exchange service is exchange service furnished from an exchange other than the one which normally serves the area in which the Customer is located.
- b) Foreign exchange service is available only for per call lines (except public and semi-public) and per call private branch exchange trunks.
- c) Foreign exchange service is furnished in accordance with such methods as are best suited to meet plant and operating requirements.
- d) Foreign exchange service is not in accord with the general plan of furnishing telephone service and the Company assumes no obligation to furnish such service when facilities are not available or when the use of facilities might result in impairment of the service furnished to the general public.
- e) Foreign exchange service is available where facilities permit.
- f) Foreign exchange individual line service contemplates the provision of a grade of transmission suitable for connection to the general exchange and toll network.
- g) Applications for additional service, equipment or facilities or for listings connected with the FX service will only be accepted from the Customer.
- h) The scope of local service for, and the toll rates to and from main stations connected for, foreign exchange service are in accordance with the tariff provisions of the foreign exchange for the particular class of service furnished.
- i) This authorized list is subject to change at such times and under such circumstances as the Company considers necessary.

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COMMUNICATIONS SERVICES

12. FOREIGN EXCHANGE SERVICE (FX) (cont'd)

12.2 FX RATES

The rate for foreign exchange service by type of service and exchange class is listed below. In addition, mileage charges apply as specified below.

12.2.1 Rates by Type and Class

<u>Foreign Exchange Rate</u>	<u>Residence</u>	<u>Home Office</u>	<u>Business</u>
Exchange Class I-V Per	\$7.08	\$10.56	\$19.11
Call Rate, per month			

12.2.2 Usage Charges

Usage charges are calculated on a per minute basis for the exchange and the extended local calling area. Calls to all other exchanges are charged Toll Message Rates as set forth in section 14.

The same usage charges apply for both business, residence and home office.

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COMMUNICATIONS SERVICES

12. FOREIGN EXCHANGE SERVICE (FX) (cont'd)

12.2 FX RATES (cont'd)

12.2.3 Interexchange Facilities

- a) The following mileage charges apply to interexchange facilities used in providing foreign exchange service:

	Monthly Rate	Non-Recurring Charge Per Channel Terminal
Interexchange Mileage, per air line mile	\$ 3.80	----
Channel Terminals, associated with Foreign Exchange Service, per termination (two required per interexchange channel)	\$28.50	\$80.92
Channel Terminals, associated with Off-Premises Extension Service, per termination (two required per interexchange channel)	\$23.99	\$80.92

- b) Mileage charges are based upon the air line distance between the rate centers as set forth in section 6.

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COMMUNICATIONS SERVICES

12. FOREIGN EXCHANGE SERVICE (FX) (cont'd)

12.2 FX RATES (cont'd)

12.2.3 Interexchange Facilities (cont'd)

- c) When the Customer is located within the serving area of a branch central office of a multi-office exchange, an inter-office facility from the branch central office to the principal central office is necessary and is subject to the charges set forth below.

	<u>Monthly Rate</u>	<u>Non-Recurring Charge Per Channel</u>
Interoffice Facility - Interoffice channel, per channel	\$45.13	\$94.41

12.3 SERVICE TO REGIONAL SCHOOLS SERVING DISTRICTS CREATED UNDER PROVISIONS SET FORTH IN GENERAL STATUTES OF CONNECTICUT TITLE 10, CHAPTER 164, PART III

Where (1) students attending a Regional School reside in Towns within the Regional School District other than the Town in which the school is located, and where (2) all or a portion of such Towns are located in exchanges not included within the local service area of the exchange serving the school, then foreign exchange service may be provided as follows:

- 12.3.1 Foreign Exchange Service is provided for the use of teachers and administrators of the Regional school.

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COMMUNICATIONS SERVICES

12. FOREIGN EXCHANGE SERVICE (FX) (cont'd)

12.3 SERVICE TO REGIONAL SCHOOLS SERVING DISTRICTS CREATED UNDER PROVISIONS SET FORTH IN GENERAL STATUTES OF CONNECTICUT TITLE 10, CHAPTER 164, PART III (cont'd)

12.3.2 Rates

- a) For service furnished under the provisions above, the rate is that rate applicable in the foreign exchange for the class of service furnished.
- b) For service furnished under the provisions above, no rate applies other than message charges set forth in section 6.
- c) Mileage charges associated with foreign exchange service furnished other than set forth in this above are not applicable.

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK

13.1 DESCRIPTION

ISDN provides simultaneous voice, data and video transmission from a 2-wire Basic Rate Interface (BRI) protocol of 2B + D, or two 64 Kbps circuit-switched AB@ channels and one 16 Kbps packet-switched "D" channel. The network termination (NTI) serves as the demarcation point between the BRI and the Customer premises. All Customer-provided equipment (CPE) must be compatible with the BRI. ISDN is an additive to regular business local exchange service in which Customers may choose from several variations of 2B + D. Each ISDN arrangement must include at least one enhancer feature.

13.2 DEFINITIONS

13.2.1 B Channel

The B channel is a 64 Kbps Abearer@ channel used for information transfer, in conjunction with voice, data or video circuit-switched services.

13.2.2 D Channel

The D channel is a 16 Kbps Adata@ channel that carries signaling and control for the B channels and also supports Customer packet traffic at speeds up to 9.6 Kbps.

13.2.3 Circuit Switching

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

COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.2 DEFINITIONS (cont'd)

13.2.4 Packet Switching

Packet switching is a switching technique in which each packet of data is individually addressed and combined on a transmission path with other addressed packets. High Speed Packet Enhancer has a maximum guaranteed bandwidth of 19.2 Kbps on the B channel, while Low Speed Packet Enhancer has a maximum bandwidth of 9.6 Kbps on the D channel.

13.3 SERVICE CAPABILITIES

- 1) Each B channel supports Voice Enhancer (Circuit Switched Voice), Data Enhancer (Circuit Switched Data), Alternate Data/Voice, as well as High Speed Packet Enhancer (Packet Switched Data).
- 2) Each D channel supports signaling functions and Low Speed Packet Enhancer (Packet Switched Data).
- 3) An Interoffice Extender provides ISDN capability to Customers whose serving wire centers do not have ISDN capability. If the Interoffice Extender must cross an exchange boundary, Customers must subscribe to Per-Call Service.

13.4 OPTIONAL FEATURES

13.4.1 Call Appearance & Feature Enhancer

Customers may choose from one or more of the following 22 features commonly found in an electronic key telephone system:

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.4 OPTIONAL FEATURES (cont'd)

13.4.1 Call Appearance & Feature Enhancer (cont'd)

Abbreviated Dialing
Additional Call Offering
 Notification Busy Limit
 Unrestricted
Automatic Bridged Call Exclusion
Automatic Call Back
Call Appearance Call Handling
Call Forwarding
 Don't Answer
 Don't Answer - Incoming Only
 Incoming Only
 Interface Busy
 Interface Busy - Incoming Only
 IntraGroup Only
 Over Private Facilities
 Variable
Call Hold
Call Pick-Up
Calling Number Identification Services
 Calling Number Privacy
 Network-Provided Number Delivery
 Redirecting Number
 Redirecting Reason
Delayed Ringing
Directory Number Bridging
Display Service
 Incoming Calling Number Identification
 Outgoing Called Number Identification

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.4 OPTIONAL FEATURES (cont'd)

13.4.1 Call Appearance & Feature Enhancer (cont'd)

Flexible Calling Features

Add Previously Held Call To Conference Call

Add-On Consultation Hold - Incoming Only

Conference Hold & Retrieve

Consultation Hold

Drop Last Call On Conference

Explicit Transfer

Implicit Transfer

Six-way Conference

Three-way Conference

Hold/Retrieve

Intercom Calling

Manual Bridged Call Exclusion

Message Service

Multiline Hunt Groups

Multiple Call Appearances

Multiple Directory Number Appearances

Multiple Directory Number Per Terminal

Reminder Notification

Shared Call Appearance of a Directory Number

13.4.2 Integration Access Links

These access links interconnect CPE with signaling data from the serving Wire Center. Some of the functions of Integration Access Links include Attendant Position Interface, Modem Pooling Interface, Voice Mail Interface & Electronic Mail Interface.

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.4 OPTIONAL FEATURES (cont'd)

13.4.3 Line Sharing

This feature allows more than the standard eight devices to share a ISDN line.

13.4.4 Secondary Directory Number

This feature provides an additional directory number for devices that share a ISDN line.

13.5 RATE ELEMENTS

13.5.1 ISDN Customers incur charges for the following elements:

Basic local exchange service, either Flat-Rate Service, which includes usage charges for CSV calls or Per-Call Service, plus the usage charge for CSV calls; usage charges for CSD calls; usage charges for packet data calls; optional features charges; and miscellaneous charges.

13.6 RATES AND CHARGES

13.6.1 General

- a) ISDN is furnished, installed, and maintained at the following rates and charges, in addition to regular rates and charges applicable.
- b) Service is available only where facility permits.

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.6 RATES AND CHARGES (cont'd)

13.6.1 General (cont'd)

- c) With respect to the minimum and maximum rates, the Company shall not change any rate other than the current effective rate until it has so notified the Department of Public Utility Control at least five (5) days prior to the effective date of any change of rate.

The Company may provide term discounts for Customers willing to sign a contract. The rate charged will be within the minimum and maximum rates set forth below.

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.6 RATES AND CHARGES (cont'd)

13.6.2 Rate Schedule

	<u>Monthly Rate</u>			<u>Non-Recurring Installation Charge</u>		
	<u>Current</u>	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>	<u>Minimum</u>	<u>Maximum</u>
ISDN	\$47.50	\$15.00	\$47.50	\$251.75	\$79.50	\$251.75
# Term Periods						
12 Months	45.13	14.25	45.13	204.25	64.50	204.25
24 Months	42.75	13.50	42.75	204.25	64.50	204.25
36 Months	40.38	12.75	40.38	142.50	45.00	142.50
60 Months	38.00	12.00	38.00	142.50	45.00	142.50
Electronic Key Enhancer						
Telephone Service	4.75	7.60	4.75	23.75	7.50	23.75
# Call Appearance and						
Feature Enhancer, per set						
Up to 10 Buttons	1.43	0.45	1.43	23.75	7.50	23.75
Up to 20 Buttons	2.85	0.90	2.85	47.50	15.00	47.50
Up to 30 Buttons	4.28	1.35	4.28	66.50	21.00	66.50
Up to 40 Buttons	5.70	1.80	5.70	95.00	30.00	95.00
Up to 50 Buttons	7.13	2.25	7.13	109.25	34.50	109.25
Over 50 Buttons	7.60	2.40	7.60	123.50	39.00	123.50
High Speed Packet,						
Per Channel	22.80	7.20	22.80	47.50	15.00	47.50
Low Speed Packet,						
Per Channel	5.70	1.80	5.70	23.75	7.50	23.75
Line Sharing	7.13	2.25	7.13	14.25	4.50	14.25
Secondary Directory						
Number	1.90	0.60	1.90	14.25	4.50	14.25
Integration Access Links	128.25	40.50	28.25	251.75	79.50	251.75
Feature Change Charge	---	---	---	---	---	31.35

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.6 RATES AND CHARGES (cont'd)

13.6.3 Local Data Usage/Channel

Local calls completed using the circuit switch data bearer capability are subject to local data usage charges.

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
Local Data Usage, per channel – Peak (8 a.m. - 5 p.m., Monday - Friday)	\$0.011/Minute	\$0.033/Minute	\$0.033/Minute
Local Data Usage, per channel -- Off-peak (Holidays and all other times)	\$0.011/Minute	\$0.033/Minute	\$0.033/Minute

13.6.4 Bulk Usage Packages

Bulk usage packages are available on an optional basis. A discount over the peak usage rate is obtained by subscribing to a bulk usage package. If the user exceeds the package allotment during a billing period standard local data usage charges will apply. If the Customer's usage is below the package allotment during a billing period, the full amount applies.

13.6.4.1 Bulk Usage Packages Rates

	<u>Minimum</u>	<u>Maximum</u>	<u>Current</u>
10 hours, per line	\$ 5.04	\$ 15.96	\$ 15.96
50 hours, per line	\$ 23.63	\$ 74.81	\$ 74.81
100 hours, per line	\$ 44.10	\$ 139.65	\$ 139.65

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.7 TERMINATION LIABILITY

13.7.1 Rates and charges for ISDN service are based on service periods of 12, 24, 36, or 60 months. If the entire ISDN service is removed or changed to another type of telephone service, prior to the end of the established payment month period, a termination charge to the subscriber applies. The termination charge is one-half the monthly rate for the stations, based on the maximum number of lines in service at any time during the period that ISDN service has been retained, multiplied by the number of months remaining.

The Customer will be allowed to increase and/or decrease the line size of the system at any time with a two (2) line minimum and with no maximum line size limitation.

13.8 CANCELLATION

1) If a Customer should cancel service prior to the completion of installation of service, that Customer shall be liable for payment of all non-recoverable costs incurred by the Company up to the point of cancellation but not to exceed the total of the one time charges for all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

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COMMUNICATIONS SERVICES

13. ISDN - INTEGRATED SERVICES DIGITAL NETWORK (cont'd)

13.8 CANCELLATION (cont'd)

- 2) In accordance with the General Regulations listed in section 5, if a contract for ISDN service is canceled prior to completion of installation, or start of service, the applicant is responsible for payment of the actual non-recoverable expenses incurred by the Company in connection with the order. Such payment is not to exceed the total of:

one half of the monthly rate of ISDN service for the minimum service period as specified preceding, based on the maximum number of primary stations ordered to be connected, and

all installation and Non-Recurring charges that would be applicable to the completed installation as ordered.

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COMMUNICATIONS SERVICES

14. MESSAGE TOLL TELEPHONE TWO-POINT SERVICE

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14. MESSAGE TOLL TELEPHONE TWO-POINT SERVICE

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Issued By: Lee Schroeder
Cablevision Lightpath - CT, Inc.
1111 Steward Avenue
Bethpage, NY 11714-3581

COMMUNICATIONS SERVICES

14. MESSAGE TOLL TELEPHONE TWO-POINT SERVICE

(D)

(D)

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CABLEVISION LIGHTPATH - CT, INC.

DPUC - No. 1 - Telephone
Third Revised Page No. 123

COMMUNICATIONS SERVICES

14. MESSAGE TOLL TELEPHONE TWO-POINT SERVICE

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES

15.1 PROVISION OF FACILITIES

15.1.1 General

The Company will provide all facilities necessary for private line channels; however, the Customer will provide his own terminal equipment or communications system for use with such service as specified following.

The type of channel construction and its routing are at all times determined by the Company and ownership of such channels shall remain vested in the Company.

15.1.2 It is contemplated that the Customer will provide all station apparatus used with channels exclusive of the equipment necessary to derive and suitably terminate the channels for connection of Customer equipment.

15.1.3 Channels are furnished only on a seven day per week, twenty four hour per day basis. The types of private lines services and channels furnished are described in section 15.2.

15.1.4 Limitations

The provision of private line service and private line channel service is limited to those who have a communication requirement of their own for its use.

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of Message Toll and Local Exchange Services shall take precedence over other services set forth in this Tariff.

Issued: October 1, 1996

Effective: July 17, 1996

Issued By: Leo D. Maese
Cablevision Lightpath - CT, Inc.
111 New South Road
Hicksville, NY 11801

COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.2 BUSINESS TRANSMISSION SERVICES

15.2.1 High Capacity Transmission Services

High Capacity Transmission Services are offered over the Company's facilities for the transmission of one-way and two-way communications, and the provision of One-Way Service, Two-Way Service, and Duplex Service. These services are furnished for the transmission of digital signals at operating speeds of 1.544 Mbps, DS-1 Service, and 44.736 Mbps, DS-3 Service. Digital channels operating at speeds other than 1.544 Mbps or 44.736 Mbps may be provided at the Company's option on an Individual Case Basis (ICB).

15.2.1.1 DS-1 Service consists of the provision of channels for the transmission of digital signals at an operating speed of 1.544 Mbps and having the following characteristics:

Line Rate:	1.544 Mbps + 130 ppm
Line Code 1:	Bipolar (alternate mark) Inversion
Line Code 2:	Bipolar 8 zero substitution (B8ZS)
Line Independence:	100 Ohms + 5% balanced
Jitter:	The multiplexer will add not more than 0.3 time slot of rms jitter to a DS-1 signal when looped at the DS-3 point.

15.2.1.2 DS-3 Service consists of the provision of channels for the transmission of digital signals at an operating speed of 44.736 Mbps and having the following characteristics:

Line Rate:	44.736 Mbps + 20 ppm
Line Code:	Bipolar 8 zero substitution (B8ZS)
Line Independence:	75 Ohms + 5 percent unbalanced

Issued: October 1, 1996

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Issued By: Leo D. Maese
Cablevision Lightpath - CT, Inc.
111 New South Road
Hicksville, NY 11801

COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.2 BUSINESS TRANSMISSION SERVICES (cont'd)

15.2.1 High Capacity Transmission Services (cont'd)

Reserved for future use.

(C)

(D)

(D)

15.2.2 DS-0 Services

Reserved for future use.

(C)

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(D)

COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.2 BUSINESS TRANSMISSION SERVICES (cont'd)

15.2.2 DS-0 Services (cont'd)

Reserved for future use.

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(D)

Issued: November 7, 1997

Effective: November 22, 1997

Issued By: Leo D. Maese
Cablevision Lightpath - CT, Inc.
111 New South Road
Hicksville, NY 11801

COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.2 BUSINESS TRANSMISSION SERVICES (cont'd)

15.2.2 ~~DS-0 Services~~ (cont'd)

Reserved for future use.

(C)

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(D)

15.2.3 ~~Digital Data Services~~

(D)

(D)

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1111 Stewart Avenue
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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.2 BUSINESS TRANSMISSION SERVICES (cont'd)

15.2.3 Digital Data Services (cont'd)

(D)

15.2.4 Video Transmission Service

(D)

A channel for the transmission of a standard 525 line/60 field monochrome or National Television System Committee color video signal and one or two associated 5 or 15 kHz audio signals. The bandwidth for a video channel is either 30 Hz to 4.5 MHz or 30 Hz to 6.6 MHz.

15.2.5 Cablevision LIET (LAN Interconnect Fiber Transport) Service

(D)

(D)

COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.2 BUSINESS TRANSMISSION SERVICES (cont'd)

15.2.6 Service Period

All transmission services are provided for a minimum service period of 12 months.

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

(N)

15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO
ETHERNET [METRO E]15.3.1 Description

Metro E Dedicated Private Line and Virtual (Shared) Private Line Services [EPLD, EPLV] are high-speed fiber-based data transport services that use shared fiber network elements to allow for the interconnection of Local Area Networks (LANs) and LANs to the Internet across a wider metropolitan area. Metro E EPLD and EPLV Services interface and transport Native Ethernet at speeds of 10 Mbps, 100 Mbps, and 1000 Mbps from an originating Customer LAN across a shared network to another terminating Customer LAN or Internet Portal.

Metro E creates a private client network with the ability to function across a shared public network fabric. Metro E protects privacy by using specialized screening software that permits subscriber circuit traffic to access only their data. Traffic separation and segmentation is accomplished by use of SONET, Ethernet over SONET [EoS], Resilient Packet Ring over SONET, and/or Wave Division Multiplexing interfaces and transport protocols as specified by national standards organizations including, but not limited to ANSI, IEEE and Telcordia.

(N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd) (N)
- 15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO ETHERNET [METRO E] (CONT'D)
- 15.3.2 Definitions/Abbreviations
- ANSI – American National Standards Institute
 AUI - Autonomous Unit Interface
 Domain – Virtual Local Area Network (VLAN) closed user group collection of circuits
 IEEE – Institute of Electrical and Electronics Engineers
 MAU – Multi-Station Access Unit
 Mbps – Megabit Per Second – 1 million bits of data transmitted in 1 second.
 Gbps – Gigabit Per Second – 1 billion bits of data transmitted in 1 second.
 802.3 – IEEE 10 Mbps Ethernet Local Area Network Interface
 802.3d – IEEE standard Gigabit Ethernet (1.25 Gbps handoff line rate of 1.088 Gbps [+ “overhead”]).
 802.3u – IEEE 100 Mbps Ethernet Local Area Network Interface
 802.3z – IEEE 1000 Mbps/1Gbps Ethernet Local Area Network Interface
 UTP – Unshielded Twisted Pair
 STP – Shielded Twisted Pair
 RJ45 – Standard eight-conductor modular jack or plug
 A Loc – Customer site or location [Loc] where a circuit path originates.
 Z Loc – Customer site or location [Loc] where a circuit path terminates.
 DMRC [dmrc] – Equipment demarcation point between CPE and Network
 CPE – Customer Premise/Provided Equipment
 SONET – Synchronous Optical NETWORK
 TDM - Time Division Multiplexing
 SDH – Synchronous Digital Hierarchy
 ICB – Individual Case Basis
 Gbic – A one-gigabit fiber optic interface converter (GBIC) [transceiver]
 FTP – Fiber Termination Panels
 POE – Point of Entry
 UPS – Uninterrupted Power Supply (N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

(N)

15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO
ETHERNET [METRO E] (CONT'D)15.3.3 Types of ServicesOptical Transport Service (OTS) Dedicated Wave Division Private Line

OTS Wave Division Dedicated Private Line service is available in a two-fiber (2) unprotected standard, or four-fiber (4) non-standard protection option. Additional protection is available under special construction agreement to include path [core, access feeder, Point-of-Entry (POE), riser and cross-connection points], all network and interface optics and electronics.

Metro Ethernet Private Line

Metro Ethernet Private Line provides a dedicated connection between two customer locations, originating and terminating on native Ethernet, SONET or Storage Area Network Protocol interfaces. These services are intended to provide high bandwidth where latency and jitter requirements must be considered. There is no possibility of bandwidth contention, as statistical multiplexing does not occur, and there is no Ethernet switching component in the delivery of EPL services

Metro Ethernet Virtual Private Line

Metro Ethernet Virtual Private Line provides secure point-to-point connections without dedicated facilities, but are rather delivered over infrastructure where network bandwidth and switching facilities are shared among sites that connect to the network. Customer circuit separation is established and maintained by packet tagging, encapsulation, and the establishment of virtual circuits. Bandwidth allocation is not a fixed allotment per customer, but is based upon statistical multiplexing of multi-customer traffic.

(N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd) (N)

15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO ETHERNET [METRO E] (CONT'D)

15.3.3. Types of Services (cont'd)Metro Ethernet Private Line Access to the Internet

Metro Ethernet Private Line Access to the Internet provides a high-speed, reliable, always-on connection to the network for “direct” circuit connectivity to the “Internet.” This is a business-class Internet access service supported by dedicated point-to-point local access circuits between the customer site and the customer’s Internet service provider (ISP).

15.3.4 Regulations15.3.4.1 Availability

- a. Metro E EPLD and EPLV are only provided from nodes equipped to provide this service, and where fiber optic facilities exist. Metro E PL services are limited to nodes in specific geographical locations determined by the Company. At subscription, the Customer has an option of selecting access ports at 10 Mbps, 100 Mbps or 1Gpbs.
- b. Metro E EPLD and EPLV are available to Customers whose serving nodes are equipped with Metro E equipment and optical facilities which are located within the maximum allowable range between the Customer A and/or Z locations and the serving equipment node location.
- c. Service availability is contingent upon the customer location meeting the maximum allowable range from the serving node to the premise demarcations. The maximum dB loss cannot exceed 20dB @1310nm or 10 Mbps service and 26dB @ 1310nm for 100 Mbps service, depending on the Customer distance from the service node. The dB loss cannot under any circumstances exceed the maximum allowable range. (N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd) (N)
- 15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO ETHERNET [METRO E] (CONT'D)
- 15.3.4 Regulations (cont'd)
- 15.3.4.1 Availability (cont'd)
- d. Standard Metro E EPLD and EPLV circuits are offered as a single port, two [2] fiber unprotected transport service. Optical four-fiber [4] and/or electrical component or port protection is not available in all areas, and is only available under Special Individual Billing Arrangement, and is solely based upon the availability of element capacity, and at the discretion of the Company.
- e. The Customer is responsible for providing protected path for network fibers on private property, sufficient AC power to network interface equipment, access to all sites as needed by the Company personnel to perform services, and a secure environment for the network terminating equipment. Customer will not attempt to adjust any the Company facilities or equipment, other than connection to their equipment to the network interface. the Company must be contacted when power will be interrupted to prevent unnecessary personnel dispatches. Customer is responsible for providing relay rack or wall space for mounting of the network interface device. the Company's Metro E equipment must be on conditioned power circuits (surge protected). the Company recommends uninterrupted power supply (UPS) for this equipment at the Customer premises. If these minimal requirements are not met, the Customer will be responsible for any damage to the equipment due to power problems or tampering to/with the equipment.
- 15.3.4.2 Any request to move or re-terminate service will be equal to a new installation.
- (N)

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COMMUNICATIONS SERVICES

- 15. PRIVATE LINE SERVICES (cont'd) (N)
- 15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO ETHERNET [METRO E] (CONT'D)
- 15.3.4 Regulations (cont'd)
- 15.3.4.3 The Customer is responsible for any inside wire required in connecting the LAN to the Metro E equipment, as well as the installation, operation and maintenance of any Customer Provided Equipment [CPE].
- 15.3.4.4 Limitations
Customer location must be within the maximum allowable range of Metro E equipped nodes, as defined in paragraph 12.3.A.3 preceding.
- 15.3.4.5 Cancellation
Cancellation of the service in whole or in part by the Customer prior to the establishment thereof, will require payment to the Company of an amount equal to the, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of the cancellation, but not to exceed the total non-recurring charges.
- 15.3.5 Rates and Charges
Metro E is offered on a multi-year plan [for a minimum period of twelve [12] months – one [1] year, and at optional three [3] year, five [5] year, and seven [7] year contract periods, at the rates and charges are specified in Section 15.4. (N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd) (N)

15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO
ETHERNET [METRO E] (CONT'D)

15.3.6 Moves of Service

When a Customer requests a move or relocation of a Metro E PL port, the move or relocation will be treated as a termination of the existing service and the establishment of a new service for the application of all charges.

15.3.7 Termination Liability

In the event the service is terminated by the Customer prior to the completion of the current term commitment period, the Customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 50% of the monthly recurring charge[s] [MRC] for the remainder of the term. For Example:

$$50\% \times \text{MRC} \times \# \text{ Ports} \times \text{Remainder of Term} = \text{Termination Charge}$$

Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state or federal fees, taxes or surcharges, the Customer may terminate the service without incurring an early termination charge.

(N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd) (N)

15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO
ETHERNET [METRO E] (CONT'D)15.3.7 Termination Liability (cont'd)

Early termination charges will not be assessed under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term. Customer must agree to new installation and appropriate construction charges at the far end “new” location associated with the move of a circuit;
- Customer attempts to move the existing service to a new location with the Company service area, but the service is not available;
- Customer negotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - The value of the new term commitment is equal to or greater than the remaining value of the current term commitment,
 - The Company provides the new service via tariff or on an individual case basis (ICB), and
 - The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

(N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

(N)

15.3 OPTICAL TRANSPORT SERVICES – DEDICATED PRIVATE LINE & METRO
ETHERNET [METRO E] (CONT'D)

15.3.8 End of Term Options

Prior to the end of the term commitment period, the Customer may select one of the following options, to be effective at the end of the term: renew the term commitment; commit to a new term period; arrange for a Change to an Increased Port Speed; arrange for an upgrade in Class of Service; or arrange for a Termination of Service. In the event the Customer does not select one of these options, the Customer will be converted to the shortest-term period available under tariff (i.e. month-to-month, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the Customer terminates the service within sixty (60) days of the conversion date.

(N)

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COMMUNICATIONS SERVICES

15. PRIVATE LINE SERVICES (cont'd)

15.4 RATES (cont'd)

(T) (D)

PRIVATE LINE SERVICES

PRODUCT/SERVICE	Cablevision Lightpath, CT		
	Current	MIN	MAX
DS1 - 1.544 Mbps			
Local Distribution Channel (LDC)			
One Year minimum term		\$60.00	\$190.00
Three Year Term		\$60.00	\$190.00
Five Year Term		\$45.00	\$142.50
Interoffice Channel Mileage - Per Mile			
One Year minimum term		\$13.50	\$42.75
Three Year Term		\$13.50	\$42.75
Five Year Term		\$10.50	\$33.25
Non Recurring Installation Charge			
One Year Minimum Term		\$180.00	\$570.00
Three Year Term		\$180.00	\$570.00
Five Year Term		\$180.00	\$570.00

(D)

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COMMUNICATIONS SERVICES

16. OPERATOR-ASSISTED SERVICES

16.1 OPERATOR SERVICES – INTRALATA CALLS

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<i>Type Call</i>	Charge Per Call	
	Min	Max
Station to Station Collect	\$1.75	\$5.00
Person to Person Collect	\$3.50	\$5.00
Third Number Billed	\$1.50	\$5.00
Operator Dialed	\$0.75	\$5.00
Operator Assisted - General	\$1.75	\$5.00
Operator Call Completion	\$0.75	\$5.00
Busy Line Verification	\$3.75	\$5.00
Busy Line Interrupt	\$7.00	\$10.00
LEC Calling Card	\$0.45	\$5.00
Coin Sent Paid	\$0.25	\$5.00

(N)

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COMMUNICATIONS SERVICES

16.	OPERATOR-ASSISTED SERVICES (Cont'd)			(N)
16.1	OPERATOR SERVICE (Cont'd)			
16.1.1	<u>Busy Line Verification Service Rates</u>			
16.1.1.1	<u>For Numbers Within LATA</u>			
		<u>Min</u>	<u>Max</u>	
	Per busy line verification request	\$0.25	\$3.75	
	Per busy line verification and busy line interrupt request	\$0.25	\$7.00	(N)

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COMMUNICATIONS SERVICES

16. OPERATOR-ASSISTED SERVICES (Cont'd)

16.2 DIRECTORY ASSISTANCE

(M)

Customers and Users of the Company's calling services (excluding 800 services), may obtain directory assistance in determining telephone numbers within Connecticut by calling the Directory Assistance operator.

16.3 DIRECTORY ASSISTANCE RATES

Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

16.3.1 Credit Allowances

A credit will be given for calls to Directory Assistance when:

- the Customer experiences poor transmission or is cut-off during the call,
- the Customer is given an incorrect telephone number, or
- the Customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

(M)

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COMMUNICATIONS SERVICES

16. OPERATOR-ASSISTED SERVICES (cont'd)

16.3 DIRECTORY ASSISTANCE RATES (cont'd)

16.3.2 Rates

A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, plus the charge for Directory Assistance.

	Min	Max
Local Directory Assistance	\$0.45	\$5.00

16.3.2.1 Rates apply for each completed directly dialed Directory Assistance call except in the following circumstances:

- 1) Requests for telephone numbers of non-published services.
- 2) Customers with disabilities who are exempted as a reasonable accommodation associated with their disability. This exemption applies to calls billed to one residential telephone line per disabled Customer and applies to Directory Assistance calls for personal use only.
- 3) Calls for Directory Assistance from handicapped persons who have requested exemption for the Directory Assistance Charge and who have been certified to the Company as being unable to use telephone directories because of a visual or physical handicap. Acceptable certifications are those made by a licensed physician, ophthalmologist or optometrist, or a social agency that conducts programs for the handicapped in cooperation with an official agency of the State of New York or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.
- 4) Calls for Directory Assistance from persons who have requested exemption from the Directory Assistance Charge because they are unable to use telephone directories due to a reading impairment. The method of exempting each customer shall be via completion of a form supplied by the Company and the Company's acceptance of that form.

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COMMUNICATIONS SERVICES

17. SPECIAL CONSTRUCTION SERVICES

17.1 Subject to the arrangement of the Company and to the regulations contained in this tariff, special construction of facilities may be undertaken by the Company on a reasonable efforts basis at the request of the Customer.

17.1.1 Special construction is that construction which is undertaken for one or more of the following reasons:

- a) Where facilities are not presently available and there is no other requirement for the facilities so constructed.
- b) Where the facilities so constructed are of a type other than that which the Company would normally utilize in the furnishing of its services.
- c) Where the facilities so constructed are over a route other than that which the Company would normally utilize in the furnishing of its services.
- d) Where the quantity of facilities requested by the Customer is greater than that which the Company would normally construct.
- e) Where the Customer requests that the facilities be constructed on an expedited basis or in advance of when the facilities would otherwise be constructed.
- f) Where the facilities are provided on a temporary basis pending the availability of permanent facilities.
- g) Where the construction requested involves abnormal costs.

Issued: October 1, 1996

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Issued By: Leo D. Maese
Cablevision Lightpath - CT, Inc.
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Hicksville, NY 11801

COMMUNICATIONS SERVICES

18. INDIVIDUAL CASE BASIS ARRANGEMENTS

- 18.1 The Company may, in response to competitive requests for proposals, develop a responsive individual case billing arrangement for services offered in this tariff.
- 18.2 Prices quoted in response to such requests may be different from those in effect in this tariff but will be set at a level that is at least equal to the relevant incremental costs for the requested service. Such prices will also be available for similarly situated Customers.
- 18.3 All individual case billing arrangement price quotes will be offered to the Customer for acceptance in writing. Such individual case billing arrangements will specify, among other things, the length of service, minimum volume of service required, and the rates and charges for the proposed service.

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COMMUNICATIONS SERVICES

19. ASYNCHRONOUS TRANSPORT MODE (ATM) CELL RELAY SERVICE

(N)

19.1 GENERAL

ATM Cell Relay service is a telecommunications transport and switching service that provides for high speed connectivity to widely distributed locations. ATM is a fast packet, cell based technology that can support user applications that require high bandwidth, high performance transport and switching. The connectivity between locations is provided via Permanent Virtual Circuits (PVCs), which are implemented over access facilities and switches that are dedicated to high speed telecommunications services.

ATM allows customers who have requirements for high speed, inter-premise connectivity to connect their multiple locations via a subscriber User Network Interface (UNI) from the Customer's premises to a Company hub or serving wire center.

19.2 REGULATIONS

19.2.1 Definition Of TermsA. User Network Interface (UNI)

User Network Interface (UNI) is a dedicated digital line that provides a connection from the customer location to a Company Hub or serving wire center. The effective maximum data rate for these digital lines are either DS3 (45 Mbps), OC3 (155 Mbps) or OC12 (622 Mbps).

Each UNI must have at least one Permanent Virtual Circuit (PVC). Customers may order multiple PVC's to any one location. This feature is established over the UNI through address mapping which allows the Customer to have virtual connections to various locations.

(N)

COMMUNICATIONS SERVICES

19. ASYNCHRONOUS TRANSPORT MODE (ATM) CELL RELAY SERVICE (Cont'd) (N)

19.2 REGULATIONS (Cont'd)

19.2.1 Definition Of Terms (Cont'd)B. Permanent Virtual Connection (PVC)

The PVC is a Cell Relay Service element used to provide a virtual connection between two customer locations. The PVC defines a path across the UNI between Customer locations and the Company's ATM switch. Each UNI must have at least one PVC. Therefore to complete a connection between two Customer locations two UNI's and at least two PVC's are required.

C. Virtual Channel Connection (VCC)

The Virtual Channel Connection is a type of PVC with its own identifier a Virtual Channel Identifier (VCI). The service parameters are provisioned via the service order, and cannot be changed by the Customer without an additional service order.

D. Virtual Path Connection (VPC)

The Virtual Path Connection is a type of PVC with defined service parameters that are provisioned from a service order. The VPC bundles all traffic heading to the same location. The VPC has an identifier known as the VPI (Virtual Path Identifier).

(N)

COMMUNICATIONS SERVICES

19. ASYNCHRONOUS TRANSPORT MODE (ATM) CELL RELAY SERVICE (Cont'd) (N)

19.3 TRAFFIC DESCRIPTORS

A. Constant Bit Rate (CBR)

Constant Bit Rate is a steady flow of user data required to support applications where variable delays in transmission would negatively impact the information content. Examples of applications requiring CBR are voice, and some video Applications.

B. VBR (Variable Bit Rate)

Variable Bit Rate is a flow of information that is bursty, and does not flow at a constant rate. Examples of an application using VBR is Local Area Network (LAN) traffic.

- There are two classes of VBR:
 - VBR rt- VBR real time- which is a higher flow of information.
 - VBRnrt- VBR not real time- is a slower flow of information.

C. UBR (Unspecified Bit Rate)

Unspecified Bit Rate is the lowest priority class, it is allowed to only use the remaining bandwidth. UBR does not have a guaranteed flow of information.

19.4 PEAK CELL RATE (PCR)

Peak Cell Rate is the highest available rate of information available on a VBR Connection, and the continuous cell rate allowed for CBR. Cells that exceed the sustained cell rate and below the peak cell rate will be limited to the maximum burst size.

(N)

COMMUNICATIONS SERVICES

19. ASYNCHRONOUS TRANSPORT MODE (ATM) CELL RELAY SERVICE (Cont'd) (N)

19.5 MAXIMUM BURST SIZE (MBS)

Maximum Burst Size is the maximum number of cells that are able to be passed to the service providers network in a single at a rate that exceeds the SCR, and does not exceed the PCR assigned to the VBR connection. Cells exceeding the MBS will be flagged and discarded.

19.6 SYNCHRONOUS OPTICAL NETWORK (SONET)

Synchronous Optical Network is a standard based fiber optic communication network that transports both asynchronous and synchronous digital signals using the Synchronous Transport Signal (STS) format. DS3, OC3 and OC12 interfaces, both electrical and optical are supported and defined in American National Standard, ANSI T1.105-1991 and Bellcore Documents TR-NWT-00253 and TA-NWT-001374.

19.7 SUSTAINED CELL RATE (SCR)

Sustained Cell Rate is the maximum rate at which VBR cells may constantly be transmitted with an assurance that no cells will be discarded. Cells transmitted within the SCR have the highest priority of the VBR traffic, and will not be tagged as eligible for discard.

19.8 PROVISION OF SERVICE

ATM service will consist of:

One UNI from Customers location to the Central Office based cell relay switch with maximum capacity for either T1 (1.536) , DS3 (45 Mbps) , OC3c (155Mbps) or OC12 (622 Mbps). Both the OC3c and the OC12c UNI is available provisioned over SONET facilities that provide a survivable service that automatically switches to an alternate (not diverse) path in the event the primary has a failure.

An initial quantity of VBR bandwidth for use by the Customer within the UNI. The initial quantity of bandwidth will be 1.536 T1, 10 Mbps for a DS3 UNI , 50 Mbps for an OC3, and 175 for OC12c UNI.

At least one PVC is mandatory to be purchased per UNI.

(N)

COMMUNICATIONS SERVICES

19. ASYNCHRONOUS TRANSPORT MODE (ATM) CELL RELAY SERVICE (Cont'd) (N)

19.9 SERVICE FUNCTIONALITY

ATM service transports ATM Cells of information from one UNI to another UNI within a LATA. Each Cell Relay Cell is delivered unchanged from the source to the destination.

19.10 AVAILABILITY OF SERVICE

ATM Cell Relay service is provided only where facilities are available.

19.11 CONNECTIONS

Customer Premise equipment will be provided by the Customer and must meet the following interface requirements:

- Customer shall provide compatible equipment (routers, access concentrators, ATM switches, etc.) in accordance with interface specifications defined in the ATM Forum
- UNI 3.0 or 3.1 specifications for Permanent Virtual Connections.
- Company's responsibility will be limited to providing communication facilities and switches suitable for the digital User Network Interface.
- Company is not responsible for the installation, operation and/or maintenance of any equipment supplied by the customer.
- Customer provided equipment must be capable of receiving clock and recovering clock from the network.

(N)

COMMUNICATIONS SERVICES

19. ASYNCHRONOUS TRANSPORT MODE (ATM) CELL RELAY SERVICE (Cont'd) (N)

19.12 ATM CELL RELAY SERVICE – ADMINISTRATIVE CHARGES

An administrative charge will be applied when a Customer initiated change is made to the Virtual Channel or the Virtual Path Connection regarding speed or the service parameters that do not involve re-mapping of the Connection. Changes, such as this are defined as those requiring no changes in physical facilities, and are able to be implemented from the Companies Network Control Center without the need to dispatch a technician to the Customer location.

	Min	Max
Administrative charge	\$5.00	\$150.00

19.13 Moves

When the customer requests a move or relocation of the UNI, the move or relocation will be handled like a disconnect of the existing service and the addition of the new service for the application of all charges.

19.14 Pricing

Pricing for ATM Cell Relay Service is on an Individual Case Basis.

There are 1 year, 3 year and 5 year terms. Month-to-month terms are not available.

(N)

COMMUNICATIONS SERVICES

20. TELECONFERENCE SERVICE

(N)

The Company's Teleconference Service allows up to 125 people to be bridged together, via a direct dial or Toll Free number, and a host and participant passcode.

20.1 STANDARD FEATURES WITH ALL TELECONFERENCING SERVICE (no additional charge)

- A. Automatic Port Expansion - Allows additional participants to join a conference call automatically without having to reserve extra ports as long as facilities are available.
- B. Broadcast - Allows some conferees to speak while other conferees participate in listen-only mode.
- C. Conference Call Extension and Duration - Automatically extends the length of conference call until Host terminates the call with no interruption to Host or participants as long as facilities are available.
- D. Conference Lock - Allows the Host the capability to block any additional participants from joining the call.
- E. Entry/Exit Tones - Allows the option of having tones when participants enter (two tones) or exit (one tone) the conference call.
- F. Host Controlled Question and Answer (Q&A) - Allows participants to submit questions to the speakers. The Controller determines when the conference call switches to Q&A mode and controls the retrieval of queued questions.
- G. Host Profiles - Profiles may be developed on Host users with their specific participant lists, accounting information and special instructions.
- H. International Participants - Accommodates international participants.
- I. Roll Call - The Teleconference Specialist announces the names of participants at the start of the conference call, at the request of the Host (Operator Assisted).

(N)

COMMUNICATIONS SERVICES

20. TELECONFERENCE SERVICE (Cont'd.) (N)
- 20.1 STANDARD FEATURES WITH ALL TELECONFERENCING SERVICE – (no additional charge) (Cont'd)
- J. Scheduling - Conference reservations can be made on demand or up to a maximum of one year in the future.
- K. Self Mute - Allows participants to self-mute their phones to block out extraneous noise in busy areas.
- L. Standing Reservations - A regularly scheduled conference call may be kept on file by the Teleconferencing Specialist and automatically established at the time of day and day of week specified.
- M. Teleconference Specialist Assistance - The participants of any type conference call have the ability to contact the Teleconference Specialist by pressing "#0."
- 20.2 TYPES OF TELECONFERENCING CALLS
- A. Operator-Dialed Calls - The Host calls the Teleconference Specialist to make a conference call reservation and gives the name and telephone number of each participant, the date and time of the call, as well as the expected duration of the conference call. The Teleconference Specialist would then call out to each participant.
- B. Operator Assisted Toll Free Dial-In Calls - The Host calls the Teleconference Specialist to make a conference call reservation and gives the date, time, number of participants and the expected duration of the call. The Teleconference Specialist supplies the Host with a Toll Free conference number and security access code. When the call is made, the caller is asked to standby for the Teleconference Specialist. Once greeted by the Teleconference Specialist, the caller is asked for their name (as well as any other required information provided by the Host) and then added to the call.

(N)

COMMUNICATIONS SERVICES

20. TELECONFERENCE SERVICE (Cont'd.) (N)
- 20.2 TYPES OF TELECONFERENCING CALLS (Cont'd)
- C. Operator Assisted Caller-Paid Dial-In Calls - The Host calls the Teleconference Specialist to make a conference call reservation and gives the date, time, number of participants and the expected duration of the call. The Teleconference Specialist supplies the Host with a ten-digit Caller-Paid number and security access code. When the call is made, the caller is asked to stand by for the Teleconference Specialist. Once greeted by the Teleconference Specialist, the caller is asked for their name (as well as any other required information provided by the Host) and then added to the call.
- D. Automated Toll Free Dial-In Calls - The Host calls the Teleconference Specialist to make a conference call reservation and gives date, time, number of participants and the expected duration of the call. The Teleconference Specialist supplies the Host with a Toll Free number and security access code.
- E. Automated Caller-Paid Dial-In Calls- The Host calls the Teleconference Specialist to make a conference call reservation and gives the date, time, number of participants and the expected duration of the call. The Teleconference Specialist supplies the Host with a ten digit Caller-Paid number and security access code.
- F. Automated Toll Free Dial-In Reservationless - The Host has a predetermined Toll Free number that may be used by the Host and participants at any time. There is no need for the Host to call and make a reservation. It is "always on." There is one Security Access Code for the Host and one Security Access Code for the Participants.

(N)

COMMUNICATIONS SERVICES

20. TELECONFERENCE SERVICE (Cont'd.)

(N)

20.2 TYPES OF TELECONFERENCING CALLS (Cont'd)

G. Automated Caller-Paid Dial-In Reservationless - The Host has a predetermined ten digit Caller Paid number that may be used by the Host and participants at any time. There is no need for the Host to call and make a reservation. It is "always on". There is one Security Access Code for the Host and one Security Access Code for the Participants.

H. Teleconference Specialist assistance is available on all conference call types by depressing #0.

20.3 RATES FOR TELECONFERENCING

Type Call	Min	Max
Operator-Dialed Calls	\$.05/ per minute per person	\$1.50/ per minute per person
Operator Assisted Toll Free Dial-In Calls	\$.05/per minute per person	\$1.50/per minute per person
Operator Assisted Caller-Paid Dial-In Calls	\$.05/per minute per person	\$1.50/per minute per person
Automated Toll Free Dial-In Calls	\$.05/per minute per person	\$1.50/per minute per person
Automated Caller-Paid Dial-In Calls	\$.05/per minute per person	\$1.50/per minute per person
Automated Toll Free Dial-In Reservationless	\$.05/per minute per person	\$1.50/per minute per person
Automated Caller-Paid Dial-In Reservationless	\$.05/per minute per person	\$1.50/per minute per person

No Show Charges: Changes and cancellations may be made up to 30 minutes prior to the scheduled start time of the call. Calls not cancelled within this time period will be billed for the first 30 minutes of the conference multiplied by the number of ports reserved.

(N)

COMMUNICATIONS SERVICES

21. LIGHTPATH INTRASTATE LONG DISTANCE SERVICES

(N)

21.1 SWITCHED TOLL FREE SERVICE

Switched Toll Free Service is a domestic, inbound telephone service that completes intrastate calls with one 800, 866, 877 or 888 number using existing, switched telephone lines.

21.1.1 Toll Free Features:

- A. Toll Free Area Code Routing: Enables the distribution of calls based on domestic area codes.
- B. Toll Free Exchange Routing: Enables the distribution of calls based on domestic NXX exchanges.
- C. Toll Free Time Manager: Enables calls to be routed differently during designated time intervals throughout the day.
- D. Toll Free Day Manager: Enables calls to be routed differently based on designated days of the week.
- E. Toll Free Blocking: Permits calls to be blocked from designated area codes and NXX exchanges.
- F. Toll Free Quick Call Allocator: Permits calls to be apportioned to two or more answering locations based on selected distribution percentages.
- G. Toll Free Call Prompter: A network announcement feature which directs the caller to input digits which will route the call to the appropriate answering location.
- H. Toll Free Select Routing: Permits the storage of up to six alternate routing plans per toll free number for future use.

(N)

COMMUNICATIONS SERVICES

21. LIGHTPATH INTRASTATE LONG DISTANCE SERVICES

(N)

21.1 SWITCHED TOLL FREE SERVICE

21.1.2 Rates

Toll Free	Min	Max
Toll Free Recurring Charge Per Toll Free Routing Arrangement	\$0.00	\$100.00
Intrastate	\$0.01	\$0.25
Area Code Routing Feature	No Charge	\$50.00
Exchange Routing Feature	No Charge	\$50.00
Time Manager Feature	No Charge	\$50.00
Day Manager Feature	No Charge	\$50.00
Blocking Feature	No Charge	\$50.00
Quick Call Allocator Feature	No Charge	\$50.00
Call Prompter Feature	\$.01/per announcement played	\$1.00/per announcement played
Select Routing Feature	\$1.00/per routing plan	\$100.00/per routing plan
Directory Assistance	No Charge	\$5.00
Payphone Surcharge	No Charge	\$5.00

Toll Free Dedicated Services are offered on an ICB only basis.

21.2 INTRASTATE LONG DISTANCE

Area	Min	Max
Intrastate Long Distance	\$0.01	\$0.25

(N)

COMMUNICATIONS SERVICES

21. LIGHTPATH INTRASTATE LONG DISTANCE SERVICES (Cont'd.)

(N)

21.2 CALLING CARDS (Cont'd.)

Lightpath Calling Card services are offered both domestically and internationally. Users Dial a Toll Free Number, enter the ten digit calling card number followed by a four digit PIN number, and then area code and phone number desired. All calls are billed in one minute increments.

Lightpath Calling Card Rates:

Area	Min	Max
Intrastate	\$0.05	\$1.00
Calling Card Directory Assistance	\$0.05	\$1.00

21.3 SWITCHED DIGITAL SERVICES

Lightpath Switched Digital clear channel service supports video conferencing, international fax, as well as any of the Switched 64 digital needs. Lightpath Switched Digital rates are billed with a 30 second minimum and six second increments.

Area	Initial 30 Seconds	6 Second Increment
Intrastate	\$0.05 Min/\$1.00 Max	\$0.01Min/\$1.00 Max

(N)

COMMUNICATIONS SERVICES

22. ACCOUNT CODES AND AUTHORIZATION CODES (N)

22.1 ACCOUNT CODE

Account Codes are an optional feature for Analog Trunks, Business Lines, Centrex Service and Lightlink Service (not ISDN-PRI Service) which allow a Customer to associate outgoing calls (local and long distance) to an Account Code number assigned to a specific employee, customer, or project. Call detail information (the Automatic Message Accounting (AMA) or Message Detail Recording (MDR) record) is captured with each Account Code. This information (calls, minutes and cost) is associated with each Account Code and is provided as part of the monthly bill. This feature offers two options: Selective Account Codes, which is designed to capture call data on certain calls and Forced Account Codes, which captures call data on all calls.

22.2 AUTHORIZATION CODE

Authorization Codes are an optional feature for Analog Trunks, Business Lines, Centrex Service, Lightlink Service and ISDN-PRI Service. It allows a Customer to give certain employees the ability to override a restriction on a line or trunk and place a long distance call.

(N)