PEERLESS NETWORK OF FLORIDA, LLC

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO COMMUNICATIONS SERVICES WITHIN

THE STATE OF FLORIDA

THIS PRICE LIST CANCELS AND REPLACES FLORIDA PRICELIST NO. 1 IN ITS ENTIRETY

Issued By: Director Regulatory Affairs
222 S Riverside Plaza, Suite 2730
Chicago, IL 60606

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(D) Indicates Discontinued Rate or Regulation

(I) Indicates Rate Increase

(M) Indicates Move in Location of Text

(N) Indicates New Rate or Regulation

(R) Indicates Rate Reduction

(T) Indicates Change of Text Only

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SECTION 1 - APPLICATION OF TARIFF (continued)

1.1 Application of Tariff

This Tariff sets forth the regulations and rates applicable to services provided by PEERLESS NETWORK OF FLORIDA, LLC as follows:

The furnishing of end user intrastate communications services by virtue of one-way and/or two-way information transmission between points within the State of Florida.

1.1.1 Service Territory

PEERLESS NETWORK OF FLORIDA, LLC will provide service within the State of Florida.

1.1.2 Availability

Service is available where facilities permit.

SECTION 2 - GENERAL RULES AND REGULATIONS

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2.1 USE OF FACILITIES AND SERVICE

2.1.1 Obligation of the Company

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

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

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

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.1 USE OF FACILITIES AND SERVICE (continued)

2.1.2 Limitations on Liability

a. Indemnification by Customer

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

b. Customer-Provided Equipment

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

c. Use of Facilities of Other Companies

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.1 USE OF FACILITIES AND SERVICE (continued)

2.1.3 Use of Service

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

2.1.4 Use and Ownership of Equipment

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

2.1.5 Directory Errors

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

1) Free Listings: For free or no-charge published directory listings, credit shall 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, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

2) Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly tariff rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.1 USE OF FACILITIES AND SERVICE (continued)

2.1.5 Directory Errors (continued)

3) Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)

4) Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.

5) Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission" shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.2 MINIMUM PERIOD OF SERVICE

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

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

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.3 FLEXIBLE PRICING

2.3.1 General

Flexible Pricing sets minimum and maximum rates that can be charged for telephone service. The Company may change a specific rate within the range of the established minimum and maximum rates on one day's notice to customers and the Public Service Commission.

2.3.2 Conditions

a. The Company reserves the right to change prices at any time subject to regulatory requirements by filing a revised Rate Attachment with the Commission.

b. Individual written notice to Customers of rate changes shall be made in accordance with Commission regulations. Where there are no regulations, notification will be made in a manner appropriate to the circumstances involved.

c. A rate shall not be changed unless it has been in effect for at least thirty (30) days.

d. 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.

2.4 PAYMENT FOR SERVICE RENDERED

2.4.1 Responsibility for All Charges

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.4 PAYMENT FOR SERVICE RENDERED (continued)

2.4.2 Deposits

Subject to special provisions as may be set forth below and in Section 2.10 of this Tariff, any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to deposit a sum up to an amount equal to the total of the estimated local service and intraLATA toll charges for up to two months for the facilities and service. If the minimum period of service for the requested facilities and service is more than one month, as specified in this Tariff, the customer may also be required to deposit a sum up to an amount equal to the total charges for service for the minimum service period less any connection charge paid by the customer.

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

a. Interest on Deposits

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

b. Inadequate Deposit

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

c. Return of Deposit

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.4 PAYMENT FOR SERVICE RENDERED (continued)

2.4.3 Payment of Charges

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

2.4.4 Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of $20.00.

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.4 PAYMENT FOR SERVICE RENDERED (continued)

2.4.5 Late Payment Charges

a. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.

b. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

c. Late payment charges do not apply to final accounts.

2.4.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or the Company's applicable Late Payment Charge. Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.5 ACCESS TO CUSTOMER'S PREMISES

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.6 [RESERVED FOR FUTURE USE]

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.7 SUSPENSION OR TERMINATION OF SERVICE

279.1 Suspension or Termination for Nonpayment

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

a. Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the customer.

b. Suspension will not be made until at least 8 days after written notification has been mailed to the customer and 20 days before the termination notice.

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

2.7.2 Exceptions to Suspension and Termination

Telephone service shall not be suspended or terminated for:

a. Nonpayment of bills rendered for charges other than telephone service or deposits requested in connection with telephone service;

b. Nonpayment for service for which a bill has not been rendered;

c. Nonpayment for service which have not been rendered;

d. Nonpayment of any billed charge which is in dispute or for the nonpayment of a deposit which is in dispute during the period before a determination of the dispute is made by the Company in accordance with Company's complaint handling procedures.

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

SECTION 2 - GENERAL RULES AND REGULATIONS (continued)

2.7 SUSPENSION OR TERMINATION OF SERVICE (continued)

2.7.3 Verification of Nonpayment

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

a. The Company has verified, in a manner approved by the Public Service Commission, that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the period indicated in the notice, and

b. The Company has checked the customer's account on the day that suspension or termination is to occur to determine whether payment has been posted to the customer's account as of the opening of business on that day.

2.7.4 Termination for Cause Other Than Nonpayment

a. General

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

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the customer of the rules and regulations governing the facilities and service furnished, or

2. if, in the judgment of the Company, any use of the facilities or service by the customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or

3. in the event of unauthorized use, where the customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or

4. in the event that service is connected for a customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the customer satisfies the indebtedness within 20 days after written notification.

2.7 SUSPENSION OR TERMINATION OF SERVICE (continued)

2.7.4 Termination For Cause Other Than Nonpayment (continued)

b. Prohibited, Unlawful or Improper Use of the Facilities or Service

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

1. The use of facilities or service of the Company without payment of tariff or authorized charges;

2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;

3. The use of the service in such a manner such that it interferes with the service of other customers or prevents them from making or receiving calls;

4. The use of a mechanical dialing device or recorded announcement equipment to seize a customer's line, thereby interfering with the customer's use of the service;

5. Permitting fraudulent use.

2.7 SUSPENSION OR TERMINATION OF SERVICE (continued)

2.7.4 Termination For Cause Other Than Nonpayment (continued)

c. Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.

2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same customer at the same location:

a. No charge shall apply for the period during which service had been terminated, and

b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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

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

2.7.5 Emergency Termination of Service

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

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.9.1 Application of Rates

a. Business rates as described in Section 7 apply to service furnished:

1. In office buildings, stores, factories and all other places of a business nature;

2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;

3. At any location when the listing or public advertising indicates a business or a profession;

4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;

5. At any location where the customer resells or shares exchange service;

b. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

2.9.2 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 180 days. When service in an existing location is continued for a new customer, the existing telephone number may be retained by the new customer only if the former customer consents in writing, and if all charges against the account are paid or assumed by the new customer.

2.9.3 Deposits

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

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (continued)

2.9.4 Dishonored Checks

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

2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

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

2.10.1 Credit for Interruptions

a. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

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

c. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:

i. if interruption continues for less than 24 hours:

a) 1/30th of the monthly rate if it is the first interruption in the same billing period.

b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (continued)

2.10.1 Credit for Interruptions (continued)

ii. if interruption continues for more than 24 hours:

a) if caused by storm, fire, flood or other condition out of Company's control, 1/30th of the monthly rate for each 24 hours of interruption.

b) for other interruption, 1/30 of the monthly rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30ths allowance applies to the first 24 hours of the second and subsequent interruptions

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

d. Credit to Customer

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

e. "Interruption" Defined

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

2.10 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (continued)

2.10.2 Limitations on Credit Allowances

No credit allowance will be made for:

a) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the Company, including but not limited to the customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;

b) interruptions due to the failure or malfunction of non-Company equipment, including service connected to customer provided electric power;

c) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;

d) interruptions of service during any period when the customer has released service to the Company for maintenance purposes or for implementation of a customer order for a change in service arrangements;

e) interruptions of service due to circumstances or causes beyond the control of the Company.

2.11 AUTOMATIC NUMBER IDENTIFICATION

2.11.1 Regulations

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

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

2) The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.

3) The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

4) The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

5) Telephone Corporations must make reasonable efforts to adopt and apply procedures designed to provide reasonable safeguards against the aforementioned abuses of ANI.

6) Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.11 AUTOMATIC NUMBER IDENTIFICATION (continued)

2.11.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to Section 24, 25 and 26 of the Public Service Law.

a. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.

b. Pay the Company any authorized costs associated with priority services.

c. Report to the Company any failed or unusable services with priority levels.

SECTION 3 - CONNECTION CHARGES

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SECTION 3 - CONNECTION CHARGES (continued)

3.1 CONNECTION CHARGE

3.1.1 General

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

3.1.2 Exceptions to the Charge

A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.

B. The Company may from time to time waive or reduce the charge as part of a promotion (see Section 5.2).

3.2 RESTORAL CHARGE

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

	Business
Minimum:	$100.00
Maximum:	$200.00

SECTION 3 - CONNECTION CHARGES (continued)

3.3 MOVES, ADDS AND CHANGES

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

The customer will be assessed a charge for any move, add or change of a Company service and is charged in addition to any other monthly or installation charge which is associated with the service the customer orders. Move, Add and Change are defined as follows:

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

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

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

Business Charge per Order	Move	Add	Change
Minimum:	$50.00	$50.00	$50.00
Maximum:	$100.00	$100.00	$100.00
Line Connection (per line)			
Minimum:	$100.00	$100.00	$100.00
Maximum:	$200.00	$200.00	$200.00

	Minimum	Maximum
Record Work Only (This charge is applicable for changes that do not involve central office or premise work.)	$50.00	$100.00

SECTION 3 - CONNECTION CHARGES (continued)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

Trouble Isolation Charge

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

	Minimum	Maximum
Per Premises Visit, Business:	$100.00	$200.00

3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

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

Minimum	Maximum
$2.50	$5.00

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

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SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.1 GENERAL

4.1.1 Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff.

IntraLATA toll calling includes the following types of calls: direct dialed, calling card, collect, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

4.1.2 Classes of Calls

Service is offered as two classes: station-to-station calling and person-to-person calling.

A. Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.

B. Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.2 TIMING OF CALLS

4.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.

4.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

4.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

4.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

4.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

4.3 TIME PERIODS DEFINED

Unless otherwise indicated in this Tariff, the following time periods apply.

4.3.1 Peak: 7:00 a.m. to, but not including, 7:00 p.m. - Monday through Friday

4.3.2 Off-Peak: 7:00 p.m. to, but not including, 7:00 a.m. - Sunday through Friday
All day Saturday and Sunday
All Holidays

4.3.3 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.

4.3.4 All times refer to local time.

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

4.4.1 Originating Rate Center

A customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that customer's account shall be the location of the customer's rate center.

4.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE (continued)

4.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Airline mileage, where mileage is the basis for rating calls, is obtained by using the "V" and "H" coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

A. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.

B. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.

C. Square each difference obtained in step b., above.

D. Add the square of the "V" difference and the "H" difference obtained in step c., above.

E. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.

F. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:

Mileage = $$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.5 CALL CHARGES

Rates are based on the duration of the call as measured according to Section 4.2 above, time of day rate period of the call as described in Section 4.3 and the airline mileage between points of the call as described in Section 4.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number that is not the called station or the calling station (3rd number billing), or to an authorized calling card.

Rates may be reduced selectively and in varying amounts, down to incremental cost, on one day's notice to customers and the Public Service Commission.

4.5.1 Switched Services

A. Switched Outbound Usage Charges

Minimum:

DAY/EVENING/NIGHT/WEEKEND

Mileage / Time of Day	Initial 60 Seconds	Additional 60 Seconds
ALL	$0.03	$0.03

Maximum:

DAY/EVENING/NIGHT/WEEKEND

Mileage / Time of Day	Initial 60 Seconds	Additional 60 Seconds
ALL	$0.15	$0.15

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.5 CALL CHARGES (continued)

4.5.3 Recurring Charges

Customers will incur the following monthly Recurring Charges:

Minimum:

	SWITCHED ACCESS	DEDICATED ACCESS
Per 800 Number	$1.00	$1.00
Monthly Recurring Charge Per T-1	N/A	$200.00

Maximum:

	SWITCHED ACCESS	DEDICATED ACCESS
Per 800 Number	$2.00	$2.00
Monthly Recurring Charge Per T-1	N/A	$400.00

4.5.4 Non-Recurring Charges

Customers will incur the following Non-recurring Charges:

Minimum:

	SWITCHED ACCESS	DEDICATED ACCESS
Per 800/888 Number	$5.00	$5.00
Set and Installation Charge	$50.00	$50.00

Maximum:

	SWITCHED ACCESS	DEDICATED ACCESS
Per 800/888 Number	$10.00	$10.00
Set and Installation Charge	$100.00	$100.00

SECTION 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (continued)

4.5 CALL CHARGES (continued)

4.5.5 Directory Assistance

The Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "1" plus the area code of the desired number, and 555-1212. The customer may request up to two numbers per call to Directory Assistance.

	Minimum	Maximum
Directory Assistance, per call:	$0.75	$1.50

4.5.6 Long Distance Operator Assistance Service $2.50 $5.00

4.5.7 Pay Telephone (Payphone) Surcharge

A surcharge shall be assessed for each call made from a pay telephone to an 800 number or using a travel card and dialing the carrier prefix in the form 101XXXX. Although collected on the customer's bill, this charge is reimbursed to pay telephone service provider.

Minimum	Maximum
$0.50	$1.00

SECTION 5 - SUPPLEMENTAL SERVICES

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SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.1 CUSTOM CALLING SERVICE

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Feature Descriptions and Rates

Rates in this section are applied on a monthly basis unless otherwise specified:

	Minimum	Maximum
CALL WAITING Provides a tone signal when a second call is coming in on a busy line.	$1.00	$2.00
CALL FORWARDING-Variable Permits a customer to automatically transfer all incoming calls to another dialable telephone number.	$1.00	$2.00
THREE-WAY CALLING Adds a third party to an established connection without operator assistance.	$1.00	$2.00
SPEED CALLING - 39 Number List Allows a customer to call other telephone numbers by dialing a code rather than the complete telephone number.	$1.00	$2.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.1.2 Feature Descriptions and Rates (continued)

	Minimum Per Activation	Maximum Per Activation
CALL TRACE This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call received by the Customer. Call Trace is provided to customers whose local Telephone Exchange Service includes only Residence lines. The company will not provide the traced number to the customer, but it will be provided to law enforcement officials upon written request of the customer.	$1.00	$2.00
DISTINCTIVE RINGING This feature allows a customer to designate up to ten telephone numbers from which incoming calls will have a distinctive ring. For customers with call waiting, a distinctive call-waiting signal will be received if a call from one of the designated telephone numbers is waiting.	$1.00	$2.00
CALL SCREENING Customer can designate 10 numbers from which incoming calls will be connected to a pre-recorded announcement that calls are not being taken now.	$1.00	$2.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.1.2 Feature Descriptions and Rates (continued)

	Minimum	Maximum
CALLER ID This Central Office feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The Company will forward all telephone numbers subject to technical limitations.	$3.00	$6.00
CALLER ID WITH NAME This Central Office feature is only offered to customers being served by appropriately equipped central offices and subscribing to caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a customer provided display device. The company will forward all calling names subject to technical limitations.	$5.00	$10.00
SPECIAL DELIVERY SERVICE When a busy or don't answer condition exists on an outgoing call, this feature automatically forwards the calling party to a pre-determined telephone number.	$1.00	$2.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.1.2 Feature Descriptions and Rates (continued)

	Minimum	Maximum
BUSY LINE TRANSFER	$1.00	$2.00
In the event that the called telephone number is busy, this feature automatically forwards incoming calls to a predetermined telephone number served by the same central office switch, or provides inter-switch forwarding to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls. *This feature is not compatible with Call Waiting or Direct Inward Dialing Service.*		
ALTERNATE ANSWERING	$1.00	$2.00
In the event that the telephone number is not answered within the Company designated parameters, normally three to four rings, this feature automatically forwards incoming calls to a predetermined, or a different central office switch, multiple calls will be transferred simultaneously provided that are sufficient facilities to accept the calls.		
EASY CALL	$1.00	$2.00
Provides automatic dialing of a number when the customer's line is taken off-hook, at 7-second intervals.		

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.1.2 Feature Descriptions and Rates (continued)

	Minimum	Maximum
MESSAGE WAITING TONE	$1.00	$2.00
Allows an audible signal, stutter dial tone, to be present on the line when a message is waiting.		
BUSY LINE TRANSFER, ALTERNATE ANSWERING, MESSAGE WAITING TONE	$1.00	$2.00
Allows access to all three services.		
CUSTOMER CONTROL OPTION		
Allows the customer to activate/ deactivate the Busy Line Transfer and Alternate Answering features and to change the number to which the calls are forwarded.		
Busy Line Transfer	$1.00	$2.00
Alternate Answering	$1.00	$2.00

	Minimum Per Activation	Maximum Per Activation
AUTOMATIC CALL BACK	$1.00	$2.00
Allows a customer to return most recent incoming calls whether answered or not. If the line to which the request is made is idle, the call goes through, if the line is busy, the automatic callback continues to attempt until the line is free. The request is deactivated after 30 minutes or six unanswered ring backs if the call is not completed.		

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.1.2 Feature Descriptions and Rates (continued)

	Minimum	Maximum
REMOTE CALL FORWARDING		
First	$5.00	$10.00
Second	$5.00	$10.00

Remote Call Forwarding (CO Based), provides a method to automatically transfer all incoming calls to another dialed number at all times. The dialable number is user defined. The dialed number can be either 7 or 10 digit numbers (POTS) and can be changed via a service order. No physical telephone is required at the subscribed dialed number. Multiple simultaneous call paths can be provided, with each additional path priced at the rates above. (Business Service Ordering and Line Connection Charges apply.)

	Minimum	Maximum
900 SPECIAL ACCESS CODE BLOCKING	N/C	N/C

Blocks access from a company provided Exchange Access Service to customer dialed 900 numbers.

976 PREFIX BLOCKING SERVICE	N/C	N/C

Blocks access from a company provided Exchange Access Service to customer dialed 976 numbers.

REPEAT DIALING	$1.00	$2.00

Allows a Customer, by dialing a particular code, to redial a dialed number a specified number of times or until a party answers the call.

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.2 SERVICE AND PROMOTIONAL TRIALS

5.2.1 General

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

5.2.2 Regulations

A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.

B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.

D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.

E. The Company retains the right to limit the size and scope of a Promotional Trial.

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.3 OPERATOR ASSISTANCE SURCHARGES

5.3.1 General

Operator Assistance Surcharges apply when a customer utilizes either an automated or live Company operator for purposes of completing or billing a call. Operator Assistance Surcharges apply in addition to local usage or long distance usage services as identified in this tariff.

5.3.2 Operator Assistance Surcharges -- Rate Schedule

	Minimum	Maximum
PERSON-TO-PERSON Operator assists caller by beginning to bill the call only when a specifically identified party answers the phone.	$5.00	$10.00
BILLED TO A THIRD NUMBER Operator assists the caller by billing the call to a verified number other than the station number from which the call is being made or by which the call is received.)	$5.00	$10.00
COLLECT CALLS Operator assists the caller by verify charges with, and billing the call to, the party receiving the call.	$5.00	$10.00
SENT - PAID/OPERATOR ASSISTED Operator assistance provided to stations capable of accepting pre-payment by terms of coin or non-calling card credit arrangements.	$5.00	$10.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.3 OPERATOR ASSISTANCE SURCHARGES (continued)

5.3.2 Operator Assistance Surcharges -- Rate Schedule (continued)

	Minimum	Maximum
CALLING CARD ASSISTANCE		
Operator assists the caller by accepting and/or billing, and/or completing a call based upon information pertaining to a billable calling card.		
Automated Assistance (where available)	$5.00	$10.00
Non-Automated Assistance	$10.00	$20.00
BUSY LINE VERIFICATION	$5.00	$10.00
Operator assists caller by verifying the busy status of an exchange access line. Charged for each verification.		
BUSY LINE VERIFY AND INTERRUPT	$5.00	$10.00
Operator assists caller by first verifying the busy status of an exchange access line and then by interrupting the communications on the line to alert the communicating parties of the caller's need to reach the busy line.		

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.4 DIRECTORY SERVICES

5.4.1 General

Directory services allow customers to customize the manner in which their Company assigned telephone numbers appear in published directory and/or are used by dialable directories and Company operators. This section applies only to services provided by the Company.

5.4.2 Directory Services -- Rate Schedule

	Minimum	Maximum
ALPHABETICAL DIRECTORY LISTING	N/C	N/C
One listing, without charge, is provided in the alphabetical section of the directory of the local exchange area in which the Customer's premises is located. This listing is termed the primary listing and is provided for each line provided pursuant to the Company's Exchange Access Service. Where two or more lines are arranged to hunt, all of those lines so arranged constitute a separate Customer Service.		
EXTRA LISTINGS		
An Extra Listing is any listing of a name or information in connection with a Customer's access line number beyond that provided pursuant to the Alphabetical Directory Listing Service provided above.)		
Per Month for each listing:	$1.00	$2.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.4 DIRECTORY SERVICES (continued)

5.4.2 Directory Services -- Rate Schedule (continued)

	Minimum	Maximum
PRIVATE LISTING		
A telephone number that is not listed in either the directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers.		
Per Month for each listing:	$1.00	$2.00
SEMI-PRIVATE LISTING		
A telephone number that is not listed in the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party.		
Per Month for each listing:	$1.00	$2.00
DIRECTORY ASSISTANCE CALL		
D.A. Call services furnish the customer with either automated or operator assisted access to the Company's Directory Services database on a dial-up basis. A maximum of two number requests will be accommodated per D.A. Call Service call.		
Per Call	$1.00	$2.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.4 DIRECTORY SERVICES (continued)

5.4.2 Directory Services -- Rate Schedule (continued)

	Minimum	Maximum
INFORMATION CALL COMPLETION		
Information Call Completion (ICC) is available as an add-on to the Company's D.A. Call Service. ICC allows the customer to connect directly to a number requested via the Company's D.A. Call service by means of operator dialing.		
Per Call Completed	$1.00	$2.00
Mobile telephone service customers will only be eligible for ICC service if an alternate billing option is used, i.e., calling card, billed-to-third number, collect and person-to-person special handling. However, should a mobile carrier request the option, the Company will provide ICC to a mobile carrier on a sent-paid basis.		

5.5 DIRECT INWARD DIAL (DID) SERVICE

5.5.1 General

DID is a service which permits incoming dialed calls to be dialed directly by a calling party station associated with a switching system located on the Carrier's Customer Premises. These lines support inbound calling traffic only.

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.5 DIRECT INWARD DIAL (DID) SERVICE Analog Only (continued)

5.5.2 Direct Inward Dial Service -- Rate Schedule

	Minimum MRC	Maximum MRC	Minimum NRC	Maximum NRC
DID Trunk Termination Charges				
Each DID trunk termination in central office, per trunk	$50.00	$100.00	$50.00	$100.00
Each DID trunk termination in Central Office arranged for Touch-Tone signaling.	$50.00	$100.00	$50.00	$100.00
Subsequent additions, deletions or rearrangements of DID trunk terminations in addition to above charges, per occasion.	$50.00	$100.00	$50.00	$100.00
DID Number Charges				
Each group of 10 assigned DID station numbers or fraction thereof, each group	$2.00	$4.00	$2.00	$4.00
Each group of 10 Reserved DID station numbers or fraction thereof, each group	$2.00	$4.00	$2.00	$4.00
Business				
DID Service from a Remote Central Office				
Mileage charges apply in addition to the rates specified, preceding. Mileage charges are those specified for Foreign District Service as appropriate.				
Each new installation, addition, or rearrangement of trunks that provide DID service from a Remote Central Office, per occasion.	$50.00	$100.00	$50.00	$100.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.6 2-WAY DIRECT INWARD DIALING (DID) WITH CALL TRANSFER

5.6.1 General

2-Way Direct Inward Dialing (DID) with Call Transfer is a service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the transfer of those calls to another line. Touch-Tone is a standard feature of this service.

5.7 MISCELLANEOUS SERVICES

	Monthly Rate	
	Minimum	Maximum
TOLL RESTRICTION SERVICE		
Toll Restriction Service will not allow inter-MSA 1+, 0+, 0-, 10XXX, or 700 calls to be completed.		
- per line equipped	$1.00	$2.00
Toll billing exception that prevents third number billed and collect call is also a customer option.		
INTERCEPT REFERRAL EXTENSION SERVICE		
Provides notification to calling parties about changes in the status of the called party's telephone line. (An Add / Change Charge applies to add or change the length of months requested)	$1.00	$2.00

	Non-Recurring Charge	
	Minimum	Maximum
TEMPORARY INTERCEPT		
Enables a Customer to have incoming calls intercepted for 1 month. (Regular Exchange Access Service billing continues and an Add/Change charge applies)		
- per Central Office Line	$5.00	$10.00
- per Port Intercepted	$5.00	$10.00

SECTION 5 - SUPPLEMENTAL SERVICES (continued)

5.8 CUSTOMER REQUESTED SERVICE SUSPENSIONS

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

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

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

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SECTION 6 - RESIDENTIAL NETWORK SWITCHED SERVICES

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES

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SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.1 GENERAL

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

A. receive calls from other stations on the public switched telephone network;

B. access the Company's local calling service;

C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling (unless otherwise exempt); and

D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Where a customer purchases service from multiple telecommunications providers and may acquire DID numbers from those other providers, while using the companies facilities to access the public switched telephone network employing DID numbers obtained from another provider, for the proper completion of telecommunications services the company may assign a company provided billing telephone number to be utilized for routing, rating or billing purposes.

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

Basic Business Line Service
PBX Trunks

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

7.2.1 Service Establishment Charge

This charge applies when the Company initially establishes the Customer's account for any service provided by the Company. This charge is applied in addition to any other monthly or installation charge that is associated with the service the Customer orders.

		Minimum	Maximum
-Per Order		$50.00	$100.00
-Per Visit	(1 hour)	$100.00	$200.00
-After Hours	(1 hour)	$200.00	$400.00
Line Connection		$100.00	$200.00
Service Order		$50.00	$100.00

Custom Features are also available as described in Section 5.1 of this tariff.

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.2 Basic Business Line Service

A. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

B. Flat Rate Basic Business Line Service

Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified in Section 10.

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 7.2.1 of this tariff.

		Minimum	Maximum
Nonrecurring Connection Charge		$1.00	$50.00
Monthly Recurring Charges:			
Business Single Line	(per line)	$20.00	$40.00
Business Multi-Line	(per line)	$25.00	$45.00

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.3 PBX Trunk Service

A. General

Analog and/or digital PBX trunks, including ISD-PRIs are provided for connection of customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multiline hunting.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each Analog Trunk has the following characteristics:

Terminal Interface:	2-wire or 4-wire, as required for the provision of service
Signaling Type:	Loop, Ground, E&M I, II, III
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.3 PBX Trunk Service (continued)

B. Flat Rate Analog PBX Trunks

1. General

Service to points within the local calling area is included in the charge for Flat Rate Analog PBX Trunk Service. Local calling areas are as specified in Section 10.

2. Rates

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 7.2.1 of this tariff.

	Minimum	Maximum
Nonrecurring Connection Charge:	$1.00	$50.00
Monthly Recurring Charges:	$30.00	$75.00
Terminal Numbers:		
1-10 lines in terminal group	$5.00	$15.00
11-20 lines in terminal group	$10.00	$25.00
21 + lines in terminal group	$15.00	$30.00

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.3 PBX Trunk Service (continued)

C. Message Rate Analog PBX Trunks

1. Description

Message Rate Analog PBX Trunks provide the customer with a single, analog, voice grade telephonic communications channel that can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

2. Rates

Charges for each Message Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period. Local calling areas are as specified in Section 10.

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 7.2.1 of this tariff.

	Minimum	Maximum
Nonrecurring Connection Charge:	$1.00	$50.00
Monthly Recurring Charges:	$30.00	$75.00
Terminal Numbers:		
1-10 lines in terminal group	$5.00	$15.00
11-20 lines in terminal group	$10.00	$25.00
21 + lines in terminal group	$15.00	$30.00

3. Message Usage Charges

Per Message Charge	$0.01	$0.15

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.3 PBX Trunk Service (continued)

D. Analog DID Trunks

	Minimum	Maximum
Nonrecurring Connection Charge	$10.00	$60.00
Monthly Recurring Charges (per trunk)	$5.00	$35.00
DID Station Numbers:		
- Each Group of 20	$1.00	$6.00
- Each Group of 100	$12.00	$26.00

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.3 PBX Trunk Service (continued)

E. Digital PBX Trunk Service

1. Description

Digital PBX Trunk Service provide a customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Loop, Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming or Out-Going Only, as specified by the customer

Service to points within the local calling area is included in the charge for Digital PBX Trunk Service. Local calling areas are as specified in Section 10.

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.3 PBX Trunk Service (continued)

E. Digital PBX Trunk Service (continued)

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 7.2.1 of this tariff. Charges for each Message Rate Digital PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period. Where appropriate facilities do not exist, Special Construction charges will also apply.

	Minimum	Maximum
Nonrecurring Connection Charge:	$250.00	$1,000.00
Monthly Recurring Charges:		
Flat Rate:		
- Facility	$100.00	$500.00
- Per Active Channel (DID)	$2	$25.00
- Per Active Channel (DOD)	$2	$75.00
Message Rate:		
- Facility	$100.00	$500.00
- Per Active Channel (DID)	$2	$25.00
- Per Active Channel (DOD)	$2	$75.00

3. Message Usage Charges

Per MOU Charge	$0.002	$0.15

SECTION 7 - BUSINESS NETWORK SWITCHED SERVICES (continued)

7.2 SERVICE DESCRIPTIONS AND RATES (continued)

7.2.4 IP Control Service

IP Control is a DID voice line equivalent service used to connect the public switched telephone network and a customer's IP-based telephone equipment for the transmission of voice, data, or video traffic using Session Initiation Protocol (SIP). IP Control may be provisioned using Company or customer provided access

Trunk and port charges will be based on DS-0 equivalent concurrent SIP sessions derived by taking the total incoming DID traffic divided by 7,000,000 minutes multiplied by 672. A minimum of 24 DS0 equivalent SIP sessions is required and each additional concurrent SIP session will be billed individually.

When customer provided access is used (including but not limited to public internet access), trunk and end user common line (EUCL) charges will not apply. EUCL charges will be applied according to the Peerless Network FCC Tariff for all Company provided access.

Monthly Recurring Charges

Managed Service DID Charges	Per DID
0 – 999,999 minutes of use (MOUs) per account	$0.15
1,000,000 – 4,999,999 MOUs per account	$0.10
5,000-000 – 24,999,999 MOUs per account	$0.07
Greater than 25,000-000 MOUs per account	$0.05
Port Charges	
Per DS0 equivalent	$3.00
Trunk Charges	
Per DS0 equivalent	$12.50

Non-Recurring Charges

Installation Charge Per DS1 equivalent	$500.00

SECTION 8 - SPECIAL SERVICES AND PROGRAMS

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8.1 Universal Emergency Telephone Number Service 8

8.1 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

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

8.1.1 E911 Fee

Florida Statute 365.172(8) maintains that voice communications service providers collect and remit to the Florida E911 Board a fee set by the E911 Board. The fee is current $0.50 per month per customer in all counties with the following exceptions:

Duval County:	$0.44
Lee County:	$0.44
Volusia County	$0.41

SECTION 9 - SPECIAL ARRANGEMENTS

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SECTION 9 - SPECIAL ARRANGEMENTS (continued)

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

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

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

9.1.2 Basis for Cost Computation

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

A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:

1. equipment and materials provided or used;
2. engineering, labor, and supervision;
3. transportation; and
4. rights of way and/or any required easements.

B. Cost of maintenance.

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

D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.

E. License preparation, processing, and related fees.

F. Tariff preparation, processing and related fees.

G. Any other identifiable costs related to the facilities provided; or

H. An amount for return and contingencies.

SECTION 9 - SPECIAL ARRANGEMENTS (continued)

9.1 SPECIAL CONSTRUCTION (continued)

9.1.3 Termination Liability

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

A. The period on which the termination liability is based is the estimated service life of the facilities provided.

B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
   (a) equipment and materials provided or used;
   (b) engineering, labor, and supervision;
   (c) transportation; and
   (d) rights of way and/or any required easements;

2. license preparation, processing, and related fees;
3. tariff preparation, processing and related fees;
4. cost of removal and restoration, where appropriate; and
5. any other identifiable costs related to the specially constructed or rearranged facilities.

C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.B. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.B preceding shall be adjusted to reflect the re-determined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

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

SECTION 9 - SPECIAL ARRANGEMENTS (continued)

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in answer to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such service in this tariff. ICB rates will be offered to the Customer in writing.

Contracts will be used in the circumstance of Individual Case Basis ("ICB") service offerings. The terms and conditions of each contract offering are subject to the agreement of both the Customer and Company. Such contract offerings will be made available to similarly situated Customers in substantially comparable circumstances. Contracts are obtainable to any similarly situated Customer that places an order within 90 days of their effective date. In the event of a conflict between the Customer and the Company, the contract will take precedence over this tariff in regards to resolution of the conflict. Contracts are subject to applicable law of a competent jurisdiction.

SECTION 10 -LOCAL CALLING AREAS

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10.1 General

The Company's Local Telephone Service provides a customer with the ability to connect to the Company's switching network which enables the customer to:

- place or receive calls to any calling station in the customer's local calling area, as defined herein
- access enhanced Universal Emergency Number or 911 Service where available;
- access the interexchange carrier selected by the customer for intraLATA, interLATA, interstate or international calling;
- access Operator Services;
- access Directory Services;
- place or receive calls to toll free telephone numbers;
- access Telecommunications Relay Service.

10.1.1 The Company will provide Local Exchange Service in the Florida Bellsouth (AT&T), Verizon (former GTE) and Frontier (former Sprint/Embarq) territories, as authorized by the State Commission. Local calling areas will coincide with the calling areas as tariffed by these companies, unless otherwise specified.

10.1.2 Installation, monthly recurring and per minute usage charges will apply to the Company's local exchange services. In addition, per call operator service charge will apply for operator assisted calling.

10.1.3 The Company's Local Exchange Service is compromised of a Switched Network Access Channel and Local Usage is mandatory for all customers subscribing to the Company's local exchange service offerings. The remaining elements, enhanced features and toll usage, are optional services available to customers.

SECTION 11 – EXPLANATION OF TERMS

ADVANCE PAYMENT
A part or all of a payment required before the start of service.

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

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

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

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

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

AUTOMATIC NUMBER INDENTIFICATION (ANI)
A feature that provides the automatic transmission of a seven or ten digit number and information digits to customers to identify the calling party or station.

ATTENDANT
An operator of a PBX console or telephone switchboard.

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

AUTOMATIC NUMBER IDENTIFICATION ("ANI")
A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes.

SECTION 11 – EXPLANATION OF TERMS

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

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

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

CALLING PARTY NUMBER
(CPN) means a Signaling System 7 parameter whereby the ten (10) digit number is used to identify the calling or originating party.

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

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

COMPANY
PEERLESS NETWORKS OF FLORIDA, LLC, unless otherwise clearly indicated from the context.

COMMISSION
The Florida Public Service Commission.

CUSTOMER
The person, firm, corporation, or other entity that orders service pursuant to this Tariff and utilizes service provided under Tariff by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's Tariff.

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

SECTION 11 – EXPLANATION OF TERMS

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)
Information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer of a the Company and that is made available to the Company by the customer solely by virtue of the Company-customer relationship; and information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier; except that such term (CPNI) does not include subscriber list information.

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

DIRECT INWARD DIAL ("DID")
A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")
A service attribute that allows individual station users to access and dial outside numbers directly.

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

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

END USER
A customer of the Company's local exchange service who is not a carrier. End users can include a business, company or enhanced service providers (including but not restricted to, internet service providers, conference calling providers, and Voice over Internet Protocol service providers) or other entities. C | C

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

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

SECTION 11 – EXPLANATION OF TERMS

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

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

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

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

GRANDFATHERED
Services ordered under the provisions of this tariff but are no longer available to new customers.

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

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

INDIVIDUAL CASE BASIS
A condition in which the regulations (if applicable), rates and charges for an offering under the provision of this tariff are developed based on the circumstance in each case.

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

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

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

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JOINT USER
A person, firm, or corporation that uses the telephone service of the company's customer as provided in Section 1 of the Tariff.

KILOBIT
One thousand bits.

LATA
A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the NATIONAL EXCHANGE CARRIER ASSOCIATION, Inc.. TARIFF F.C.C. NO. 4.

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

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

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

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

LOCAL SERVICE
Telephone exchange service within a local calling area.

LOCAL NUMBER PORTABILITY (LNP)
The ability to move telephone number(s) from one service provider to another

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

LOSS
The value placed on injury or damages due to an accident caused by another's negligence, a breach of contract or other wrongdoing.

MEGABIT
One million bits.

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

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

MOUs
Minutes of Use

MRC
Monthly Recurring Charge

MULTI-FREQUENCY ("MF")
An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

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

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

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

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

NRC
Non-Recurring Charge

PBX
A private branch exchange.

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

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

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

PUBLIC ACCESS LINE SERVICE
Service providing facilities for a customer owned coin operated telephone ("COCOT").

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

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

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

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

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

SERVING CENTRAL OFFICE
The central office from which local service is furnished.

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SERVICE COMMENCEMENT DATE
The first date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and the Customer may mutually agree on a substitute Service Commencement Date.

SERVICE ORDER
The request for access services, written, electronic, implied or executed by the Customer and the Company in the format devised by the Company.

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

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

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

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

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

TELEPHONE GRADE LINES
Lines furnished for voice transmission or for certain signaling purposes.

TERMINATION OF SERVICE
Discontinuance of both incoming and outgoing service.

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

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

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