

*This Florida Price List No. 3 replaces in its entirety Florida Price List No.1 that is currently on file with the Florida Public Service Commission.*

**Orlando Telephone Company, Inc. dba Summit Broadband**  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**LOCAL SERVICES PRICE LIST**

Regulations and Schedule of Local Exchange Service Rates  
Within the State of Florida

This Price List includes the rates, charges, terms and conditions of service for the provision of local exchange services by Orlando Telephone Company, Inc. dba Summit Broadband between locations within the State of Florida. This Price List is available for public inspection during normal business hours at the principal offices of Orlando Telephone Company, Inc. dba Summit Broadband, located at 4558 35<sup>th</sup> Street, Orlando, Florida 32811.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**TABLE OF CONTENTS**

Title Page	Title
Preface	
Table of Contents	1
Check Sheet	2
Explanation of Symbols	4
Application of Price List	5
Price List Format	6
Definitions	Section 1
Rules and Regulations	Section 2
Service Areas	Section 3
Service Charges and Surcharges	Section 4
Local Exchange Service	Section 5
Supplemental Services	Section 6
Contract Pricing	Section 7
Special Arrangements	Section 8
Promotions	Section 9

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**CHECK SHEET**

The pages listed below of this price list are effective as of the date shown. Revised pages contain all changes from the original price list that are in effect as of the date indicated.

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
	Title	Original *	2	17	Original *
Preface	1	Original *	2	18	Original *
Preface	2	Original *	2	19	Original *
Preface	3	Original *	2	20	Original *
Preface	4	Original *	2	21	Original *
Preface	5	Original *	2	22	Original *
Preface	6	Original *	2	23	Original *
1	1	Original *	2	24	Original *
1	2	Original *	2	25	Original *
1	3	Original *	2	26	Original *
1	4	Original *	2	27	Original *
1	5	Original *	2	28	Original *
2	1	Original *	2	29	Original *
2	2	Original *	2	30	Original *
2	3	Original *	2	31	Original *
2	4	Original *	2	32	Original *
2	5	Original *	2	33	Original *
2	6	Original *	2	34	Original *
2	7	Original *	2	35	Original *
2	8	Original *	2	36	Original *
2	9	Original *	2	37	Original *
2	10	Original *	2	38	Original *
2	11	Original *	3	1	Original *
2	12	Original *	4	1	Original *
2	13	Original *	4	2	Original *
2	14	Original *	4	3	Original *
2	15	Original *			
2	16	Original *			

\* - indicates those pages included with this price list

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**CHECK SHEET, (CONT'D.)**

<b>SECTION</b>	<b>PAGE</b>	<b>REVISION</b>	<b>SECTION</b>	<b>PAGE</b>	<b>REVISION</b>
5	1	Original			*
5	2	Original			*
5	3	Original			*
5	4	Original			*
5	5	Original			*
6	1	Original			*
6	2	Original			*
6	3	Original			*
6	4	Original			*
6	5	Original			*
6	6	Original			*
6	7	Original			*
7	1	Original			*
8	1	Original			*
9	1	Original			*

\* - indicates those pages included with this filing

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

### EXPLANATION OF SYMBOLS

The following symbols are used for the purposes indicated below:

- (C) - To signify changed listing, rule, or condition that may affect rates or charges.
- (D) - To signify discontinued material, including listing, rate, rule, or condition.
- (I) - To signify an increase.
- (M) - To signify material relocated from or to another part of price list schedule with no change in text, rate, rule or condition.
- (N) - To signify new material including listing, rate, rule or condition.
- (R) - To signify a reduction.
- (S) - To signify reissued material.
- (T) - To signify change in wording of text but not change in rate, rule, or condition.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

### APPLICATION OF PRICE LIST

This price list sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate end-user local exchange communications services by Orlando Telephone Company, Inc. dba Summit Broadband, hereinafter referred to as the Company, to Customers within the state of Florida. The Company's services are furnished subject to the availability of facilities and subject to the terms and conditions set forth herein.

This price list is available for review at the main office of Orlando Telephone Company, Inc. dba Summit Broadband, at 4558 35<sup>th</sup> Street, Orlando, Florida 32811.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

### PRICE LIST FORMAT

- A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Each page is numbered sequentially. However, a new page is occasionally added to the price list. When a new page is added between those already in effect, a decimal is added. For example, a new page added between page 15 and page 16 would be page 15.1.
- B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. For example, the 4th Revised Page 15 Cancels the 3rd Revised Page 15.
- C. **Paragraph Numbering Sequence** - Each level of paragraph numbering herein is subservient to its next higher level as shown:

2

2.1

2.1.1

2.1.1.1

2.1.1.A.1

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

## SECTION 1 - DEFINITIONS

**Advance Payment** - Payment of all or part of a charge required before the start of service.

**Authorization Code** - A numerical code, one or more of which may be assigned to a Customer, to enable Carrier to identify the origin of service of the Customer so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Customer shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

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

**Automatic Numbering Identification (ANI)** - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

**Common Carrier** - An authorized company or entity providing telecommunications services to the public

**Company** - Orlando Telephone Company, Inc. dba Summit Broadband, the issuer of this price list.

**Customer** - The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the terms and conditions of this price list.

**Customer Premises** - A location designated by the Customer for the purposes of connecting to the Company's services.

**Customer Terminal Equipment** - Terminal equipment provided by the Customer.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Deposit** - Refers to a cash or equivalent of cash security held as a guarantee for payment of the charges.

**End Office** - The LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

**Exchange Telephone Company or Telephone Company** - Denotes any individual, partnership, association, joint-stock company, trust, or corporation authorized by the appropriate regulatory bodies to engage in providing public switched communication service throughout an exchange area, and between exchange areas within the LATA.

**Individual Case Basis (ICB)** - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

**IXC or Interexchange Carrier** - A long distance telecommunications services provider.

**Interruption** - The inability to complete calls due to equipment malfunctions or human errors. Interruption shall not include, and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capability shortages. Nor shall Interruption include the failure of any service or facilities provided by a common carrier or other entity other than the Carrier. Any Interruption allowance provided within this price list by Carrier shall not apply where service is interrupted by the negligence or willful act of the Customer, or where the Carrier, pursuant to the terms of this price list, terminates service because of non-payment of bills, unlawful or improper use of the Carrier's facilities or service, or any other reason covered by this price list or by applicable law.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Joint User** - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

**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, or its successor tariff(s).

**LEC** - Local Exchange Company refers to the dominant, monopoly local telephone company in the area also served by the Company.

**Local Calling** - A completed call or telephonic communication between a calling Station and any other Station within the local service area of the Calling Station.

**Monthly Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**MOU** - Minutes of Use.

**NECA** - National Exchange Carriers Association.

**Non-Recurring Charge ("NRC")** - The initial charge, usually assessed on a one-time basis, to initiate and establish service.

**PIN** - Personal Identification Number. See Authorization Code.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Point of Presence (“POP”)** - The Point of Presence.

**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.

**Recurring Charges** - Monthly charges to the Customer for services, and equipment, which continues for the agreed upon duration of the service.

**Service** - Any means of service offered herein or any combination thereof.

**Service Commencement Date** - The first day following the 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 price list, in which case the Service Commencement Date is the date of the Customer’s acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

**Service Order** - The written or verbal request for Company services by the Customer and the Company in the format devised by the Company. A Service Order initiates the respective obligations of the parties as set forth therein and pursuant to this price list.

**Services** - The Company telecommunications services offered on the Company network.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 1 - DEFINITIONS, (CONT'D.)**

**Station** - The network control signaling unit and any other equipment provided at the Customer premises that enables the Customer to establish communications connections and to effect communications through such connections.

**Subscriber** - The person, firm, partnership, corporation, or other entity that orders telecommunications service from the Company. Service may be ordered by, or on behalf of, those who own, lease or otherwise manage the pay telephone, PBX, or other switch vehicle from which an End User places a call utilizing the services of the Company.

**Switched Access Origination/Termination** - Where access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits and the connection to the Customer is a LEC-provided business access line. The cost of switched Feature Group access is billed to the interexchange carrier.

**Terminal Equipment** - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company location.

**Usage Charges** - Charges for minutes or messages traversing over local exchange facilities.

**User or End User** - A Customer, Joint User, or any other person authorized by a Customer to use service provided under this price list.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

## SECTION 2 - RULES AND REGULATIONS

### 2.1 Undertaking of the Company

#### 2.1.1 Scope

The Company undertakes to furnish communications service pursuant to the terms of this price list in connection with one-way and/or two-way information transmission between points within the state of Florida.

The Company is responsible under this price list only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

The Company arranges for installation, operation, and maintenance of the communications services provided in this price list for Customers in accordance with the terms and conditions set forth under this price list. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Company network. The Customer shall be responsible for all charges due for such service arrangement.

#### 2.1.2 Shortage of Equipment or Facilities

- A. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond Company control.
- B. The furnishing of service under this price list is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions**

- A.** Service is provided on the basis of a minimum period of at least thirty (30) days, 24-hours per day. For the purpose of computing charges in this price list, a month is considered to have 30 days. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.
- B.** Except as otherwise stated in this price list, Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this price list. Customers will also be required to execute any other documents as may be reasonably requested by the Company to provide service.
- C.** At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis, unless otherwise specified by the written Service Order, at the then current rates unless terminated by either party upon notice. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this price list prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (Cont'd.)**

- D.** Service may be terminated by Company upon written notice to the Customer if:
  - 1.** the Customer is using the service in violation of this price list; or
  - 2.** the Customer is using the service in violation of the law; or
  - 3.** the Customer is in violation of written Service Order terms.
  
- E.** This price list shall be interpreted and governed by the laws of the State of Florida regardless of its choice of laws provision.
  
- F.** Any other telephone company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
  
- G.** To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability**

- A.** Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7.
- B.** Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C.** The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

- D.** The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, due to:
- 1.** Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - 2.** Any delay or failure of performance or equipment due to causes beyond the Company control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - 3.** Any unlawful or unauthorized use of Company facilities and services;
  - 4.** Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  - 5.** Breach in the privacy or security of communications transmitted over Company facilities;

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

**D. (Cont'd.)**

6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company liability is limited as set forth in Section 2.1.4.A.
7. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Company facilities;
9. Any non-completion of calls due to network busy conditions;
10. Any calls not actually attempted to be completed during any period that service is unavailable;
11. And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of Company services or facilities.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (Cont'd.)**

- E.** The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- F.** The Company makes no warranties or representations, EXPRESS OR IMPLIED, either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- G.** Failure by the Company to assert its rights pursuant to one provision of this rate sheet does not preclude the Company from asserting its rights under other provisions.
- H.** Directory Errors - In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listing 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 listing obtainable from the directory assistance operator shall be at the monthly price list rate for each listing, or in the case of a free or no-charge directory listing, credit shall equal two times the monthly price list rate for an additional listing, for the life of the directory or the charge period during which the error, mistake or omission occurs.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.1 Undertaking of the Company, (Cont'd.)****2.1.4 Limitations on Liability, (Cont'd.)****I. With respect to Emergency Number 911 Service**

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person for any personal injury or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of service, of (2) installation, operation, failure to operate, maintenance, removal, presence, condition, local or use of any equipment and facilities furnishing this service.
2. Neither is the Company responsible for any infringement, nor invasion of the right of privacy of any person or persons, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company, including, but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
3. When a Customer with a nonpublished telephone number, as defined herein, places a call to the emergency 911 service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for emergency 911 service upon request of such governmental authority. By subscribing to service under this rate sheet, the Customer acknowledges and agrees with the release of information as described above.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.1 Undertaking of the Company, (Cont'd.)****2.1.5 Notification of Service-Affecting Activities**

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- A.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this price list. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B.** The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C.** The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D.** Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided.
- E.** The Customer shall be responsible for the payment of service charges as set forth herein for visits by Company agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities, (Cont'd.)**

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

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment.

**2.1.7 Non-routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside Company regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours, 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.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.1 Undertaking of the Company, (Cont'd.)****2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this price list, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

- A.** where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B.** of a type other than that which the Company would normally utilize in the furnishing of its services;
- C.** over a route other than that which the Company would normally utilize in the furnishing of its services;
- D.** in a quantity greater than that which the Company would normally construct;
- E.** on an expedited basis;
- F.** on a temporary basis until permanent facilities are available;
- G.** involving abnormal costs; or
- H.** in advance of its normal construction.

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this price list remains in the Company, its partners, agents, contractors or suppliers.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company may require applicants for service who intend to use Company offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3** The Company may block any signals being transmitted over its Network by Customers who cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.
- 2.2.4** A Customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this price list will apply.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.3 Obligations of the Customer****2.3.1 General**

The Customer is responsible for making proper application for service; placing any necessary order, complying with price list regulations; payment of charges for services provided. Specific Customer responsibilities include, but are not limited to the following:

- A.** the payment of all applicable charges pursuant to this price list and written Service Orders;
- B.** damage to or loss of Company facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
- D.** obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.C. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.3 Obligations of the Customer, (Cont'd.)****2.3.1 General, (Cont'd.)**

- E.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining Company facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company opinion, injury or damage to Company employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g., asbestos) prior to any construction or installation work;
- F.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1.D.; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G.** not creating, or allowing to be placed, any liens or other encumbrances on Company equipment or facilities; and
- H.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.3 Obligations of the Customer, (Cont'd.)****2.3.2 Liability of the Customer**

- A.** The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of Company negligence or intentional misconduct.
- B.** To the extent caused by any negligent or intentional act of the Customer as described in A., preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other rate sheet of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- C.** The Customer shall not assert any claim against any other Customer or user of Company services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this rate sheet including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this rate sheet is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.4 Customer Equipment and Channels****2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. Company services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this price list. A User may transmit any form of signal that is compatible with Company equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this price list.

**2.4.2 Station Equipment**

- A.** Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- B.** The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to Company employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense, subject to prior Customer approval of the equipment expense.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.3 Interconnection of Facilities**

- A.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B.** Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the price lists of the other communications carriers that are applicable to such connections.
- C.** Facilities furnished under this price list may be connected to Customer-provided terminal equipment in accordance with the provisions of this price list. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D.** Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this price list only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.4 Inspections**

- A.** Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.A. for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B.** If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements**

**2.5.1 Payment for Service**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Authorized Users by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state, federal and 911 taxes, charges or surcharges (however designated) (excluding taxes on Company net income) imposed on or based upon the provision, sale or use of Network Services.

The security of the Customer's equipment and any access codes is the responsibility of the Customer. All calls placed by or through the Customers equipment to the Company shall be billed to and shall be the obligation of the Customer.

Customers will only be charged once, on either an interstate or intrastate basis, for any nonrecurring charges.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.2 Billing and Collection of Charges**

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

- A.** Nonrecurring charges are due and payable within thirty (20) days after the invoice date, unless otherwise agreed to in advance.
- B.** The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within thirty (30) days after the invoice date unless otherwise agreed to in advance. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- C.** Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this price list or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.2 Billing and Collection of Charges, (Cont'd.)**

- D.** If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, thirty (30) days following the invoice date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5%.
- E.** The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company that a financial institution refuses to honor.
- F.** If service is disconnected by the Company in accordance with Section 2.6 following and later restored, restoration of service will be subject to all applicable installation charges. Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.
- G.** Invoices are available electronically and in paper form at the Customer's discretion. The Paper Invoice Fee of \$2.99 per month shall be waived for any Customer who elects the Company's Electronic Billing Option and forgoes receipt of paper bills.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.3 Disputed Bills****A. Commercial Customers**

If Customer fails to make any payment under this Agreement when due, then, in addition to such sum and without prejudice to any other rights and remedies that the Company may have, Customer shall pay interest on such unpaid amount at the Interest Rate until such sum is paid in full and interest shall accrue both before and after judgment. Customer must bring any payment dispute to the Company's attention within thirty (30) days of invoice, providing sufficient detail and documentation to support the dispute. No interest shall accrue on any payment that is disputed in good faith by Customer while such dispute is pending. Notwithstanding the foregoing, if such dispute is later resolved in favor of the Company, such amount shall bear interest from the date when due until paid at the Interest Rate. If such dispute is resolved in favor of Customer, any and all disputed amounts paid by Customer shall be credited to Customer's account.

**B. Residential Customers (Bulk)**

If Association in good faith disputes any charges, it shall: (i) timely pay all undisputed charges, within ten (10) days of the invoice date; and (ii) give Company written notice of the disputed amount(s) and written documentation of the reason(s) therefore or any such dispute shall be deemed waived. Any amounts that are determined by Company to be in error or not in compliance with this Agreement will be adjusted on the next month's invoice following such determination. Any disputed amounts that in good faith and supported by reasonable documentation are deemed by Company, after informal negotiation with Association, to be correct as billed and in compliance with this Agreement, will be due and payable by Association upon notification and demand by Company, but Association retains all rights and remedies available in law and equity to resolve the dispute.

**C. Residential Customers (Take)**

Subject to applicable law, if you intend to dispute a charge or request a billing credit, you must contact the Company within sixty (60) days of the date on the bill. You waive any disputes or credits that you do not report within sixty (60) days. The Company may agree to provide billing services on behalf of third parties, as the agent of the third party. Any such third-party charges shall be payable pursuant to any contract or other arrangement between you and the third party. We will not be responsible for any dispute regarding these charges between you and any third party. You must address all such disputes directly with the third party.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.4 Advance Payments**

For commercial Customers, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.5 Deposits**

**A. Commercial Customers**

1. The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit or has a bad credit rating to make a deposit prior to or at any time after the provision of service to the Customer to be held by the Company as a guarantee of the payment of rates and charges. No such deposit will be required of a Customer which has established satisfactory credit and has no history of late payments to the Company.
2. The amount of the deposit which may be required of a Customer for the purpose of establishing credit shall not exceed two times the average monthly bill for Customers whose bills are payable in advance. The amount of deposit may be adjusted at the request of the Customer at any time when the character, purpose, or degree of the Customer's use of the service has materially changed, or when it is indicated that it will change.
3. The making of a deposit shall not relieve any Customer of the obligation to pay current bills when due. A deposit shall only be applied to the indebtedness of the Customer for jurisdictional telecommunications services of the provider.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.5 Deposits, (Cont'd.)****A. Commercial Customers, (Cont'd.)**

4. The Company will pay interest on deposits, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Company will pay interest at the rate prescribed by the Commission.
5. The Company shall keep a record of each cash deposit until the deposit is returned. The record will show the name of each Customer making a deposit; the premises occupied by the Customer when making the deposit and each successive premises occupied while the deposit is retained by the Company; the amount and date of making the deposit; and a record of each transaction, such as the payment of interest, interest credited, etc., concerning the deposit. Concurrently with receiving a deposit, the Company will provide the Customer a receipt showing the deposit date, the name and billing address of the Customer and the deposit amount.
6. Upon discontinuance of service, or when a Customer has established credit by other means, the Company will promptly refund any deposit, plus accrued simple interest, or the balance, if any, in excess of the unpaid bills for the services furnished by the Company. A transfer of service from one location to another within the Company serving area shall not be deemed a discontinuance with the Company if the character of the service remains unchanged.
7. Deposits will be refunded after twelve months of timely payment, with interest as specified above.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.5 Payment Arrangements, (Cont'd.)****2.5.6 Cancellation of Application for Service**

- A.** Applications for service cannot be canceled without Company agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B.** Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced (all discounted to present value at six percent).
- C.** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D.** Special charges described in 2.5.6.A. through 2.5.6.C. will be calculated and applied on a case-by-case basis.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.5 Payment Arrangements, (Cont'd.)**

**2.5.7 Changes in Service Requested**

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

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Discontinuance of Service**

Service continues to be provided until canceled by the Customer, in writing, or until discontinued by the Company as set forth below. The Company may render bills subsequent to the termination of service for charges incurred before termination.

Without incurring liability, the Company may refuse or discontinue service for the following reasons provided that, unless otherwise stated, business Customers will be given five (5) days written notice by first class mail, with a final notice by Certified Mail five (5) days prior to discontinuance.

- 2.6.1** For noncompliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
- 2.6.2** For noncompliance with or violation of Commission regulation or the Company's posted rules and regulations.
- 2.6.3** Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.
- 2.6.4** For failure of the Customer to make proper application for service or for use of telephone service for any other property or purpose than that described in the application.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.6 Discontinuance of Service, (Cont'd.)**

- 2.6.5 Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
- 2.6.6 Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect Company equipment or Company service to others.
- 2.6.7 For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
- 2.6.8 For non-payment of any amount past due to the Company by the Customer.
- 2.6.9 Without notice for unauthorized or unlawful use of Authorization Codes. Authorization Codes are issued only by the Company to the Customer and may not be sold or otherwise distributed without the written consent of the Company.
- 2.6.10 Without notice in the event of any other unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 2.6.11 For Customer's breach of contract for service between the Company and the Customer.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.7 Allowances for Interruptions in Service**

**2.7.1 Credits for interruptions in service will be considered on a case-by-case basis, but no credit allowance will be made for any interruption in service:**

- A. Due to the negligence of or noncompliance with the provisions of this price list by any person or entity other than the Company, including but not limited to the Customer;
- B. Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- C. Due to circumstances or causes beyond the reasonable control of the Company;
- D. During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- F. 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;
- G. That occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. That was not reported to the Company within thirty (30) days of the date that service was affected.

**2.7.2 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.8 Use of Customer's Service by Others**

**2.8.1 Joint Use Arrangements**

Joint use arrangements will be permitted for all services provided under this price list. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each joint user shall be responsible for the payment of the charges billed to it.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.9 Cancellation of Service/Termination Liability**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7.1 above), the Customer agrees to pay to the Company termination liability charges, as defined below unless otherwise stated in written Service Order. These charges shall become due as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.2.

**2.9.1 Termination Liability**

The Customer's termination liability for cancellation of service shall be equal to:

- A. all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Customer; plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- C. all Recurring Charges specified in the applicable Service Order Tariff for the balance of the then current term.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.10 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

**2.10.1** to any subsidiary, parent company or affiliate of the Company; or

**2.10.2** pursuant to any sale or transfer of substantially all the assets of the Company; or

**2.10.3** pursuant to any financing, merger or reorganization of the Company.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)****2.11 Customer Liability for Unauthorized Use of the Network**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains Company services provided under this price list.

**2.11.1 Customer Liability for Fraud and Unauthorized Use of the Network**

- A.** The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- B.** A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- C.** The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- D.** The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this rate sheet, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.12 Notices and Communications**

- 2.12.1** The Customer shall designate on the Service Order the address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which Company bills for service shall be mailed.
- 2.12.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.12.3** Except as otherwise stated in this price list, all notices or other communications required to be given pursuant to this price list will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.12.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.13 Taxes and Fees**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.13.1 Access to Telephone Relay Services**

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local telecommunications subscribers as may be required by state law.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**

**2.14 Miscellaneous Provisions**

**2.14.1 Telephone Number Changes**

Whenever any Customer's telephone number is changed after a directory is published, the Company shall intercept all calls to the former number for at least one hundred and twenty (120) days and give the calling party the new number provided existing central office equipment will permit, and the Customer so desires.

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.

**2.14.2 Maintenance and Operations Records**

Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of Commission rules shall be kept on file in the office of the Company as required under Commission rules.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 3 - SERVICE AREAS****3.1 Local Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in the exchanges and local calling areas currently served by the Incumbent LEC.

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 local calling area;
- access enhanced 911 Emergency Service;
- access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 8xx, 700 and 900 telephone numbers;
- access Telephone Relay Service;
- touch tone;
- a white pages directory listing.

Customers wishing to block-pay-per-call numbers (e.g. 900, 700) may request such blocking at no charge.

The following exchange access services are offered by the Company, where facilities and operating conditions permit:

- (i) basic residential service (local residential)(limited to 2 local access lines);
- (ii) basic business service (local business).

Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES****4.1 Service Order and Change Charges**

**4.1.1** Non-recurring charges apply to processing Service Orders for new service and for changes in service.

**4.1.2 Rates**

	<b>Residential</b>
Single Service Installation	\$65.00
Telephone Number Change Charge	\$25.00
Reconnection Fee	
Central Florida (account based - not service based)	\$69.99
Phone Line*	\$30.00
Transfer Service, per service	\$25.00

\*Rates for Southwest Florida residential customers only.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.2 Premises Visit Charge**

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises.

Premises Visit Charge	<u>Business</u>
Initial Hour	\$184.00
Each additional 30 minutes	\$45.00

**4.3 Restoral Charge**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<u>Business</u>
Per occasion, per line:	\$40.00

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)****4.4 Public Telephone Surcharge**

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.60

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 5 - LOCAL EXCHANGE SERVICE****5.1 General**

Local exchange service is offered to business Customers on a presubscription basis from equal access originating end offices only. Service is provided on a term basis only. Unless other specified, the minimum term is one (1) year. Rates for service may vary by call type and/or term commitment. Usage rates, per call charges and monthly fees may apply. In addition, applicable Service Order and other non-recurring charges may apply. Call timing is defined in the description for each service. Service is available 24 hours a day, 7 days a week. Service is available where technically feasible and where facilities permit.

**5.1.1 Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- A.** Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
- B.** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- C.** Timing terminates on all calls when the calling party hangs up or the Company network receives an off-hook signal from the terminating carrier.
- D.** Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- E.** All times refer to local time.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 5 - LOCAL EXCHANGE SERVICE, (CONT'D.)****5.1 General, (Cont'd.)****5.1.2 Basic Local Exchange Service**

Basic Local Exchange Service provides a Customer with a telephonic connection to, and a unique telephone number on, the Company switching network that enables the Customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company Local Calling Services and other Services as set forth in this price list;
- C. access interexchange calling services of the Company and of other carriers;
- D. access (at no additional charge) to Company operators and business office for service related assistance;
- E. access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- F. access relay services for the hearing and/or speech impaired.

Basic Local Exchange Services cannot be used to originate calls to caller-paid information services (e.g., 900, 976) provided by other companies. Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company switch. Each Basic Local Exchange Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Individual line Business Basic Local Exchange Service is comprised of exchange access lines defined as follows:

**Exchange Access Line** - The service central office line equipment and all the Company plant facilities up to the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



---

**SECTION 5 - LOCAL EXCHANGE SERVICE, (CONT'D.)****5.2 Local Service Plans****5.2.1 Digital Phone Plus****A. Description**

The Digital Phone Plus plan includes the following bundle of services:

- Standard features include the following (unless otherwise requested):

Anonymous Call Rejection	Do Not Disturb
Automatic Recall	Remote Access Call Forwarding
Call Block	Speed Dial
Call Forwarding	Three Way Calling
Call Waiting	Voice Mail
Caller ID	

**B. Rates**

Digital Phone Plus, per month	\$19.99
-------------------------------	---------

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 5 - LOCAL EXCHANGE SERVICE, (CONT'D.)****5.2 Local Service Plans, (Cont'd.)****5.2.2 Digital Phone Plus North America****A. Description**

The Digital Phone Plus North America plan includes the following bundle of services:

- Standard features include the following (unless otherwise requested):

Anonymous Call Rejection	Do Not Disturb
Automatic Recall	Remote Access Call Forwarding
Call Block	Speed Dial
Call Forwarding	Three Way Calling
Call Waiting	Voice Mail
Caller ID	

**B. Rates**

Digital Phone Plus North America, per month	\$29.99
---------------------------------------------	---------

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 5 - LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.2 Local Service Plans, (Cont'd.)**

**5.2.3 Digital Phone Plus Western Europe**

**A. Description**

The Digital Phone Plus Western Europe plan includes the following bundle of services:

- Standard features include the following (unless otherwise requested):

Anonymous Call Rejection	Do Not Disturb
Automatic Recall	Remote Access Call Forwarding
Call Block	Speed Dial
Call Forwarding	Three Way Calling
Call Waiting	Voice Mail
Caller ID	

**B. Rates**

Digital Phone Plus Western Europe, per month	\$35.99
----------------------------------------------	---------

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

## SECTION 6 - SUPPLEMENTAL SERVICES

### 6.1 Optional Calling Features

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.

#### 6.1.1 Feature Descriptions

**Anonymous Call Rejection** - Gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. The screening list holds a maximum of fifteen (15) numbers.

**Call Block (\*60)** – Automatically rejects calls from a specified list of numbers or from the incoming number.

**Call Forwarding** - Allows incoming calls forwarded to be forwarded to another line specified by the Customer by dialing a code and the telephone number to which the calls will be forwarded.

**Call Forwarding Do Not Answer** - Automatically routes incoming calls to a predetermined telephone number when the called line does not answer within a pre-specified number of rings.

**Call Forward Busy Line** - Automatically routes incoming calls to a predetermined telephone number when the called line is busy.

**Call Return (\*69)** - Automatically redials the last incoming call.

**Call Waiting/Call Waiting with Caller ID** - Allows the Customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. Call Waiting with Caller ID provides Call Waiting service with the display of Caller ID information for the call that is waiting.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.1 Optional Calling Features, (Cont'd.)**

**6.1.1 Feature Descriptions, (Cont'd.)**

**Caller ID-Number Only** - Provides for the display of the calling party telephone number on Caller ID compatible Customer premises equipment.

**Caller ID Name and Number** - Provides for the display of the calling party name and telephone number on Caller ID compatible Customer premises equipment.

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

**Remote Access to Call Forwarding** - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "\*" and "#". All charges incurred to access the remote number will be billed appropriately.

**Repeat Dialing (\*66)** - Automatically redials a busy number for up to 30 minutes until line is available.

**Distinctive Ring** - Allows a Customer to have up to two separate telephone numbers (one main and one additional number) associated with one local exchange access line. Each telephone numbers has a distinctive ring on incoming calls for identification purposes.

**Three-Way Calling** - Allows the Customer to add a third party to an existing conversation.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)**
**6.1 Optional Calling Features, (Cont'd.)****6.1.2 Rates****A. Features Offered on a Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

<u>Feature</u>	<u>Monthly Rate</u>
Anonymous Call Rejection	\$3.75
Call Block (*60)	\$1.50
Call Forwarding	\$2.50
Call Forward Do Not Answer	\$2.50
Call Forward Busy Line	\$2.50
Call Return (*69)	\$2.50
Call Waiting/Call Waiting with Caller ID	\$11.00
Caller ID (Number Only)	\$7.50
Caller ID (Name and Number)	\$7.50
Hunting, per line	\$5.00
Remote Access to Call Forwarding	\$12.50
Repeat Dialing (*66)	\$2.50
Distinctive Ring	\$10.00
Three-Way Calling	\$2.50

---

 Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
 4558 35<sup>th</sup> Street  
 Orlando, Florida 32811

**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.2 Directory Listing Service**

**6.2.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

**6.2.2 Listings**

**A. Primary Listing**

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)**

**6.2 Directory Listing Service, (Cont'd.)**

**6.2.2 Listings, (Cont'd.)**

**B. Additional Listings**

Additional listings may be the listings of individual names of those entitled to use the customer's service or, for business, Commissions, Divisions, Trade names, etc.

In connection with business service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, Foreign Listings, etc. take the same business classification as the service with which such listings are furnished.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811



---

**SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)****6.2 Directory Listing Service, (Cont'd.)****6.2.2 Listings, (Cont'd.)****C. Nonpublished Service**

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

SECTION 6 - SUPPLEMENTAL SERVICES, (CONT'D.)

6.2 Directory Listing Service, (Cont'd.)

6.2.3 Monthly Rates

	<u>Monthly Rate</u>	
	<u>Residential</u>	<u>Business</u>
Additional Listings	\$2.50	\$5.00
Nonpublished Service	\$3.00	\$5.00

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

---

**SECTION 7 - CONTRACT SERVICES****7.1 Special Contract Arrangements**

At the option of the Company, services may be offered on a contract basis to meet specialized pricing requirements of the Customer not contemplated by this price list. The terms of each contract shall be mutually agreed upon by the Customer and Company and may include discounts off of rates contained herein and waiver of recurring, nonrecurring, or usage charges. The terms of the contract may be based partially or completely on the term and volume commitment, type of access arrangement, mixture of services, or other distinguishing features. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of the price list. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer as specified in each individual contract.

**7.2 Special Service Arrangements**

- 7.2.1** If a Customer's requirements cannot be met by services included in this price list, or pricing for a service is shown in this price list as "ICB", the Company will provide, where practical, special service arrangements at charges to be determined on an Individual Case Basis. These special service arrangements will be provided if the provision of such arrangements is not detrimental to any other services furnished under the Company's price lists.
- 7.2.2** Special service arrangement rates are subject to revision depending on changing costs or operating conditions.
- 7.2.3** If and when a special service arrangement becomes a generically tariffed offering, the tariffed rate or rates will apply from the date of tariff approval.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

**SECTION 8 - SPECIAL ARRANGEMENTS**

**8.1 Non-Routine Installation and/or Maintenance**

At the Customer's request, installation and/or maintenance may be performed outside Company regular business hours, or (in sole discretion of the Company 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.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811

## SECTION 9 - PROMOTIONS

### 9.1 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type, duration or quantity of service provided will be at the Company's discretion.

### 9.2 Special Promotions

From time to time, the Carrier may provide promotional offerings to introduce a current or potential Subscriber to a service not being used by the subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or non-recurring charges.

---

Issued: November 4, 2016

Effective Date: November 5, 2016

Issued By: Regulatory Manager  
4558 35<sup>th</sup> Street  
Orlando, Florida 32811