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April 26, 2001

VIA OVERNIGHT DELIVERY

Blanca S. Bayo, Director
Florida Public Service Commission
Division of Records and Reporting
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

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RECORDS AND REPORTING

010000-PU

Re: Initial ALEC Price List of DLC Enterprises, Inc.
d/b/a Direct Link Communications, Inc.

Dear Ms. Bayo:

On behalf of DLC Enterprises, Inc. d/b/a Direct Link Communications, Inc. ("DLC"), enclosed for filing please find an original and six (6) copies of DLC's initial price list for alternative local exchange telecommunications services within the State of Florida ("Price List"). The Price List is being filed with an issued date of April 27, 2001 and an effective date of April 30, 2001. The Commission granted DLC ALEC Certificate No. 7647 in Docket No. 001432-TX (effective Dec. 11, 2000).

Please date stamp and return the extra copy of this filing in the self-addressed, postage-prepaid envelope provided. Should you have any questions concerning this matter, please do not hesitate to call me at (202) 424-7697.

Respectfully submitted,

Brett P Ferenchak

Brett P. Ferenchak

Counsel for DLC Enterprises, Inc.
d/b/a Direct Link Communications, Inc

- APP _____
- CAF _____
- CMP _____
- COM _____
- CTR _____
- ECR _____
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- OPC _____
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- SEC 1
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cc: Art Garcia
Rachel Flam (w/o encl.)

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TITLE SHEET

FLORIDA TELECOMMUNICATIONS PRICE LIST

This Price List contains the rules and regulations applicable to the Intrastate Telecommunications Services provided by DLC Enterprises, Inc. d/b/a Direct Link Communications, Inc. ("Company" or "DLC") between one or more points in the State of Florida as authorized by the Florida Public Service Commission. This Price List is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours. Copies may also be inspected during regular business hours at the Company's principal place of business, 5071 Broadway, Second Floor, New York, New York 10034.

Issued: April 27, 2001

Effective: April 30, 2001

By: Art Garcia, President
5071 Broadway, Second Floor
New York, New York 10034

CHECK SHEET

The pages of this Price List are effective as of the date shown. The original and revised pages named below contain all changes from the original Price List and are in effect on the date shown.

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
Title	Original	26	Original	60	Original	86	Original
1	Original	27	Original	61	Original	87	Original
2	Original	28	Original	62	Original	88	Original
3	Original	29	Original	63	Original	89	Original
4	Original	30	Original	64	Original	90	Original
5	Original	31	Original	65	Original	91	Original
6	Original	32	Original	66	Original	92	Original
7	Original	33	Original	67	Original	93	Original
8	Original	34	Original	68	Original	94	Original
9	Original	35	Original	69	Original	95	Original
10	Original	36	Original	70	Original	96	Original
11	Original	37	Original	71	Original		
12	Original	38	Original	72	Original		
13	Original	39	Original	73	Original		
14	Original	40	Original	74	Original		
15	Original	41	Original	75	Original		
16	Original	42	Original	76	Original		
17	Original	43	Original	77	Original		
18	Original	44	Original	78	Original		
19	Original	45	Original	79	Original		
20	Original	46	Original	80	Original		
21	Original	47	Original	81	Original		
22	Original	48	Original	82	Original		
23	Original	49	Original	83	Original		
24	Original	50	Original	84	Original		
25	Original	51	Original	85	Original		

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EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- D - Delete or Discontinue
- I - Change Resulting in an Increase to a Customer's Bill
- M - Moved from Another Price List Location
- N - New
- R - Change Resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation But No Change in Rate or Charge

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PRICE LIST FORMAT

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the Price List. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their Price List approval process, the most current sheet number on file with the Commission is not always the Price List page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a Price List filing is made with the Commission, an updated check sheet accompanies the Price List filing. The check sheet lists the sheets contained in the Price List, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The Price List user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Commission.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Account Codes - Permits Centrex Stations and attendants to dial an account code number of up to eight digits. For use when placing calls over facilities arranged for Automatic Message Accounting (AMA) recording. The account or project number must be input prior to dialing the called number.

Application for Service - A standard DLC order form which includes all pertinent technical, billing and other information which will enable DLC to provide service.

Authorized User - A person, firm, corporation or other entity authorized by the Customer to receive or send communications.

Bandwidth - The difference, expressed in Hertz, between the highest and lowest frequencies of a band constituting a channel or circuit.

Call Forwarding

Call Forwarding Station - Allows calls directed to a station line to be routed to a user defined line inside or outside the customer's telephone system.

Call Forwarding System - Permits calls attempting to terminate to a busy station line to be re-directed to a predetermined line inside or outside the customer's telephone system.

Call Forwarding Remote - This optional feature allows a user to activate/deactivate the Call Forwarding-All Calls feature or change the forwarded telephone number from a remote location.

Carrier or Company - DLC Enterprises, Inc. d/b/a Direct Link Communications, Inc. ("DLC"), unless otherwise clearly indicated from the context.

Central Office - Company facilities where subscribers' lines are joined to switching equipment for connecting other subscribers to each other, locally and long distance.

Channel or Circuit - A transmission path or paths between two or more points having a bandwidth or transmission speed suitable to render service to a Customer.

Commission - Refers to the Florida Public Service Commission.

Customer - The person, firm, corporation, or other entity which orders service and which is responsible for the payment of charges and for compliance with DLC's Price List regulations.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Data - Any representation such as characters (digital or analog quantities) to which meaning is assigned.

DID Trunk - A form of local switched access that provides the ability for an outside party to call an internal extension directly without the intervention of the company operator.

Direct Inward Dial (or "DID") - A service attributable that routes incoming calls directly to stations, by-passing a central answering point.

Direct Outward Dial - A service attributable that allows individual station users to access and outside numbers directly.

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

Hertz - Cycles per second.

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

Installation - The connection of a circuit, dedicated access line or port for a new, change of, or additional service.

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

LATA - A Local Access and Transportation 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.

Month - A month is considered to consist of thirty (30) days.

Order Cancellation - A Customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to commencement of service.

Physical Change - The modification of an existing circuit, dedicated access line or port at the request of a Customer and requiring some physical change or re-termination.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

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

Resale of Service - The subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without "adding value") for profit.

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. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order - The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Price List, but the duration of the service is calculated from the Service Commencement Date.

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

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

Termination of Service - Discontinuance of both incoming and outgoing service.

Toll Call - Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

User - A Customer, joint user, or any other person authorized by a Customer to use service provided under this Price List.

SECTION 2 - RULES AND REGULATIONS

The regulations set forth in this section explain how to apply the rate tables associated with the various service offerings described in Section 3, following.

2.1 Undertaking of the Company

2.1.1 This Price List sets forth the service offerings, rates, terms and conditions applicable to local exchange telecommunications services provided by DLC Enterprises, Inc. d/b/a Direct Link Communications, Inc., within the State of Florida.

The Company's services and facilities are furnished for communications originating at specified points within the State of Florida under the terms and conditions of this Price List. Service is available where facilities permit.

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

- 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 the Company's 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's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.1 Undertaking of the Company (Cont'd)**

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

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

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

2.2 Limitations

2.2.1 Service is offered subject to the availability of facilities and provisions of this Price List.

2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control when the Customer is using service in violation of the law or the provisions of the Price List.

2.2.3 All facilities provided under this Price List are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.

2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Price List shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.2.5 Customers reselling or rebilling services must have a Certificate of Public Convenience and Necessity as a local exchange carrier from the Florida Public Service Commission.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.3 Liabilities of the Company**

- 2.3.1 The liability of the Company arising out of 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 arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this Price List, unless ordered by the Commission. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.3.2 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- 2.3.3 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- 2.3.4 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- 2.3.5 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.3 Liabilities of the Company (Cont'd)**

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

2.3.7 The Company is not liable for any claims for loss or damages involving:

- A. Breach in the privacy or security of communications transmitted over the Company's facilities;
- B. Injury to property or injury or death to persons, including claims for payments made under Worker's 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 the Company's facilities;
- C. Any noncompletion of calls due to network busy conditions.

2.3.8 The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss, or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.

2.3.9 The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.4 Interruption of Service**

- 2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence or the Customer, or to the failure of channels or equipment provided by the Customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the Customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission by the Customer within his control, if any, furnished by the Customer and connected to the Company's facilities. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.
- 2.4.2 No credit shall be allowed for an interruption of a continuous duration of less than twenty-four hours after the subscriber notifies the Company.
- 2.4.3 The Customer shall be credited for an interruption of more than twenty-four hours as follows: Credit = $A/B \times C$, where "A" - outage time in hours; "B" - total hours in a month (month = 720); "C" - total monthly charge for affected facility.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.5 Cancellation or Interruption of Services

2.5.1 General

- A. A service is interrupted when it becomes unusable to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by Carrier under this Price List.
- B. An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.
- C. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, the service, facility or circuit is considered to be impaired but not interrupted. No credit allowances will be made for a service, facility or circuit considered by Carrier to be impaired, unless Carrier is ordered to do so by the Commission.

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.5 Cancellation or Interruption of Services (Cont'd)

2.5.2 Limitations on Allowances

No credit allowance will be made for any interruption of service:

- A. due to the negligence of, or noncompliance with the provisions of this Price List by, any person or entity other than Carrier, including but not limited to the Customer or other common carriers connected to the service of Carrier;
- B. due to the failure of power, equipment, systems, or services not provided by Carrier;
- C. due to circumstances or causes beyond the control of Carrier;
- D. during any period in which the Customer continues to use the service on an impaired basis;
- E. during any period when the Customer has released service to Carrier for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- F. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- G. that was not reported to Carrier within thirty (30) days of the date that service was affected.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.6 Discontinuance of Service by Company****2.6.1 General**

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

- A. For noncompliance with or violation of any State or municipal law, ordinance, or regulation pertaining to telephone service.
- B. For the use of telephone service for any other property or purpose than that described in the application.
- C. For failure or refusal to provide the company with a deposit to insure payment of bills in accordance with the company's regulations.
- D. For neglect or refusal to provide reasonable access to the company for the purpose of inspection and maintenance of equipment owned by the company.
- E. For noncompliance with or violation of the Commission's regulations or the company's rules and regulations on file with the Commission, provided five (5) Working Days' written notice is given before termination.
- F. For nonpayment of bills for telephone service, including the telecommunications access system surcharge referred to in Rule 25-4.160(3), provided that suspension or termination of service shall not be made without five (5) Working Days' written notice to the customer, except in extreme cases. The written notice shall be separate and apart from the regular monthly bill for service. Company will not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the company. No company shall discontinue service to any customer for the initial nonpayment of the current bill on a day the company's business office is closed or on a day preceding a day the business office is closed.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.6 Discontinuance of Service by Company (Cont'd)

2.6.1 General (Cont'd)

- G. Without notice in the event of customer use of equipment in such manner as to adversely affect the company's equipment or the company's service to others.
- H. Without notice in the event of hazardous conditions or tampering with the equipment furnished and owned by the company.
- I. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the company may, before restoring service, require the customer to make, at his own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

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

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

SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.6 Discontinuance of Service by Company (Cont'd)

2.6.4 Insufficient Reasons for Discontinuance of Service

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

- A. Delinquency in payment for service by a previous occupant of the premises, unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and such previous customer shall benefit from such new service.
- B. Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the customer in good standing.
- C. Delinquency in payment for separate telephone service of another customer in the same residence.
- D. Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice versa.
- E. Failure to pay for a service rendered by the company which is not regulated by the Commission.
- F. Failure to pay the bill of another customer as guarantor thereof.
- G. Failure to pay a dishonored check service charge imposed by the company.

2.5.5 When service has been discontinued for proper cause, the company may charge a reasonable fee to defray the cost of restoring service, provided such charge is set out in its approved Price List on file with the Commission.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.7 Advance Payments and Deposits**

The Company does not collect deposits. For Customers whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

2.8 Taxes

In addition to the rates and charges applicable according to the rules and regulations of this Price List, various surcharges and taxes may apply to the Customer's monthly billing statement. The Customer is responsible for payment of any fees (including franchise and right-of-way fees), charges, surcharges and taxes (however designated) (including without limitation sales, use, gross receipts, excise, access or other taxes but excluding taxes on the Company's net income) imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision. 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, except prepaid debit cards.

2.9 Billing of Calls

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

SECTION 2 - RULES AND REGULATIONS (Cont'd)**2.10 Payment of Charges**

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. Notwithstanding the due date specified on the bill, payment will be considered timely if payment is received by the Company within twenty (20) days of the date of transmittal of the bill in the case of residential Customers, and fifteen (15) days of the date of transmittal of the bill in the case of business Customers. If objection is not received by the Company within three months after the bill is rendered, the items and charges appearing thereon shall be determined to be correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an objection may be considered, or if the Customer has in his or her possession such Company records. Where an objection to the bill involves a superseded service order, the items and charges appearing on the bill shall be deemed to be correct and binding upon the Customer if objection is not received by the Company within two months after the bill is rendered.

2.11 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds if the face value does not exceed \$50.00, \$30.00 if the face value does exceed \$50.00 but does not exceed \$300.00, \$40.00 if the face value exceeds \$300.00 or 5% of the value of the check, which ever is greater.

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SECTION 2 - RULES AND REGULATIONS (Cont'd)

2.12 Late Payment Charges

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

2.12.2 Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. The Customer may dispute bills either orally or in writing. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.

2.12.3 Late payment charges do not apply to final accounts.

2.12.4 Late payment charges do not apply to government agencies of the State of Florida. These agencies are required to make payment in accordance with applicable state law.

2.13 Emergency Termination of Service

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

SECTION 3 - DESCRIPTION OF SERVICE

3.1 General

- 3.1.1 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.
- 3.1.2 Service is provided 24-hours per day. For the purpose of computing charges in this Price List, a month is considered to have 30 days.
- 3.1.3 Customers and users may use services and facilities provided under this Price List to obtain access to services offered by other service providers. 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.
- 3.1.4 Service may be terminated upon written notice to the Customer if:
 - A. the Customer is using the service in violation of this Price List; or
 - B. the Customer is using the service in violation of the law.
- 3.1.5 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.
- 3.1.6 This Price List shall be interpreted and governed by the laws of the State of Florida without regard for its choice of laws provision.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.2 Connection Charge

3.2.1 General

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

3.2.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- C. The Company may from time to time waive or reduce the charge as part of a promotion.

3.2.2 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.2 Connection Charge (Cont'd)****3.2.3 Moves, Adds and Changes**

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company. The customer will be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

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

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

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

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.2 Connection Charge (Cont'd)****3.2.4 Charges Associated With Premises Visit****A. Terms and Conditions**

The customer may request an estimate or a firm bid before ordering wire installation work to be done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual time and materials charges incurred. When a firm bid is provided at customer request, the charge to be billed is the amount quoted to the customer for the work requested.

Inside Wire charges apply per service call when billable premises work is performed on noncomplex premises wire and jacks. Residence and Business charges may differ. Such charges are due and payable when billed.

Noncomplex wire, jacks and materials include:

2 to 6 pair inside wire;
Faceplates;
RJ11C, RJ14C, RJ11W and RJ14W type station jacks;
Staples, screws, nail, tape, connectors, etc.

B. Trouble Isolation Charge

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.2 Connection Charge (Cont'd)

3.2.4 Charges Associated With Premises Visit (Cont'd)

C. Inside Wire Maintenance and Installation

The customer may provide inside wiring for single-line station equipment or may elect to have the Company's technicians install or maintain inside wire.

1. Inside Wire Installation Charge

Flat Installation Charges apply when a customer requests new noncomplex wire and jack installation or requests existing noncomplex wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

Material is included in each time increment charge.

2. Flat Inside Wire Maintenance Charge

The Flat Inside Wire Maintenance Charge applies when a customer requests noncomplex wire and jack maintenance and does not subscribe to the Inside Wire Maintenance Option. Material is included in the Flat Time and Materials Charge.

D. Monthly Inside Wire Maintenance Option

The Monthly Inside Wire Maintenance Option provides subscribers paying a monthly fee with ongoing maintenance of noncomplex wire and jack. Premises Visit Charges and Time and Material Charges are waived for maintenance work provided under the terms of the Monthly Inside Wire Maintenance Option.

3.2.5 Primary Interexchange Carrier Change Charge

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.3 IntraLATA Toll Usage and Mileage Charges**

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

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

3.3.1 Classes of Calls

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

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.3 IntraLATA Toll Usage and Mileage Charges (Cont'd)

3.3.2 Timing of Calls

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

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

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

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

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.3 IntraLATA Toll Usage and Mileage Charges (Cont'd)

3.3.3 Time Periods Defined

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

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

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

Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day. All times refer to local time.

3.3.4 Regulations And Computation of Mileage

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

A. Originating Rate Center

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

B. Terminating Rate Center

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.3 IntraLATA Toll Usage and Mileage Charges (Cont'd)

3.3.4 Regulations And Computation of Mileage (Cont'd)

C. Calculation of Mileage

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

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

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

1. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
2. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
3. Square each difference obtained in step b., above.
4. Add the square of the "V" difference and the "H" difference obtained in step c., above.
5. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
6. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

FORMULA =

$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.3 IntraLATA Toll Usage and Mileage Charges (Cont'd)

3.3.5 Call Charges

Rates are based on the duration of the call as measured according to 3.3.3 above, time of day rate period of the call and the airline mileage between points of the call as described in 3.3.4. In addition, where live or automated operator assistance is required for call completion or billing, a per call service applies.

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

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4. Supplemental Services****3.4.1 Custom Calling Service****A. General**

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

1. Three Way Calling/Call Hold

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

2. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.1 Custom Calling Service (Cont'd)****A. General (Cont'd)****2. Call Forwarding (Cont'd)**

Call Forwarding - Busy: automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer: automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable: allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

3. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

4. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.1 Custom Calling Service (Cont'd)****A. General (Cont'd)****5. Regular Multiline Hunting**

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

6. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

B. Rates and Charges**1. Monthly Rates**

Monthly rates for this service are located in Schedule E, Residential Network Switched Service, and Schedule F, Business Network Switched Service.

2. Connection Charges

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

3. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 3.4.12, Service and Promotional Trials, below.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.2 Class Services****A. General**

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

1. Call ID

The Call ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Call ID records the name, number, date and time of each incoming call - including calls that aren't answered by the customer. Call ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

2. Automatic Redial

The Automatic Redial feature allows a customer to automatically redial the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the customer.

The Automatic Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be Automatically Redialed:

- Calls to 800/900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance or 911

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)

3.4.2 Class Services (Cont'd)

A. General (Cont'd)

3. Automatic Recall

The Automatic Recall stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

4. Customer Originated Trace

Customer Originated Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.2 Class Services (Cont'd)****B. Rates and Charges****1. Monthly Rates**

Monthly rates for this service are located in Schedule E, Residential Network Switched Service, and Schedule F, Business Network Switched Service.

2. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

3. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 3.4.12, Service and Promotional Trials, below.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.3 Centrex Service Features****A. General**

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

1. Camp On

This feature allows the switch to observe that a wanted line is busy, wait until it is free, then automatically and immediately connect the calling line that has been waiting.

2. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

3. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

4. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.3 Centrex Service Features (Cont'd)****A. General (Cont'd)****5. Directed Call Pickup without Barge-In**

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

6. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

7. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)

3.4.3 Centrex Service Features (Cont'd)

A. General (Cont'd)

8. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The number of digits in a customer's account code group will be defined by the Company.

9. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

10. Uniform Call Distribution

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)

3.4.3 Centrex Service Features (Cont'd)

B. Rates and Charges

1. Monthly Rates

Monthly rates for this service are located in Schedule E, Residential Network Switched Service, and Schedule F, Business Network Switched Service.

2. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

3. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Centrex feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 3.4.12, Service and Promotional Trials, below.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.4 Busy Verification And Interrupt Service****A. General**

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

B. Rate Application

1. A Verification Charge will apply when:
 - a. The operator verifies that the line is busy with a call in progress, or
 - b. The operator verifies that the line is available for incoming calls.
2. Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.
3. No charge will apply when the calling party advises that the call is from an official public emergency agency.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.5 Trap Circuit Service****A. General**

Trap Circuit Service is designed to allow the customer to control the release of an incoming call so that in situations involving emergency or nuisance calls, calls may be held and traced.

B. Regulations

1. This service is provided when there is a continuing requirement for the identification of the calling party in cases involving nuisance calls or emergency situations or other situations involving law enforcement or public safety.
2. The customer shall be required to sign a written request for this service. By signing the request the customer shall release the Company from any liability, and the customer agrees to indemnify and hold the Company harmless from any liability it may incur in providing this service. The Company may require the recommendation of an appropriate law enforcement agency prior to providing this service. Any information obtained by the Company in the tracing of a call will be provided only to the law enforcement agency designated. The only exception to this will be emergency situations such as fire, serious illness or other similar situations, in which case the appropriate agency will be notified.
3. The equipment required to provide this service cannot be operated in all central offices. The service is restricted to locations where facilities permit.
4. The Company makes no guarantee concerning the tracing and identification of any call when the service is provided. The Company will furnish the service only on the express condition that no liability shall attach to it for any reason arising out of the provision of the service.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.6 Directory Assistance Service****A. General**

A customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

B. Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

1. Calls from coin telephones, including COCOTS.
2. Requests for telephone numbers of non-published service.
3. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.
4. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.7 Local Operator Service**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

3.4.8 Stand Alone Voice Mail Service**A. General**

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with line-based service is offered pursuant to the terms specified in the applicable Section of this Price List pertaining to the associated line-based service.

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule, service order charges apply per main billing account. Service is offered on a month to month basis or the Customer may choose to commit to a minimum service term of twelve months. A twelve month service term is billed in advance. Service will automatically renew at the end of each twelve month term. Renewal charges will be billed in the eleventh month of the term. Twelve month service will be automatically converted to month to month service if the recurring charge is not paid by the end of the first full month of the new service term. Service may be canceled at any time prior to the first month of the new service term.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)3.4.9 Blocking ServiceA. General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

1. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
2. 900, 971, 974, 540, 550, 396, 970, 976, 910, 920 & 700 Blocking - allows the subscriber to block all calls beginning with the above prefixes from being placed.
3. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
4. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls:
911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls.
5. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
6. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)

3.4.9 Blocking Service (Cont'd)

B. Regulations

1. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
2. Blocking Service is available where equipment and facilities permit.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.10 Customized Number Service****A. General**

Customized Number Service allows a customer to order a specified telephone number rather than the next available number. Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.

The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the customer. When a new customer assumes an existing service which includes Customized Number Service, the new customer may keep the Customized Number, at the tariffed rate, with the written consent of the Company and the former customer.

The Company reserves and retains the right:

1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this Price List;
3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
4. The limitation of liability provisions of this Price List are applicable to Customized Number Service.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)

3.4.10 Customized Number Service (Cont'd)

B. Conditions

1. Charges for Customized Number Service apply when a customer:
 - a. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
 - b. Requests a number change from the customer's present number to a Customized Number.
2. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Customized Number Service.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.4 Supplemental Services (Cont'd)****3.4.11 Customer Requested Service Suspensions**

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

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

Period of SuspensionCharge

- First Month or Partial Month Regular Monthly Rate (no reduction)

- Each Additional Month
(up to the one year limit) ½ Regular Monthly Rate

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.4 Supplemental Services (Cont'd)3.4.12 Service And Promotional TrialsA. General

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

B. Regulations

1. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
2. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
3. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
4. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
5. The Company retains the right to limit the size and scope of a Promotional Trial.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.5 Residential Network Switched Services****3.5.1 General**

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

- A. place and receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

B. Service Descriptions and Rates

The following Residential Network Switched Service Options are offered:

Residential Flat Rate Service
Residential Message Rate Service
Key Residential Line Service

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.5 Residential Network Switched Services (Cont'd)

B. Service Descriptions and Rates (Cont'd)

The following Custom Calling Service features are offered to Residential Network Switched Service Subscribers:

- Three Way Calling
- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Variable
- Call Hold
- Call Waiting
- Cancel Call Waiting
- Distinctive Ringing
- Regular Multiline Hunting
- Speed Calling

The following CLASS features are offered to Residential Network Switched Service Subscribers:

- Call ID
- Automatic Redial
- Automatic Call Back
- Automatic Recall
- Customer Originated Trace

Charges for Residential Network Switched Service include a nonrecurring service Connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional voice mail and service features. Message charges apply to Message Rated Service, in addition to other rate elements described above.

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.5 Residential Network Switched Services (Cont'd)****3.5.1 Flat Rate Service**

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the local calling area is included in the charge for Flat Rate Service.

Each Flat Rate Service line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Flat Rate Service Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.5 Residential Network Switched Services (Cont'd)****3.5.2 Message Rate Service**

Message Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of the number of completed calls during the billing period.

Each Message Rate Service Line corresponds to a single, analog, voice-grade channel that can be used to place or receive one call at a time. Message Rate Service lines are provided for connection to a single, customer-provided station set or facsimile machine.

Each Measured Rate Port has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-way, In-Only, or Out-Only, as specified by the customer.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.5 Residential Network Switched Services (Cont'd)3.5.3 Key Residential Line Service

Key Residential Line Service provides the customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. The Key Residential Line is available as a flat rate or message rated service. Key Residential Line Service is provided for connection of customer-provided key system terminal equipment. All key system lines will be equipped with touchtone and multiline hunt.

Each Key Residential Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Type:	Dual-tone multifrequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only, as specified by the customer

A. Flat Rate Key Residential Line Service

Service to points within the local calling area is included in the charge for Flat Rate Service.

B. Message Rate Key Residential Line Service

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services****3.6.1 General**

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

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

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

Connection charges apply to all service on a one-time basis unless waived pursuant to this Price List.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.6 Business Network Switched Services (Cont'd)

3.6.2 Service Descriptions and Rates

The following Business Access Service Options are offered:

- Basic Business Line Service
- Business Key System Line Service
- Shared Tenant Service
- PBX Trunks
- Centrex Service

Basic Business Line Service, Key System Line Service, Shared Tenant Service and Analog PBX trunks are offered with flat rate or message rate local service, at the option of the customer. Digital PBX Trunks are offered on a flat rate basis only.

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

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services (Cont'd)****3.6.3 Basic Business Line Service**

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

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer.

A. Flat Rate Basic Business Line Service

Service to points within the local calling area is included in the charge for Flat Rate Service.

B. Message Rate Basic Business Line Service

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services (Cont'd)****3.6.4 Business Key System Line Service**

Business Key System Line Service provides the customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. The Business Key System Line is available as a message rated service. Business Key System Line Service is provided for connection of customer-provided key system terminal equipment. All key system lines will be equipped with touchtone and multiline hunt.

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge.

Each Business Key System Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way, In-Only, or Out-Only, at the option of the customer

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services (Cont'd)****3.6.5 Shared Tenant Service**

Shared Tenant Service is a multi-station system furnished in apartment and townhouse complexes for the use of the residents. The "customer" for shared tenant service is the owner of an apartment complex or reseller for shared tenant service. This service enables the customer or locations served by the customer to originate and receive calls within its system at no additional charge. The customer is responsible for payment of all charges, including local and toll charges and all nonrecurring monthly charges.

Each Shared Tenant Service Line has the following characteristics:

Terminal Interface: 2-wire
Signaling Type: Loop start
Pulse Types: Dual Tone Multifrequency (DTMF)
Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

A. Flat Rate Shared Tenant Service

Service to points within the local calling area is included in the charge for Flat Rate Shared Tenant Service.

B. Message Rate Shared Tenant Service

Calls to points within the local exchange area are charged on the basis of the number of completed calls originating from the customer's service in addition to a base monthly charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services (Cont'd)****3.6.6 PBX Trunk Service**

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

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

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

Each Analog Trunk has the following characteristics:

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

A. Flat Rate Analog PBX Trunks

Service to points within the local calling area is included in the charge for Flat Rate Analog PBX Trunk Service.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.6 Business Network Switched Services (Cont'd)

3.6.4 PBX Trunk Service (Cont'd)

B. Message Rate Analog PBX Trunks

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

C. Digital PBX Trunk Service

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

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

Service to points within the local calling area is included in the charge for Digital PBX Trunk Service.

SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services (Cont'd)****3.6.5 Centrex Service****A. General**

Centrex Service is a multi-station system offered to the business customer with 2 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises. Centrex Service enables the customer to originate and receive local calls within its system at no additional charge. Service to points within the local calling area is included in the charge for Centrex Service.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface:	2-Wire or 4-Wire as required for the provision of service
Signaling Type:	Loop Start
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	Two-Way, In-Only or Out-Only

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)

3.6 Business Network Switched Services (Cont'd)3.6.5 Centrex Service (Cont'd)B. Features

The Centrex customer choose one of three feature packages: Basic, Enhanced and Premium. Basic Centrex includes all Centrex features except attendant features and Customer Management System. Enhanced Centrex includes attendant features. Premium Centrex offers all features, attendant features and Customer Management system.

The following Centrex features are available to the customer of Centrex Service at no additional charge:

	Basic	Enhanced	Premium
Add-On Hold	X	X	X
Attendant Camp On		X	X
Attendant Conference		X	X
Attendant Direct Station Selection		X	X
Automatic Call Distribution			X
Automatic Route Selection (ARS)	X	X	X
Call Forward - Busy	X	X	X
Call Forward - No Answer	X	X	X
Call Pickup	X	X	X
Call Transfer Internal	X	X	X
Call Transfer Outside	X	X	X
Call Waiting	X	X	X
Call Waiting - Attendant Lamp		X	X
Code Calling	X	X	X
6-Way Conference			X
Directed Call Pickup	X	X	X
Group Numbering	X	X	X

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SECTION 3 - DESCRIPTION OF SERVICE (Cont'd)**3.6 Business Network Switched Services (Cont'd)****3.6.5 Centrex Service (Cont'd)****B. Features (Cont'd)**

	Basic	Enhanced	Premium
Intercom Dialing	X	X	X
Loudspeaker Paging	X	X	X
Manual Control of ARS		X	X
Make Busy	X	X	X
Multiline Hunt	X	X	X
Night Service	X	X	X
Outward Call for PBX	X	X	X
Power Fail Transfer	X	X	X
Queuing	X	X	X
Single Digit Dialing	X	X	X
Tandem Dialing	X	X	X
Toll Diversion - Attendant		X	X
Uniform Call Distribution	X	X	X
Customer Management System			X
Speed Calling	X		X
Three Way Calling	X	X	X

3.7 Individual Case Basis (ICB) Arrangements

The Company will only offer ICB Arrangements consistent with Commission rules. Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Price List. Rates quoted in response to such competitive requests may be different than those specified for such services in this Price List. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

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SECTION 4 - RATES AND CHARGES

4.1 Applicability

The regulations set forth in this section govern the application of rates for services contained in other sections of this Price List.

4.2 Method of Applying Rates

4.2.1 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 which 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).
- C. Timing terminates on all calls when the calling party hangs up or the Company's 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.

SECTION 4 - RATES AND CHARGES (Cont'd)

4.2 Method of Applying Rates (Cont'd)

4.2.2 Charges Based on Distance

- A. Where charges for a service are specified based upon distance, the following rules apply:

Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in the Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.2 Method of Applying Rates (Cont'd)****4.2.2 Charges Based on Distance (Cont'd)**

- B. Where charges for a service are specified based upon distance, the following rules apply:

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

1. Obtain the "V" (vertical) and "H" horizontal coordinates for each Rate Center from the above-referenced Bellcore document.
2. Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
3. Square each difference obtained in step (b) above.
4. Add the square of the "V" difference and the square of the "H" difference obtained in step (c) above.
5. Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
6. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

7. FORMULA:
$$\frac{\sqrt{V1 - V2^2 + (H1 - H2)^2}}{10}$$

4.2.3 Usage Rates

The rate schedules set forth herein are applicable to the Company's Direct Dial Message Telecommunication Service offering for calls originating and terminating within the State. The total charge for each completed call consists of the measured usage charge incurred, which charge is dependent on the time duration, distance and time of day.

SECTION 4 - RATES AND CHARGES (Cont'd)4.3 Connection Charges4.3.1 Restoral Charge

<u>Business</u>	<u>Residence</u>
\$79.00	\$79.00

4.3.2 Moves, Adds and Changes

	<u>Move</u>	<u>Add</u>	<u>Change</u>
Residence Charge per order:	\$32.00	\$50.50	\$32.00
Business Charge per order:	\$32.00	\$50.50	\$32.00

4.3.3 Charges Associated with Premises VisitTrouble Isolation Charge

	<u>Business</u>	<u>Residence</u>
Per Premises Visit, (per 15 min. increment)	\$19.00	\$19.00

4.3.4 Inside Wire Maintenance and Installation ChargeA. Inside Wire Installation Charge

Flat Jack Installation Charge

Per order, per premises- 1st Jack	\$20.00
- Each Additional, Prewired	\$12.00
- Each Additional, Unwired	\$10.00

Flat Wire Installation Charge

	<u>Business</u>	<u>Residence</u>
Per wall, per wire pull	\$24.00	\$18.00

B. Flat Inside Wire Maintenance Charge

	<u>Business</u>	<u>Residence</u>
Per Premises Visit	\$55.00	\$35.00

C. Monthly Inside Wire Maintenance Option

Per residence account \$22.00

4.3.5 Primary Interexchange Carrier Change Charge

Charge: \$5.00

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.4 Intralata Toll Usage and Mileage Charges****4.4.1 Usage charges**

Mileage	Peak		Off-Peak	
	First Minute	Each Additional Minute	First Minute	Each Additional Minute
0 - 8	\$0.10	\$0.06	\$0.10	\$0.06
9 - 13	\$0.20	\$0.10	\$0.20	\$0.10
over 13	\$0.25	\$0.15	\$0.25	\$0.15

4.4.2 Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

Customer Dialed Call	\$0.45
Person to Person	\$3.49
3rd Number Billed	\$1.33
All other Operator Assistance	\$1.58

SECTION 4 - RATES AND CHARGES (Cont'd)

4.5 Supplemental Services

4.5.1 Custom Calling Service

A. Monthly Charges

Current rates for this service are located in the Sections 4.7 and 4.8 for Residential Network Switched Service and Business Network Switched Service respectively.

B. Nonrecurring Charges

Connection Charges \$10.00

4.5.2 CLASS Services

A. Monthly Charges

Current rates for this service are located in the Sections 4.7 and 4.8 for Residential Network Switched Service and Business Network Switched Service respectively.

B. Nonrecurring Charges

Connection Charges \$10.00

4.5.3 Centrex Services

A. Monthly Charges

Current rates for this service are located in the Sections 4.7 and 4.8 for Residential Network Switched Service and Business Network Switched Service respectively.

B. Nonrecurring Charges

Connection Charges \$10.00

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.5 Supplemental Services (Cont'd)****4.5.4 Busy Line Verification and Interrupt Service**

Verification Charge, each request	\$1.25
Interrupt Charge, each request	\$1.75

4.5.5 Trap Circuit Service

Per request:	\$1.50
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4.5.6 Directory Assistance Service

The directory assistance charge applies after the call allowance of two calls per line.

Local, per request	\$0.45
--------------------	--------

4.5.7 Local Operator Service

Customer Dialed Calling Card	\$0.45
Person to Person	\$2.50
3rd Number Billed	\$1.33
All other Operator Service	\$1.58

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.5 Supplemental Services (Cont'd)****4.5.8 Stand Alone Voice Mail Service****A. Recurring and Nonrecurring Charges**

In addition to the nonrecurring charges listed below, service order charges apply per main billing account. Service is offered on a month to month basis.

Per Individual Mail Address:

	<u>Residence</u>	<u>Business</u>
Nonrecurring Charge	\$10.00	\$10.00

Recurring Charges:

- Month to Month

Basic	\$ 7.50	\$ 7.50
Announcement	\$ 7.50	\$ 7.50
Enhanced	\$10.00	\$10.00
Deluxe	\$12.50	\$12.50

Over 100 Mail Addresses: INDIVIDUAL CASE BASIS

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.5 Supplemental Services (Cont'd)****4.5.9 Blocking Service**

	<u>Nonrecurring Charges</u>	
	<u>Residence</u>	<u>Business (up to 200 lines)</u>
900 and 700 Blocking	\$10.00	\$10.00
900, 971, 974, and 700 Blocking	\$10.00	\$10.00

The charge applies when adding blocking to an access line after initial conversion.

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Third Number Billed and Collect Call Restriction		
- Residential	\$0.00	\$10.00
- Business (up to 200 lines)	\$0.00	\$10.00

Toll Restriction		
- Residential	\$0.00	\$10.00
- Business (up to 200 lines)	\$0.00	\$10.00

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Toll Restriction Plus		
- Residential	\$0.00	\$10.00
- Business (up to 200 lines)	\$0.00	\$10.00

Direct Inward Dialing Blocking (Third Party and Collect Call)		
- Initial Activation	\$0.00	\$10.00
- Subsequent Activation (per line)	\$0.00	\$10.00

Pricing for Blocking Service for a business customer with more than 200 lines will be based on the costs incurred by Company to provide the service.

Connection charges apply.

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.5 Supplemental Services (Cont'd)****4.5.10 Customized Number Service**

	<u>Monthly Recurring</u>	<u>Non-Recurring</u>
Set-up Charges		
Residential Customer	\$5.25	\$10.00
Business Customer	\$5.25	\$10.00

4.6 Special Arrangements**4.6.1 Temporary Promotional Programs:**

Temporary promotional offerings will be submitted by Advice Letter for prior approval by the PUC.

 SECTION 4 - RATES AND CHARGES (Cont'd)
4.7 Residential Network Switched Services4.7.1 Flat Rate Service

Nonrecurring Connection Charge:	\$39.00
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Monthly Recurring Charges:

- Each Service Line	\$18.00
- Voice Mail Option, per line	\$ 5.25

Custom Calling Features

(per line, per month)

- Each feature	\$ 5.25
- Package of 3 features	\$12.00
- Package of 6 features	\$18.00
- Package of 9 features	\$24.00

CLASS Features

(per line, per month)

- Each feature	\$ 5.25
- Package of 3 features	\$12.00
- Package of 6 features	\$18.00
- Package of 9 features	\$24.00

4.7.2 Message Rate Service

	<u>First</u>	<u>Additional</u>
Nonrecurring Connection Charge:	\$50.05	\$50.05

Monthly Recurring Charges:

-Each Base Service Line	\$14.50
-Voice Mail Option, per line	See Section 4.5.8
-End User Common Line charge (EUCL)	\$3.50

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.7 Residential Network Switched Services (Cont'd)****4.7.2 Message Rate Service (Cont'd)****Custom Calling Features:****A. Standard Features - Per Line:**

	<u>Monthly Charge</u>
Three-Way Conference, Consultation	\$ 5.25
Call Forwarding Variable	\$ 5.25
Call Forwarding Busy Line	\$ 5.25
Call Forwarding Don't Answer	\$ 5.25
Call Waiting Terminating	\$ 8.00
Call Waiting Originating	\$ 8.00
Speed Calling One Digit (8)	\$ 5.25
Speed Calling Two Digit (30)	\$ 5.25
Call Forward Remote Access	\$ 5.25
Call Transfer	\$ 5.25

B. CLASS Features Line Charge:**Monthly Recurring Charges (per line, per month):**

Caller ID	\$ 8.00
Block Caller ID	No Charge
Auto Callback	\$ 5.25
Auto Recall	\$ 5.25

C. CLASS Features Usage Charge:

	<u>Per Use</u>
Auto Callback	\$ 0.50
Auto Recall	\$ 0.50
Call Trace	\$ 1.50

SECTION 4 - RATES AND CHARGES (Cont'd)

4.7 Residential Network Switched Services (Cont'd)

4.7.2 Message Rate Service (Cont'd)

Usage Charges:

A. Dial Station-To-Station Calls - Rate Groups 1-12

The Company mimics Bell South's Florida Rate Group Exchange Areas.

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m. to 10:00 p.m.

The rate is \$0.09 per message.

Night and

Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday.

The rate is \$0.09 per message.

The monthly message allowance, per line, is 30 outgoing local messages.

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.7 Residential Network Switched Services (Cont'd)****4.7.3 Key Residential Line Service****A. Flat Rate Key Residential Line Service**

	<u>First</u>	<u>Additional</u>
Nonrecurring Connection Charge:	\$10.00	\$10.00
Monthly Recurring Charges:		
- Each Service Line	\$18.00	
- Voice Mail Option, per line	\$ 5.25	
Custom Calling Features (per line, per month)		
- Each feature	\$ 5.25	
- Package of 3 features	\$12.00	
- Package of 6 features	\$18.00	
- Package of 9 features	\$24.00	
CLASS Features (per line, per month)		
- Each feature	\$ 5.25	
- Package of 3 features	\$12.00	
- Package of 6 features	\$18.00	
- Package of 9 features	\$24.00	

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.7 Residential Network Switched Services (Cont'd)****4.7.3 Key Residential Line Service (Cont'd)****B. Message Rate Key Residential Line Service**

	<u>First</u>	<u>Additional</u>
Nonrecurring Connection Charge:	\$45.00	\$45.00
Monthly Recurring Charges:		
- Each Service Line	\$14.00	
- Voice Mail Option, per line	\$ 5.25	
Custom Calling Features (per line, per month)		
- Each feature	\$ 5.25	
- Package of 3 features	\$12.00	
- Package of 6 features	\$18.00	
- Package of 9 features	\$24.00	
CLASS Features (per line, per month)		
- Each feature	\$ 5.25	
- Package of 3 features	\$12.00	
- Package of 6 features	\$18.00	
- Package of 9 features	\$24.00	

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services****4.8.1 Basic Business Line Service****A. Flat Rate Basic Business Line Service**

	<u>First</u>	<u>Additional</u>
<u>Nonrecurring Charges:</u>	\$10.00	\$10.00

Monthly Recurring Charges:

- Each Base Service Line	\$25.00	
- Voice Mail Option, per line*	See Section 4.5.8	
- EUCL Multiline Business	\$ 8.27	
- EUCL Residential/One Line Business	\$ 3.50	

* Over 100 Mail Addresses: INDIVIDUAL CASE BASIS

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.1 Basic Business Line Service (Cont'd)****A. Flat Rate Basic Business Line Service (Cont'd)****Custom Calling Features:**

	<u>Monthly Recurring Charges</u>
<u>Standard Features - Per Line:</u>	
Three-Way Conference, Consultation, Transfer	\$ 5.25
Call Forwarding Variable	\$ 5.25
Call Forwarding Busy Line	\$ 5.25
Call Forwarding Don't Answer	\$ 5.25
Call Transfer	\$ 5.25
Call Waiting Terminating	\$ 8.00
Call Waiting Originating	\$ 8.00
Speed Calling (8)	\$ 5.25
Speed Calling (30)	\$ 5.25
Call Forward Remote Access	\$ 5.25

Any 2 features, 10% off

Any 3 features, 15% off

Any 4 features, 20% off

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.1 Basic Business Line Service (Cont'd)****A. Flat Rate Basic Business Line Service (Cont'd)****Custom Calling Features: (Cont'd)**

	<u>Monthly Recurring Charges</u>
<u>Hunt Group Charge:</u>	
Sequential Hunting	NC
Circular Hunting	NC
<u>Hunting Line Charge:</u>	
Sequential Hunting	NC
Circular Hunting	NC
<u>Advanced Features Line Charge:</u>	
Voice Messaging	See Section 4.5.8

SECTION 4 - RATES AND CHARGES (Cont'd)4.8 Business Network Switched Services (Cont'd)4.8.1 Basic Business Line Service (Cont'd)A. Flat Rate Basic Business Line Service (Cont'd)CLASS Features:

	<u>Monthly Recurring Charges</u>
<u>CLASS Features Line Charge:</u>	
Caller ID	\$ 8.00
Block Caller ID	NC
Auto Callback	\$ 5.25
Auto Recall	\$ 5.25

<u>CLASS Features Usage Charge:</u>	<u>Charge Per Use</u>
Auto Callback	\$ 0.50
Auto Recall	\$ 0.50
Call Trace	\$ 1.50

B. Message Rate Basic Business Line Service

	<u>First</u>	<u>Additional</u>
<u>Nonrecurring Charges:</u>	\$10.00	\$10.00

Monthly Recurring Charges:

- Each Base Service Line	\$17.00
- Voice Mail Option, per line*	See Section 4.5.8
- EUCL Multiline Business	\$ 8.27
- EUCL Residential/One Line Business	\$ 3.50

* Over 100 Mail Addresses: INDIVIDUAL CASE BASIS

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.1 Basic Business Line Service (Cont'd)****B. Message Rate Basic Business Line Service (Cont'd)****Custom Calling Features:**

<u>Standard Features - Per Line:</u>	<u>Monthly Recurring Charges</u>
Three-Way Conference, Consultation, Transfer	\$ 5.25
Call Forwarding Variable	\$ 5.25
Call Forwarding Busy Line	\$ 5.25
Call Forwarding Don't Answer	\$ 5.25
Call Transfer	\$ 5.25
Call Waiting Terminating	\$ 8.00
Call Waiting Originating	\$ 8.00
Speed Calling (8)	\$ 5.25
Speed Calling (30)	\$ 5.25
Call Forward Remote Access	\$ 5.25

Any 2 features, 10% off

Any 3 features, 15% off

Any 4 features, 20% off

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SECTION 4 - RATES AND CHARGES (Cont'd)

4.8 Business Network Switched Services (Cont'd)

4.8.1 Basic Business Line Service (Cont'd)

B. Message Rate Basic Business Line Service (Cont'd)

Custom Calling Features: (Cont'd)

	<u>Monthly Recurring Charges</u>
<u>Hunt Group Charge:</u>	
Sequential Hunting	NC
Circular Hunting	NC
 <u>Hunting Line Charge:</u>	
Sequential Hunting	NC
Circular Hunting	NC

Advanced Features Line Charge:

 Voice Messaging See Section 4.5.8

CLASS Features:

	<u>Monthly Recurring Charges</u>
<u>CLASS Features Line Charge:</u>	
Caller ID	\$ 8.00
Block Caller ID	NC
Auto Callback	\$ 5.25
Auto Recall	\$ 5.25

CLASS Features Usage Charge: Charge Per Use

Auto Callback	\$ 0.50
Auto Recall	\$ 0.50
Call Trace	\$ 1.50

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SECTION 4 - RATES AND CHARGES (Cont'd)

4.8 Business Network Switched Services (Cont'd)

4.8.1 Basic Business Line Service (Cont'd)

B. Message Rate Basic Business Line Service (Cont'd)

Dial Station-To-Station Calls - Rate Groups 1-12

The Company mimics Bell South's Florida Rate Group Exchange Areas.

Weekday Rate: applies to directly dialed local messages placed, Monday through Friday, 8:00 a.m. to 10:00 p.m.

The rate is \$0.11 per message.

Night and

Weekend Rate: applies to directly dialed local messages placed Monday through Friday, 10:00 p.m. to 8:00 a.m. and all day Saturday and Sunday.

The rate is \$0.11 per message.

The monthly message allowance, per line, is 75 outgoing local messages.

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.2 Business Key System Line Service**

Nonrecurring Connection Charge: \$55.00

Monthly Recurring Charges:

- Flat Rate Business Key \$35.00
- Message Rate Business Key \$22.00
- Voice Mail Option, per line \$ 5.25

Custom Calling Features

(per line, per month)

- Each feature \$ 5.25
- Package of 3 features \$12.00
- Package of 6 features \$18.00
- Package of 9 features \$24.00

CLASS Features

(per line, per month)

- Each feature \$ 5.25
- Package of 3 features \$12.00
- Package of 6 features \$18.00
- Package of 9 features \$24.00

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.3 Shared Tenant Service****A. Flat Rate Shared Tenant Service**

Nonrecurring Connection Charge: \$25.00

Monthly Recurring Charges:

- Each Service Line \$25.00

- Voice Mail Option, per line \$ 5.25

Custom Calling Features

(per line, per month)

- Each feature \$ 5.25

- Package of 3 features \$12.00

- Package of 6 features \$18.00

- Package of 9 features \$24.00

CLASS Features

(per line, per month)

- Each feature \$ 5.25

- Package of 3 features \$12.00

- Package of 6 features \$18.00

- Package of 9 features \$24.00

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.3 Shared Tenant Service (Cont'd)****B. Message Rate Shared Tenant Service**

Nonrecurring Connection Charge: \$10.00

Monthly Recurring Charges:

- Each Base Service Line \$17.00
- Voice Mail Option, per line \$ 5.25

Custom Calling Features:

(per line, per month)

- Each feature \$ 5.25
- Package of 3 features \$12.00
- Package of 6 features \$18.00
- Package of 9 features \$24.00

CLASS Features

(per line, per month)

- Each feature \$ 5.25
- Package of 3 features \$12.00
- Package of 6 features \$18.00
- Package of 9 features \$24.00

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.4 PBX Trunk Service****A. Flat Rate Analog PBX Trunk**

Nonrecurring Connection Charge: \$49.00

Monthly Recurring Charges:
Each Trunk \$35.00

Terminal Numbers:

1-10 lines in terminal group \$10.00
11-20 lines in terminal group \$15.00
21 + lines in terminal group \$20.00

B. Measured Rate PBX Trunks (Cont'd)

Nonrecurring Connection Charge: \$49.00

Monthly Recurring Charges:
Each Trunk \$25.00

Terminal Numbers:

1-10 lines in terminal group \$10.00
11-20 lines in terminal group \$15.00
21 + lines in terminal group \$20.00

Hunting Charges

Sequential Hunting NC
Circular Hunting NC

Measured Usage Charges:

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.4 PBX Trunk Service (Cont'd)****C. Analog DID Trunks****Nonrecurring Connection Charge: \$50.00****Monthly Recurring Charges:**

Per Trunk	\$25.00
DID Station Numbers	
- Each Group of 20	\$ 4.00
- Each Group of 100	\$22.00

D. Digital PBX Trunk Service

Where appropriate facilities do not exist, Special Construction charges will also apply.

Nonrecurring Connection Charge: \$1,395.00

	Monthly Recurring	Non-Recurring
T1 Service - MTM*	\$800.00	\$500.00
T1 Service - 1 year term*	\$750.00	\$500.00
T1 Service - 2 year term*	\$700.00	\$500.00
T1 Service - 3 year term*	\$525.00	\$500.00

- Basic Service Line \$22.00

- Basic Service Line w/ Long Distance \$20.75

- Basic Service Line w/ Long Distance and Internet \$20.00

Digital Facility	\$375.00	
Per Channel (DSO)	\$ 40.00	\$ 50.00
DID 20 Numbers Block	\$ 3.25	\$ 10.00
DID 100 Numbers Block	\$ 16.00	\$ 10.00

Measured Usage Charges:

Measured Usage Charges for DS1 Trunks are the same as those indicated for a basic business line.

* Includes group of 24 ports and transport facility.

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SECTION 4 - RATES AND CHARGES (Cont'd)

4.8 Business Network Switched Services (Cont'd)

4.8.5 Centrex Service

A. Basic Centrex (Flat Rated)

Nonrecurring Connection Charge:
(Per Station Line) \$135.00

Monthly Recurring Charges:
(Per Station Line)

Term	
- 24 months	\$ 35.00
- 36 months	\$ 30.00
- 60 months	\$ 28.00
- 84 months	\$ 20.00

DS1 Port Charges
for DS1 Interconnection
(per 24 Centrex Changes): \$350.00

Voice Mail, per line per month: See Section 4.5.8
Over 200 lines Individual Case Basis

SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.5 Centrex Service (Cont'd)****B. Enhanced Centrex (Flat Rate)****Nonrecurring Connection Charge:**

(Per Station Line) \$155.00

Monthly Recurring Charges:

(Per Station Line)

Term

- 24 months	\$ 80.00
- 36 months	\$ 75.00
- 60 months	\$ 70.00
- 84 months	\$ 65.00

DS1 Port Charges

for DS1 Interconnection

(per 24 Centrex Changes): \$375.00

Voice Mail, per line per month: See Section 4.5.8
Over 200 lines Individual Case BasisBy: Art Garcia, President
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SECTION 4 - RATES AND CHARGES (Cont'd)**4.8 Business Network Switched Services (Cont'd)****4.8.5 Centrex Service (Cont'd)****C. Premium Centrex (Flat Rate)****Nonrecurring Connection Charge:**

(Per Station Line) \$350.00

Monthly Recurring Charges:

(Per Station Line)

Term

- 24 months	\$100.00
- 36 months	\$ 95.00
- 60 months	\$ 90.00
- 84 months	\$ 85.00

DS1 Port Charges

for DS1 Interconnection

(per 24 Centrex Changes): \$400.00

Voice Mail, per line per month: See Section 4.5.8
Over 200 lines Individual Case Basis**D. Direct Inward Dialing**

Each Group of 20 Numbers	\$ 5.00
Each Group of 100 Numbers	\$ 25.00

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