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**ATTACHMENT A**  
**TIME WARNER TELECOM OF FLORIDA, L.P.**  
**2001 DATA REQUEST**

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**FLORIDA PRICE LIST**

**OF**

**TIME WARNER TELECOM OF FLORIDA, L.P.**

This Price List contains the descriptions, regulations, service standards and rates applicable to the furnishing of telecommunications business services provided by Time Warner Telecom with principal offices at P.O. Box 210706, Nashville, Tennessee 37221. This Price List applies to services provided within the Orlando and Tampa LATA. This Price List is on file with the Florida Public Service Commission and copies may be inspected, during normal business hours, at the Company's principal place of business.

(T)

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Date Issued: September 7, 1999  
Issued By: Carolyn Mark, Vice President - Regulatory Affairs  
233 Bramerton Court  
Franklin, Tennessee 37069  
(615) 376-6404

Date Effective: September 8, 1999

*FLL9907.TMS*

CHECK SHEET

SHEET	REVISION		SHEET	REVISION
1	Third		36	First
2	Nineteenth	*	37	First
3	Thirteenth	*	38	Original
4	First		39	Original
5	Original		39.1	First
6	Original		40	Original
7	Original		41	Original
8	Original		42	Original
9	Original		43	Original
10	Original		44	Fourth
11	Original		44.1	Original
12	Original		44.2	Original
13	First		44.3	Original
14	Original		44.4	First
15	First		44.5	Original
16	Original		44.6	Original
17	Original		44.7	Original
18	First		45	Second
18.1	Original		46	Second
19	Original		47	Third
20	Original		48	Original
21	Original		49	Second
22	Original		50	First
23	Original		50.1	Original
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25	Original		51	Original
26	Original		52	Original
27	First		53	Original
28	First		54	Original
29	First		55	Original
30	First		56	Third
31	Original		57	First
32	First		58	Original
33	Second		59	Original
34	Original		60	First
35	First			

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*\*Indicates pages included in this filing.*

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SHEET	REVISION	SHEET	REVISION
61	First		
62	Fourth	85	Fourth
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63	Original	87	Third
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65	Third	88.0.1	Original
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70	First	90.5	Original
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83	Original	92.11	Original
84	Second		

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(T)

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SECTION 5 - SUPPLEMENTAL SERVICES

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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 FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. that the FPSC 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. Consult the Check Sheet for the sheet currently 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).
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  - 2.1.1.A.1.(a).I.(i).
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- D. Check Sheets - When a Price List filing is made with the FPSC, 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 this page 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 FPSC.

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EXPLANATION OF SYMBOLS

(D) Indicates Discontinued Rate or Regulation

(I) Indicates Increased Rate

(M) Indicates Move in Location of Text

(N) Indicates New Rate or Regulation

(R) Indicates Reduced Rate

(T) Indicates Change of Text Only

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Section 1 - APPLICATION OF PRICE LIST

1.1 Application of Price List

This Price List sets forth the regulations and rates applicable to services provided by Time Warner Telecom of Florida, L.P., as follows: (T)  
(T)

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

1.1.1 Service Territory

Time Warner Telecom of Florida, L.P., will provide service in the areas located in and around the Orlando LATA and the Tampa LATA, which are also served by BellSouth, General Telephone and Sprint/United Telephone of Florida, including extended calling areas. (T)

1.1.2 Availability

Service is available where facilities permit.

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms

ANALOG

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

ASYNCHRONOUS

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

AUTHORIZED USER

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

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

BIT

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

BUILDING

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

CALL INITIATION

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

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

CALL TERMINATION

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

CENTRAL OFFICE

An operating office of the Company where connections are made between telephone exchange lines.

CENTRAL OFFICE LINE

A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

CHANNEL

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

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable of two-way communications between subscriber -provided terminal equipment or Telephone Company stations, even when not connected to exchange and message toll communications service.

COMPANY

Time Warner Telecom of Florida, L.P., unless otherwise clearly indicated from the context.

(T)

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

COMMISSION

The Florida Public Service Commission.

CUSTOMER

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

CUSTOMER PREMISES EQUIPMENT (CPE)

Equipment provided by the Customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

DEMARCATIION POINT

The physical dividing point between the Company's network and the Customer.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL ("DID")

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL ("DOD")

A service attribute that allows individual station users to access and dial outside numbers directly.

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

DIGITAL

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

DUAL TONE MULTI-FREQUENCY ("DTMF")

The pulse type employed by tone dial station sets. (Touch tone)

ERROR

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

EXCHANGE

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

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

The provision to the subscriber of access to the exchange system for the purpose of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

FLAT RATE SERVICE

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

GROUND START

Describes the signalling method between the PBX/key system interface and the Company's switch. It is the

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signal requesting service.

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, as defined under the Federal Register.

IBL (N)

Integrated Business Line Service. (N)

ICB (N)

Individual Case Basis. (N)

INTEGRATED BUSINESS LINE SERVICE

Service provided to qualified Customers that allows grouping of rate components to meet Customer's specific needs. (N)

INTERRUPTION

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

KILOBIT

One thousand bits. (M)

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FLO9902

*\*Certain material previously found on this page is now located on Sheet 18.1.*

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FLO9902



*\*Material now found on this Page was previously located on Sheet 18.*

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FLO9902



Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

LOOPS

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

MEGABIT

One million bits.

MESSAGE RATE SERVICE

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

MOVE

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

MULTILINE HUNT

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

PBX

A private branch exchange.

PORT

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

PREMISES

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

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

PRIVATE BRANCH EXCHANGE SERVICE

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

PUBLIC ACCESS LINE SERVICE

Service providing facilities for a Customer owned coin operated telephone ("COCOT").

RATE CENTER

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

REFERRAL PERIOD

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

RESALE OF SERVICE

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

SAME PREMISES

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

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

STATION

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

SUSPENSION

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

SYNCHRONOUS

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

T-1 SYSTEM

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

TELEPHONE CALL

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

TELEPHONE GRADE LINES

Lines furnished for voice transmission or for certain signaling purposes.

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms (cont'd)

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

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

TONE DIAL SIGNALING ("TD")

An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

TWO WAY

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

USER

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

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## Section 2 - GENERAL RULES AND REGULATIONS

### 2.1 UNDERTAKING AND QUALITY OF SERVICE STANDARDS

The Company offers local telecommunications services described herein and related enhanced services in a manner that equals or exceeds accepted industry performance standards for network quality, planning, maintenance, and testing unless the Customer and the Company mutually agree otherwise. Performance standards specified in individual contractual exhibits shall govern the services provided.

### 2.2 PROTECTION OF PROPRIETARY INFORMATION

The Company and the Customer shall protect the proprietary information of one another under the following terms:

Proprietary information includes, but is not limited to, specifications, drawings, sketches, models, samples, data, computer programs and other software or documentation of the Company or the Customer that is furnished or available or otherwise disclosed to the other party in the course of providing services of the Company to the Customer.

2.2.1 Proprietary information shall be returned to the disclosing party upon request. Unless proprietary information was previously known to the receiving party free of any obligation to keep it confidential or has been or is subsequently made public by an act not attributable to the receiving party, or is explicitly agreed to in writing not be regarded as confidential, it: (a) shall be held in confidence by the receiving party and its employees, contractors and agents; (b) shall be disclosed only to those employees, contractors, agents, or affiliates who have a need for it in connection with this the provision of the Company's service to the Customer and shall be used only for such purposes; and (c) may be used for other purposes only upon such terms and conditions as may be agreed upon in writing by the Customer and Time Warner. If information marked proprietary and given to the receiving party was previously known to the receiving party and if the receiving party had no obligation to keep such information confidential, the receiving party shall immediately notify the disclosing party of such prior knowledge. Neither the Company nor the Customer shall disclose, disseminate or release any proprietary information to any one who is not an employee, contractor, agent or affiliate having a need for it in connection with the provision of service by the Company to the Customer. The receiving party shall require any person not its employee or affiliate to whom it discloses proprietary information to sign an agreement to protect that proprietary information to the same extent the receiving party is obliged to protect that information under this section prior to disclosing any proprietary information.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.2 PROTECTION OF PROPRIETARY INFORMATION (cont'd)

- 2.2.2 Neither the Customer nor the Company shall be held liable for any errors or omissions in any proprietary information or for any loss or damage arising out of the other party's use of any such proprietary information.
- 2.2.3 The Company and the Customer shall give notice to the other party of any demands to disclose or provide proprietary information under lawful process prior to disclosing or furnishing such proprietary information and shall cooperate in seeking reasonable protective arrangements requested by the other party. Either party may disclose or provide information of the other party requested by a government agency having jurisdiction over the party; provided that the party makes all reasonable efforts to obtain protective arrangements satisfactory to the party owning the proprietary information; and provided that the party owning the proprietary information may not unreasonably withhold approval of protective arrangements.
- 2.2.4 Unless otherwise authorized by the disclosing party, no rights whatsoever are granted, by license or otherwise, with respect to proprietary information except as needed for the purposes implementation of services contemplated in this Price List.
- 2.2.5 In the event that the Customer or the Company disseminates or releases any proprietary information received from the other party in violation of this section, the other party may refuse to provide any further proprietary information and may demand prompt return of all proprietary information previously provided. Such refusal to provide any further proprietary information shall not constitute violation of this Price List.
- 2.2.6 Interconnection standards that either the Customer or the Company has a legal obligation to provide shall not be considered proprietary.
- 2.2.7 Obligations concerning protection of proprietary information as described in this section exceed the term of service under this Price List for one (1) year.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.3 RESTORATION OF SERVICE

Restoration of service resulting from service outages due to equipment failures, human error, fire, natural disaster, acts of God, or similar occurrences shall be provided as follows: Restoration priority shall be afforded to those network elements and services affecting national security or emergency preparedness capabilities and those affecting public safety, health and welfare as those elements and services are identified by the appropriate government agencies. All other service shall be restored as expeditiously as practical.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 USE OF FACILITIES AND SERVICE

2.4.1 Obligation of the Company

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

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

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

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

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 USE OF FACILITIES AND SERVICE (cont'd)

2.4.2 Limitations on Liability

(A) Indemnification by Customer

The Customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for (i) libel, slander, or infringement of copyright or unauthorized use of any trademark, tradename or service mark arising from the material transmitted over its facilities; (ii) infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the Customer; (iii) all claims of any kind by Customer's end users; and (iv) all other claims including, without limitation, claims for damage to any business or property or injury to, or death of, any person arising out of any act or omission of the Customer in connection with facilities provided by the Company or the Customer. In the event any such infringing use is enjoined, the Customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement. (T)

The Customer and any authorized or joint users, jointly and severally shall also indemnify, defend and hold the Company harmless against: all claims, demands, losses or liabilities, including, but not limited to, fees and expenses of counsel, arising out of, occasioned by, or in connection with, any act or omission of the Customer or of any person utilizing the Customer's codes, services, equipment, or facilities, with or without the consent or knowledge of the Customer. (T)

Service is furnished subject to the conditions that it will not be used: (1) to make foul or profane expressions, (2) to impersonate another person with fraudulent or malicious intent, (3) to call another person so frequently, or at such times, or in any other manner so as to annoy, abuse, threaten, or harass the other person, (4) for any other unlawful purpose, or (5) in such a manner as to interfere with the use of the service by any other user.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 USE OF FACILITIES AND SERVICE (cont'd)

2.4.2 Limitations on Liability (cont'd)

(B) Customer-Provided Equipment

The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by Customer-provided equipment or premises wire. The Company shall have no obligation to install, maintain, repair or operate Customer-provided equipment. In the event that the Company, in responding to a Customer-initiated service call, determines that the cause of such service call is a failure, malfunction or inadequacy of Customer-provided equipment, the Customer must compensate the Company for such service call at the prevailing rate.

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(C) Use of Facilities of Other Companies

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

(D) Liability of the Company

The liability of the Company, or any other common carrier that furnishes any portion of the Company's services, for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, or its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing regulated or nonregulated service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the Customers of the service or facilities) will not exceed an amount equal to the charges applicable under this Tariff (calculated on a proportionate basis) for the period during which such error, mistake, omission, interruption or delay occurs.

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The Company is not liable under any circumstances for any act, omission, error, mistake, interruption or delay of any connecting carrier or its agents, servants or employees; nor will the Company have any such liability for providers of connections, equipment, facilities, or services other than the Company or its agents,

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servants, or employees.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 USE OF FACILITIES AND SERVICE (cont'd)

2.4.2 Limitations on Liability (cont'd)

(D) Liability of the Company (cont'd)

The Company will not be liable under any circumstances for any act, omission, error, mistake, interruption or delay of any person or entity owning telecommunications facilities used by the Customer in conjunction with the Company's service; or for the culpable conduct of the Customer, its agents, servants, employees, invitees, or guests, or failures of equipment, facilities or connections provided by the Customer.

The Company is not liable for interruptions, errors, delays, or defects in transmission when caused by strike or other labor problems, power fluctuations, surges or failures, acts of God, war, fire, flood, adverse weather conditions, riots, government authorities, cable cut, ordinances, laws, rules, regulations or restrictions, condemnation or exercise of rights of eminent domain, or other causes beyond the Company's control.

The Company will not be liable at any time or under any circumstance for indirect, incidental, reliance, special or consequential damages (including, but not limited to, harm to business, lost revenues, lost savings or loss of profits) suffered by the Customer as a result of the Company's activities in connection with services rendered to the Customer under this tariff.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.4 USE OF FACILITIES AND SERVICE (cont'd)

2.4.3 Use Of Service

Any service provided under this Price List may be resold to or shared (jointly used) with other persons at the Customer's option. Service may only be resold or shared in accordance with the provisions of the specific service. Specifically, residential service may only be used, resold or shared for noncommercial purposes. The Customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Price List, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its Customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.

2.4.4 Use and Ownership of Equipment

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

2.4.5 Directory Errors

The Company's only liability, for any cause whatsoever, including gross negligence or willful misconduct, for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall be as follows.

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- 1) Free Listings: For free or no-charge published directory listings, credit shall be given at the rate of two times the monthly Price List rate for an additional or charge listing for each individual, auxiliary or party line, PBX trunk or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.4 USE OF FACILITIES AND SERVICE (cont'd)

## 2.4.5 Directory Errors (cont'd)

- 2) Charge Listings: For additional or charge published directory listings, credit shall be given at the monthly Price List rate for each such listing for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 3) Operator records: For free or charge listings obtainable from records used by the directory assistance operator, upon notification to the Company of the error, mistake or omission in such records by the subscriber, the Company shall be allowed a period of three business days to make a correction. If the correction is not made in that time, credit shall be given at the rate of 2/30ths of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30th of the basic monthly rate for PBX trunks.)
- 4) Credit limitation: The total amount of the credit provided for the preceding paragraphs 1, 2, and 3 shall not exceed, on a monthly basis, the total of the charges for each charge listing plus the basic monthly rate, as specified in paragraph 3, for the line or lines in question.
- 5) Definitions: As used in Paragraphs 1, 2, 3, and 4 above, the terms "error," "mistake" or "omission shall refer to a discrepancy in the directory listing or directory assistance records which the Company has failed to correct and where the error affects the ability to locate a particular subscriber's correct telephone number. The terms shall refer to addresses only to the extent that an error, mistake or omission of an address places the subscriber on an incorrect street or in an incorrect community.
- 6) Notice: Such allowances or credits as specified in Paragraphs 1, 2, and 3 above, shall be given upon notice to the Company by the subscriber that such error, mistake or omission has occurred; provided, however, that when it is administratively feasible for the Company to have knowledge of such error, mistake or omission, the Company shall give credit without the requirement of notification by the subscribers.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.5 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Price List or a service agreement. The Customer must pay the regular Price List rate for the service they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying 100% of the monthly recurring charges for the remainder of the minimum service period if disconnection occurs within the first 12 months of the service period. If disconnection occurs after the first 12 months, termination liability will be equal to 50% of the monthly recurring charges for the remaining term of the contract. The Company reserves the right to impose termination charges at a higher rate than stated above in a service contract if the company incurs unusually high capital costs to provide or remove service to the Customer's location. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.

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

Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.6 PAYMENT FOR SERVICE RENDERED

2.6.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The Customer is responsible for all local and toll calls originating from the Customer's premises and for all calls charged to the Customer's line where any person answering the Customer's line agrees to accept such charges. The Company will not port or transfer Customer's telephone number(s) to any other Carrier unless and until the Customer satisfies all outstanding invoices due and payable to the Company.

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2.6.2 Deposits

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

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

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.6 PAYMENT FOR SERVICE RENDERED (cont'd)

2.6.2 Deposits (cont'd)

(A) Interest on Deposits

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

(B) Inadequate Deposit

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

(C) Return of Deposit

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

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

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.6 PAYMENT FOR SERVICE RENDERED (cont'd)

2.6.3 Payment of Charges

Billing for services begins on the date ("Service Date") the Company notifies the Customer that service has been installed and tested by the Company and is available for the Customer's use. Charges for facilities and service, including applicable federal, state and local taxes and surcharges are due monthly in advance except for usage charges. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. If objection is not received by the Company within 120 days 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.

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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.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.6 PAYMENT FOR SERVICE RENDERED (cont'd)

2.6.4 Return Check Charge

When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge of \$20.00. This charge will be in addition to any charges assessed by any bank. If a Customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

2.6.5 Late Payment Charges

- (A) Customer bills for telephone service are due on the due date specified on the bill. A Customer is in default unless payment is made on or before the due date specified on the bill, which shall be not less than 25 days from the date of 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.
- (B) Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. Undisputed amounts on the same bill are subject to late payment charges if unpaid and carried forward to the next bill.
- (C) Late payment charges do not apply to final accounts.

2.6.6 Fractional Charges

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

2.6.7 Taxes and Surcharges

In addition to the rates and charges applicable according to this Price List, various taxes and government-authorized fees and surcharges apply to the Customer's monthly bill statement. If there are taxes or surcharge rates applicable to a particular city, village, town or county tax district or other jurisdictional taxing entity, the surcharge will be added pro rata to the Customer's bill.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.7 ACCESS TO CUSTOMER'S PREMISES

The Customer shall be responsible for making arrangements or obtaining permission safe and reasonable access for Company employees or agents of the Company to enter the premises of the Customer or any joint user or Customer of the Customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities. The Company is not responsible for any interruption of service resulting from an inability to gain access to its equipment or cabling at the Customer's premises. The Company may remove or replace its equipment at any time.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 Suspension or Termination for Nonpayment

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

- (A) Termination shall not be made until at least 20 days after written notification has been mailed to the billing address of the Customer.
- (B) Suspension will not be made until at least 8 days after written notification has been mailed to the Customer and 20 days before the termination notice.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

## 2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

## 2.8.2 Termination For Cause Other Than Nonpayment

## (A) General

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

1. in the event of prohibited, unlawful or improper use of the facilities or service, or any other violation by the Customer of the rules and regulations governing the facilities and service furnished, or
2. if, in the judgement of the Company, any use of the facilities or service by the Customer may adversely affect the Company's personnel, plant, property or service. The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the Customer when injury or damage to telephone personnel, plant, property or service is occurring, or is likely to occur, or
3. in the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company, or
4. in the event that service is connected for a Customer who is indebted to the Company for service or facilities previously furnished, that service may be terminated by the Company unless the Customer satisfies the indebtedness within 20 days after written notification.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.8.2 Termination For Cause Other Than Nonpayment (cont'd)

(B) Cancellation of Service Contracts

Both the Customer and the Company have the right to cancel the service contract at any time up until commencement of service provided that, if Customer exercises this right, the Customer must (1) reimburse the Company for any out-of-pocket costs incurred by the Company in constructing facilities or otherwise preparing to provide service to that Customer, (2) indemnify the Company against any damages, losses, claims or penalties resulting from the Company's cancellation of any third-party contract that the Company entered into in order to provide service to that Customer (e.g. Type II services), and (3) pay any and all termination fees, as set out in Section 2.5, above. (T)  
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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.8.2 Termination For Cause Other Than Nonpayment (cont'd)

(B) Prohibited, Unlawful or Improper Use of the Facilities or Service

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

1. The use of facilities or service of the Company without payment of Price List charges;
2. Calling or permitting others to call another person or persons so frequently or at such times of the day or in such manner as to harass, frighten, abuse or torment such other person or persons;
3. The use of profane or obscene language;
4. The use of the service in such a manner such that it interferes with the service of other Customers or prevents them from making or receiving calls;
5. The use of a mechanical dialing device or recorded announcement equipment to seize a Customer's line, thereby interfering with the Customer's use of the service;
6. Permitting fraudulent use.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.8.2 Termination For Cause Other Than Nonpayment (cont'd)

(C) Abandonment or Unauthorized Use of Facilities

1. If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the Customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate telephone service.
2. In the event that telephone service is terminated for abandonment of facilities or unauthorized use and service is subsequently restored to the same Customer at the same location:
  - a. No charge shall apply for the period during which service had been terminated, and
  - b. Reconnection charges will apply when service is restored. However, no charge shall be made for reconnection if the service was terminated due to an error on the part of the Company.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.8 SUSPENSION OR TERMINATION OF SERVICE (cont'd)

2.8.2 Termination For Cause Other Than Nonpayment (cont'd)

(D) Change in the Company's Ability to Secure Access

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

2.8.3 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.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.9.1 Application of Rates

- (A) Business rates as described in this Price List apply to service furnished:
1. In office buildings, stores, factories and all other places of a business nature;
  2. In hotels, apartment houses, clubs and boarding and rooming houses except when service is within the Customer's domestic establishment and no business listings are provided; colleges, hospitals and other institutions; and in churches except when service is provided to an individual of the clergy for personal use only and business service is already established for the church at the same location;
  3. At any location when the listing or public advertising indicates a business or a profession;
  4. At any location where the service includes an extension which is at a location where business rates apply unless the extension is restricted to incoming calls;
  5. At any location where the Customer resells or shares exchange service;
- (B) The use of business facilities and service is restricted to the Customer, Customers, agents and representatives of the Customer.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS (Cont'd)

2.9.2 Telephone Number Changes

When a business Customer requests a telephone number change, the referral period for the disconnected number is 180 days.

The Company reserves all rights to the telephone numbers assigned to any Customer. The Customer may order a Customized Number where facilities permit, as specified in Section 5 of this Price List.

When service in an existing location is continued for a new Customer, the existing telephone number may be retained by the new Customer only if the former Customer consents in writing, and if all charges against the account are paid or assumed by the new Customer.

2.9.3 Telecommunications Relay Service Discounts and Surcharge

Telecommunications Relay Services are intrastate toll services related to both the hearing and visually impaired Customers and the interconnection to Customer provided equipment.

A. Discounts

Discounts are applicable to intrastate toll usage charges incurred in establishing communications with another party. For intrastate toll calls received from the relay service, each local exchange and interexchange telecommunications company billing relay calls shall discount relay service calls by fifty (50%) percent off the otherwise rate for a voice non-relay call. The exception is where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted sixty percent (60%) off the otherwise applicable rate for a voice non-relay call. The discounts only apply to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

B. Surcharge

To fund the telecommunications access system established under Part II of Chapter 427, E.S., a monthly surcharge is levied on all local exchange Customers, excluding Federal and State agencies. The surcharge is \$.12 per telecommunications access line. The surcharge shall not be imposed upon more than 25 basic access lines per account rendered. This surcharge is not subject to any sales, use, franchise, income, municipal utility, gross receipts, or any other tax, fee, or assessment. This surcharge

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will not be considered as revenue of the local exchange telecommunications companies for any purpose. An amount of 1% of the surcharge may be retained by the Company to cover billing and collection related expenses.

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.10 TERMINATION LIABILITY UNDER TERM CONTRACTS

(N)

The Company offers Term Agreements wherein the Customer agrees to retain specified Company services for a mutually agreed upon length of time. Discontinuance charges apply to early termination of Term Agreements. In the event that the Customer terminates a Term Agreement prior to the end of the term, the Customer's liability if termination occurs during the first 12 months of the service period is 100% of the monthly recurring charges for the remaining term of the agreement. If termination occurs after the first 12 months, termination liability will be equal to 50% of the monthly recurring charges for the remaining term of the agreement. The Company reserves the right to impose termination charges at a higher rate as stated in a service contract if the Company incurs unusually high capital costs to provide the services to the Customer location.

(N)

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.11 ASSIGNMENT

(N)

The Customer may not assign any agreement between the Customer and the Company nor any of the Customer's rights and obligations in connection with services provided by the Company under this tariff, without the prior written consent of the Company, which consent may not be unreasonably withheld.

(N)

2.12 NOTICES

(N)

Any notice and similar communications associated with any agreement between the Customer and the Company, or associated with any services provided to the Customer by the Company under this tariff, shall be in writing, and shall be either (i) delivered in person, or (ii) sent to the other party by certified mail with return receipt requested or by facsimile, electronically confirmed and followed up immediately by regular mail. Notices shall be delivered or sent to the parties' respective addresses set forth in the applicable agreement or to such other address as either party may hereafter establish by notice given in the manner prescribed in this paragraph. A notice shall be considered given when delivered.

(N)

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.13 EXPEDITED DUE DATE SERVICE

(N)

2.13.1 General

When a Customer requests that service be provided in advance of the established service interval, and the Company is able to comply, an Expedited Due Date Service charge will apply.

2.13.2 Charges

The charge is applicable per exchange, per request and applies in addition to any normal service and installation charges applicable.

2.13.3 Limitation of Liability

The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly when an established expedited due date is not met by the Company.

2.13.4 Charges

	<u>Nonrecurring Charge</u>
Expedited Due Date Service Charge:	\$200.00

(N)

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.14 TROUBLE REPORTING

If the Customer encounters a problem with any service after the actual completion date, the Customer must obtain a trouble ticket by calling 1-800-829-0420 for transport services, or 1-888-245-0608. For switched services. The Company will issue a credit for service interruptions, if applicable, in accordance with this tariff. The duration of the problem is determined solely by the date and time the trouble ticket was opened and subsequently closed out as a resolved issue. Credits will not be issued unless a trouble ticket exists for the circuit in question.

2.15 NEGOTIATED RATES AND COMPETITIVE DISCOUNTS

(N)

Customized service packages at Negotiated Rates or Competitive Discounts may be furnished on a case-by-case basis in response to request by Customers of the Company for proposals or for competitive bids. Service offered under this Tariff provision will be provided to Customers pursuant to contract.

Competitive Discounts are available to Customer purchasing services with a contract period of 24 months or greater. Competitive Discounts shall not exceed 20%.

Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this Tariff. Specialized rates or charges will be made available to similarly-situated Customers on a nondiscriminatory basis. The Company will consider the following factors when establishing special pricing arrangements: (1) the LATA in which the Customer is located; (2) the horizontal and vertical distance from the central office to the Customer's premises; (3) the availability and location of the network facilities; (4) the type of service; (5) the price of the service; (6) the number of lines (circuits) being used; and (7) the length of the contract terms.

(N)

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.16 LEVELS OF SERVICE QUALITY OBJECTIVES

(N)

The Company will endeavor at all times to provide its Customers with high quality, reliable telecommunications services. However, the Company's ability to meet the stated service quality objectives is ultimately subject to the availability of any ILEC network and outside plant facilities and equipment which it utilizes, and the timeliness of the ILEC's response to Company-initiated requests for service installation and repair.

2.16.1 Limitations

Service quality objectives for installation, maintenance and repair as described herein apply only to single-line residence and business services.

Emergency conditions under which service quality objectives described in this section may not be met include but are not limited to Acts of God, fires, floods, earthquakes, hurricanes, tornados, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; or compliance with any law, order, regulation or other action of any governing authority or agency which impairs or interferes with the Company's normal business operations.

Service quality objectives apply to services and equipment provided by the Company only. The Company may be unable to meet these objectives due to the unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties under the direction of the Customer.

The Company's liability, where applicable, in the event that it is unable to meet the objectives described herein will be subject to the limitations of liability and credits and allowances for interruptions of service as provided in this Price List.

(N)

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.16 LEVELS OF SERVICE QUALITY OBJECTIVES (cont'd.)

(N)

2.16.2 Installations

Where ILEC central office and outside plant facilities are readily available, the Company's objective for fulfillment of single-line residence and business Customer requests for primary service following receipt of application for same when all tariff requirements relating thereto have been complied with, except those instances where a later installation date is required by the Customer or where special equipment or services are involved, is five working days.

2.16.3 Maintenance and Repairs

The Company shall make reasonable attempts to restore service on the same day that an interruption is reported by the Customer where the trouble is the result of equipment or facilities provided by the Company. In those instances, the Company's objective for repair or restoration of service for single-line residence and business Customers following receipt of a Customer trouble report and obtaining sufficient information from the Customer to identify and diagnose the problem is as follows:

- (A) Restoration of 95% of interrupted service lines within 24 hours of receipt of the trouble report.
- (B) Clearing of 95% of service affecting troubles within 72 hours of receipt of trouble report.

(N)

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Section 2 - GENERAL RULES AND REGULATIONS (cont'd)

2.16 LEVELS OF SERVICE QUALITY OBJECTIVES (cont'd.)

(N)

2.16.4 Grade of Service

Subject to the adequacy of facilities and equipment provided to the Company by incumbent local exchange carriers, the Company's objective grade of service standards are as follows:

- (A) During the average busy season busy hour, at least 90% of all calls offered to any trunk group shall not encounter an all-trunk busy condition.
- (B) During the average busy season busy hour, at least 90% of intra-office, inter-office, extended area and intraLATA direct distance dialed calls carried by the Company will encounter a ring back tone, line busy signal, or non-working number intercept facility (operator or recording) after completion of dialing.

(N)

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Section 3 - APPLICATION OF RATES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service or product; (b) the transfer of an existing service to a different location; (c) the restoration of service after suspension or termination for nonpayment. (T)  
Connection Charges are listed with each service or product to which they apply.

3.1.2 Exceptions to the Charge

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

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Section 3 - APPLICATION OF RATES (cont'd)

3.2 RESTORATION OF SERVICE

3.2.1 Description

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later reinstalled. (T)

3.2.2 Rates

A restoration charge equal to the applicable nonrecurring charge(s) set forth in this tariff shall be applied.

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Section 3 - APPLICATION OF RATES (cont'd)

3.3 MOVES, ADDS AND CHANGES

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

The Customer will be assessed a nonrecurring charge per line 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: Change - including rearrangement or reclassification - of existing service at the same location.

3.3.1 Orlando

Business, per line:	Move -	\$63.00
	Add -	\$11.00 (R)
	Change -	\$11.00 (R)

3.3.2 Tampa

Business, per line:	Move -	\$58.65
	Add -	\$10.50
	Change -	\$10.50

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Section 3 - APPLICATION OF RATES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT

3.4.1 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.

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Section 3 - APPLICATION OR RATES (cont'd)

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT (cont'd)

3.4.2 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.

All Florida Locations

(A) Inside Wire Installation Charge

Inside Wire Installation Charges apply when a Customer requests new inside wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring. Material is included in each time increment charge.

Time and Materials (per order, per premises) Individual Case Basis

(B) Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a Customer requests wire and jack maintenance. Material is included in the Time and Material Charge.

Business:  
Time and Materials (per order, per premises) Individual Case Basis  
Trouble Isolation Charge (per visit) Individual Case Basis

3.4.3 Customer Equipment

The Company has no obligation to install, maintain, repair or operate the Customer's equipment. If a Customer requests the Company to perform engineering services with respect to the Customer's equipment, the Customer will be liable for the Company's standard engineering fees, which will be charged on an hourly basis for engineering Customer equipment and on a flat fee basis for re-engineering of services. If the Company, in responding to a Customer-initiated service call, determines that the cause of such service call is a failure, malfunction, or inadequacy of the Customer's equipment, the Customer must compensate the Company for such service call at the then-prevailing rate.

(N)  
-----  
(N)

Section 3 - APPLICATION OF RATES (cont'd)

## 3.5 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Within the first thirty (30) days of new service, a Customer may change his or her interLATA and/or intraLATA long distance carrier at no charge. After this thirty day period, the Customer will incur a charge each time there is a change in either the interLATA or intraLATA long distance carrier associated with the Customer's line after the initial installation of service. If the Customer changes the interLATA and the intraLATA carrier on the same order, only one charge will be assessed.

## All Florida Locations

InterLATA Carrier Change, per line	\$5.00
IntraLATA Carrier Change, per line	\$5.00

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Section 3 - APPLICATION OF RATES (cont'd)

## 3.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of nor non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff provided that the Customer has opened a trouble ticket by reporting the interruption to the Company's network operations center.

(N)

## 3.6.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the Customer to the business office, for interruptions of 30 minutes or more. The duration of the problem is determined solely by the date and time the trouble ticket was opened and subsequently closed out as a resolved issue. Credits will not be issued unless a trouble ticket exists for the service or facility in question. Credit allowances will be calculated as follows:
1. if interruption continues for less than 24 hours:
 

1/1440<sup>th</sup> of the monthly rate per 30 minute outage up to and including a 24 hour period.
  2. if interruption continues for more than 24 hours:
 

1/144<sup>th</sup> of the monthly rate per a 3 hour outage.
- Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

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Section 3 - APPLICATION OF RATES (cont'd)

3.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

3.6.1 Credit for Interruptions (cont'd)

D. Credit to Customer

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

E. "Interruption" Defined

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

(N)

(N)

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Section 3 - APPLICATION OF RATES (cont'd)

3.6 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (cont'd)

3.6.2 Limitations on Credit Allowances

No credit allowance will be made for:

- (a) interruptions due to the negligence of, or non-compliance with the provisions of this Tariff, by any party other than the company, including but not limited to the Customer, authorized user, or other common carriers connected to, or providing service connected to, the service of the Company or to the Company's facilities;
- (b) interruptions due to the failure or malfunction of non-Company equipment, including service connected to Customer provided electric power; in such an event, the Company may charge the Customer its then current service call rates.
- (c) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (d) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements.
- (e) interruptions of service due to circumstances or causes beyond the control of the Company.

(N)

(N)

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES

## 4.1 GENERAL

## 4.1.1 Description

IntraLATA toll service is furnished for telephone communication between telephones in different local calling areas within the Orlando 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, 3rd number billed, special toll billing, requests to notify of time and charges, person to person calling and other station to station calls.

## 4.1.2 Classes of Calls

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

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

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.2 TIMING OF CALLS

- 4.2.1 Unless otherwise indicated, all calls are timed in one minute increments and all calls which are fractions of a minute are rounded up to the next whole minute.
- 4.2.2 For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.
- 4.2.3 For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.
- 4.2.4 Call timing ends when the calling station "hangs up," thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.
- 4.2.5 Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute.

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.3 TIME PERIODS DEFINED

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

- 4.3.1 Peak: 8:00 a.m. to, but not including, 5:00 p.m. - Monday through Friday
- 4.3.2 Off-Peak: 5:00 p.m. to, but not including, 8:00 a.m. - Sunday through Friday  
All day Saturday and Sunday  
All Holidays
- 4.3.3 Holidays include Christmas, New Year's Day, Thanksgiving, Independence Day, and Labor Day.
- 4.3.4 All times refer to local time.

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

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

4.4.1 Originating Rate Center

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

4.4.2 Terminating Rate Center

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

4.4.3 Calculation of Mileage

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

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

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

## 4.4 REGULATIONS AND COMPUTATION OF MILEAGE (cont'd)

## 4.4.3 Calculation of Mileage (cont'd)

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

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

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

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

4.5 CALL CHARGES

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

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

4.5.1 Usage Charges

The following charges apply to each completed call. Fractional cents resulting from any call are rounded up to the next full cent.

(A) Orlando

Mileage	Peak		Off-Peak	
	First 30 Seconds	Each Additional 6 Second Increment	First 30 Seconds	Each Additional 6 Second Increment
ALL	\$0.0945	\$0.0189	\$0.0567	\$0.01134

(B) Tampa

Mileage	Peak		Off-Peak	
	First 18 Seconds	Each Additional 6 Second Increment	First 18 Seconds	Each Additional 6 Second Increment
ALL	\$0.0550 (I)	\$0.0170	\$0.0320 (I)	\$0.0100

(C)  
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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES (cont'd)

*\*All material previously found on this sheet has moved to Sheet 66.*

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Section 5 - SUPPLEMENTAL SERVICES

## 5.1 BUSINESS FEATURES

## 5.1.1 General

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

## 5.1.2 Description of Features

## a. Three Way Calling

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.

## b. 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.

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.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

## 5.1 BUSINESS FEATURES (cont'd)

## 5.1.2 Description of Features (cont'd)

## b. Call Forwarding (cont'd)

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.

## c. 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.

## d. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The user may subscribe to a maximum of two additional telephone numbers.

## e. 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.

## f. Call Transfer

Call Transfer allows a Customer to receive an incoming call, then transfer the calling party to any other number.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 BUSINESS FEATURES (cont'd)

5.1.2 Description of Features (cont'd)

g. Caller ID with Number Delivery

The Caller ID feature allows a Customer to see a caller's number previewed on Caller 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.

h. Combined Caller ID

The Caller 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. The displayed name is the name associated with the calling party's number. The Caller ID records the name, number, date and time of each incoming call - including calls that aren't answered by the Customer. Caller 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.

(N)

(N)

(T)

i. Continuous Redial

The continuous 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 Continuous Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. Continuous 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.

(T)

j. Selective Call Forwarding

Selective Call Forwarding allows a Customer to specify a special list of a maximum of fifteen (15) telephone numbers. Incoming calls placed to the Customers from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 BUSINESS FEATURES (cont'd)

5.1.2 Description of Features (cont'd)

k. Selective Call Rejection (T)

Selective Call Rejection enables a Customer to reject call attempts from up to fifteen (15) numbers by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the Customer from these numbers will be prevented from terminating to the Customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party.

A Customer may also reject future calls from the directory number of the most recent call received by dialing a code after completing the call.

(T)

l. Last Call Return

Last Call Return stores the most recent incoming call allowing the Customer to dial back any missed or unanswered telephone calls. If the number dialed is busy, the Last Call Return feature 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.

(T)

m. Priority Call

Priority Call allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from numbers on the list.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 BUSINESS FEATURES (cont'd)

5.1.3 Rates and Charges

(A) Orlando Recurring and Nonrecurring Charges

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>
Three-Way Calling	\$ 1.80	\$ 5.00
Call Forwarding	\$ 1.80	\$ 5.00
Call Waiting	\$ 1.80	\$ 5.00
Distinctive Ringing - 1st Number	\$ 1.80	\$ 5.00
Distinctive Ringing - 2nd Number	\$ 1.80	\$ 5.00
30 Number Speed Calling	\$ 1.80	\$ 5.00
8 Number Speed Calling	\$ 1.80	\$ 5.00
Call Transfer	\$ 1.80	\$ 5.00
Caller ID with Number Delivery	\$ 1.80	\$ 5.00
Combined Caller ID	\$ 1.80	\$ 5.00
Caller ID Blocking	\$ 0.00	\$ 0.00
Continuous Redial	\$ 1.80	\$ 5.00
Selective Call Forwarding	\$ 1.80	\$ 5.00
Selective Call Rejection	\$ 1.80	\$ 5.00
Priority Call	\$ 1.80	\$ 5.00
Last Call Return	\$ 1.80	\$ 5.00

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 BUSINESS FEATURES (cont'd)

5.1.3 Rates and Charges (cont'd)

(B) Tampa Recurring and Nonrecurring Charges

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
Three-Way Calling	\$2.88	\$0.00
Call Forwarding	\$2.88	\$0.00
Call Waiting	\$4.50	\$0.00
Distinctive Ringing - 1st Number	\$2.70	\$0.00
Distinctive Ringing - 2nd Number	\$2.70	\$0.00
30 Number Speed Calling	\$3.15	\$0.00
8 Number Speed Calling	\$2.25	\$0.00
Call Transfer	\$3.50	\$0.00
Caller ID with Number Delivery	\$3.80	\$0.00
Caller ID with Name Delivery	\$3.80	\$0.00
Combined Caller ID	\$9.75	\$0.00
Caller ID Blocking	\$3.80	\$0.00
Continuous Redial	\$4.32	\$0.00
Selective Call Forwarding	\$3.80	\$0.00
Selective Call Rejection	\$3.80	\$0.00
Priority Call	\$3.80	\$0.00
Last Call Return	\$4.32	\$0.00

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.1 BUSINESS FEATURES (cont'd)

5.1.3 Rates and Charges (cont'd)

(B) Connection Charges

Connection charges 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 premise.

(T)

(C) 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.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

## 5.2 SERVICE AND PROMOTIONAL TRIALS

## 5.2.1 General

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

## 5.2.2 Regulations

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

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

## 5.3 BUSY VERIFICATION AND INTERRUPT SERVICE

## 5.3.1 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.

## 5.3.2 Rate Application

A. A Verification Charge will apply when: (T)

1. The operator verifies that the line is busy with a call in progress, or
2. The operator verifies that the line is available for incoming calls. (T)

B. 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. (T)

C. No charge will apply when the calling party advises that the call is from an official public emergency agency. (T)

## 5.3.3 Rates and Charges

A. Orlando (T)

Verification Charge, each request	\$1.65 (I)
Interrupt Charge, each request	\$1.25 (I)

B. Tampa (T)

Verification Charge, each request	\$1.00
Interrupt Charge, each request	\$1.50 (I)

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.4 DIRECTORY ASSISTANCE SERVICE

5.4.1 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.

5.4.2 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:

- A. Calls from coin telephones, including COCOTS. (T)
- B. Requests for telephone numbers of non-published service. (T)
- C. 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. (T)
- D. Requests from individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Up to a maximum of 50 requests per month. (T)
- E. 1. Additional Regulation – Orlando (T)  
 The first two (2) calls each month, per service location, for requests to the directory assistance operator will not be charged.
- 2. Additional Regulation – Tampa (N)  
 The first three (3) calls each month, per service location, for requests to the directory assistance operator will not be charged. (N)

5.4.3 Call Completion

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number, and are in addition to the charge for Directory Assistance.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.4 DIRECTORY ASSISTANCE SERVICE

5.4.4 Rates and Charges (cont'd)

A.	<u>Orlando</u>		(T)
	Per query	\$0.25	
	Directory Assistance Call Completion charge per call completed	\$0.30	
B.	<u>Tampa</u>		(T)
	Per query	\$0.40	
	Directory Assistance Call Completion charge per call completed	\$0.30 (R)	

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

## 5.5 OPERATOR SERVICE

Local and long distance 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 and long distance 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 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:

## 5.5.1 Operator Assistance, per call:

(A) Orlando

Customer Dialed Calling Card	\$0.75
Person to Person	\$3.10
3rd Number Billed	\$1.60
Collect	\$1.60
All other Operator Assistance	\$1.60

(B) Tampa

Customer Dialed Calling Card	\$0.75
Person to Person	\$3.00
3rd Number Billed	\$1.50
Collect	\$1.50
All other Operator Assistance	\$1.50

*\*Certain material now found on this sheet was previously found on Sheet 57.*

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.6 BLOCKING SERVICE

5.6.1 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:

(A) Call Blocking: 900, 971, 974, 976 & 700 NPA Blocking - allows the Customer to block all calls beginning with the NPA of 900, 971, 974, 976 and 700 (i.e. 900-XXX-XXXX) from being placed. (T)

(B) Toll Restriction: Toll Restriction (1+ and 0+ Blocking) - provides the Customer with a method of denying access to some or all of the toll network and operator services. Toll Restriction will not block the following types of calls: 911 (emergency) and 1+ 800 (Toll Free) calls.. (T)

The following options are available with Toll Restriction. One, all, or any combination may be selected: (T)

- 1) "0+" restricts access to 0+ calls through the operator (IntraLATA, InterLATA and International).
- 2) "1+" restricts access to 0+ calls through the operator (IntraLATA, InterLATA and International).
- 3) "IntraLATA 0+/1+" restricts access to IntraLATA 0+/1+ calls only.
- 4) "InterLATA 0+/1+" restricts access to InterLATA 0+/1+ calls only.
- 5) "01" restricts access to operator assisted international calls only.
- 6) "011" restricts access to international direct dialed calls only.
- 7) "411" restricts calls to 411 directory assistance. (T)
- 8) "555" restricts calls to NXX-555-1212 directory assistance. (T)

(C) Billing Restriction Blocking: Provides the Customer with a method of denying all third party number billed and/or collect calls to a specific telephone number provided the transmitting operator checks the validation data base. (T)

One or both of the following blocking options are available:

- 1) Third Number Billed (T)
- 2) Collect Call (M)

*Certain material previously found on this page is now located on Sheet 67.1.*

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.6 BLOCKING SERVICE (cont'd)

5.6.2 Regulations

- (A) 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.
- (B) Blocking Service is available where equipment and facilities permit.

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(M)

*Material now found on this page was previously located on Page 67.*

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.6 BLOCKING SERVICE, (cont'd)

5.6.3 Rates and Charges

- (A) Pricing for Blocking Service for a business Customer with more than 200 lines will be based on the costs incurred by the Company to provide the service on an ICB Basis.
- (B) Connection charges apply as specified in Section 3 of this Price List.
- (C) Recurring and Nonrecurring Charges

1. Orlando

TYPE OF BLOCKING	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charge</u>
Call Blocking - (up to 200 lines)	\$ 0.00	\$ 0.00 (R)
Toll Restriction: - (up to 200 lines)	\$ 2.95	\$ 0.00
Billing Restriction - (up to 200 lines)	\$ 0.00 (R)	\$ 8.90 (I)

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Section 4 - SUPPLEMENTAL SERVICES (cont'd)

5.6 BLOCKING SERVICE (cont'd)

5.6.3 Rates and Charges (cont'd)

(C) (Recurring and Nonrecurring Charges), (cont'd)

2. Tampa

TYPE OF BLOCKING	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charge</u>
Call Blocking - (up to 200 lines)	\$0.00	\$0.00
Toll Restriction: - (up to 200 lines)	\$4.50 (I)	\$8.90 (R)
Billing Restriction - (up to 200 lines)	\$0.00 (R)	\$8.90 (R)

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Section 4 - SUPPLEMENTAL SERVICES (cont'd)

5.7 CUSTOMIZED NUMBER SERVICE

5.7.1 General

- (A) Customized Number Service allows a Customer to order a specified telephone number rather than the next available number.
- (B) Customized Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- (C) The Company will not be responsible for the manner in which Customized Numbers are used for marketing purposes by the Customer.
- (D) When a new Customer assumes an existing service which includes Customized Number Service, the new Customer may keep the Customized Number, at the Price Listed rate, with the written consent of the Company and the former Customer.
- (E) 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 assignments 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 in Section 2.1.1 are applicable to Customized Number Service.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.7 CUSTOMIZED NUMBER SERVICE (cont'd)

5.7.2 Conditions

- (A) Charges for Customized Number Service apply when a Customer:
1. 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.
  2. Requests a number change from the Customer's present number to a Customized Number.
- (B) 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.

5.7.3 Rates and Charges

Business Customer:

(A)	<u>Orlando</u>		(T)
	Set Up Charge	\$68.00	
(B)	<u>Tampa</u>		(N)
	Set Up Charge	\$15.00	 (N)

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS

5.8.1 General

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

Only information necessary to identify the Customer is included in these listings. Abbreviations may be used in listings. A listing may be rejected if it is judged to be advertising. It may also reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

A name may be repeated in the white pages only when a different address or telephone number is used.

5.8.2 Composition of Listings

(A) Name

1. Business Service

The following names may be included in business service listings:

1. The name of Customer or joint user.
2. The name of each business enterprise which the Customer or joint user conducts.
3. The name by which the business of a Customer or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
4. The name of any person associated with the Customer or joint user in the same business.
5. The name of any person, firm or organization which Customer or joint user is authorized to represent, or the name of an authorized representative of the Customer or joint user.
6. Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing is not for advertising purposes.
7. The name of a publication issued periodically by the Customer or joint user.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.2 Composition of Listings (cont'd)

(A) Name (cont'd)

1. Business Service (cont'd)

8. The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
9. The name of a member of Customer's domestic establishment when business service is furnished in the Customer's residence.
10. The name of a corporation which is the parent or a subsidiary of the Customer.
11. The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residence type listing with the telephone number of the PBX service.
12. The name of the Customer to a sharing arrangement.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.2 Composition of Listings (cont'd)

(B) Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in one than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation.

A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A designation is not ordinarily provided in a residence type listing except for residential service as permitted under the terms of this Price List. A professional designation is permitted on residence service in the case of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another Customer in the same or different directory.

(T)

The listing of service in the residence of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residence service is furnished in a church study, the listing may include the designation "study."

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.2 Composition of Listings (cont'd)

(C) Address

(T)

Each residence or non-profit listing may, but does not have to, include the street address where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

(D) Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.3 Types of Listings

(A) Main Listing: (T)  
(T)

1. Main Standard Listing - A Main Standard Listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules in paragraph 5.8.2.B above. (T)  
(N)

2. Additional Main Listing - Customers may arrange for an Additional Main Listing. An additional Main Listing is a Main Standard Listing providing for a non-hunting extra-line or for the first line of each multi-line hunt. (N)  
(T)

(B) Premium Listings: (T)

1. Additional Listings (T)  
(T)

Customers may arrange for additional listings, similar to the Main Standard Listing, at the additional listing rate. Listings may include abbreviated names, names which are commonly spelled several ways, rearrangements of names and nicknames by which the Customer is commonly known. All names will be included in their proper alphabetical order. If the above additional listing does not readily identify the Customer, it shall be necessary to include a line of information stating "same as" or "see" and a reference to the name contained in the main listing at the Extra Listing Line Rate. Listings will not be accepted for the purpose of securing preferential publicity or position. (T)

2. Secondary Listings (N)  
Any listing may be duplicated in a different directory or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form. (N)

3. Extra Listing Lines (N)  
Lines of information, if approved, may be arranged for at the rate shown the schedule to appear in addition to a main listing for the purpose of (N)

facilitating the use of the service.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.3 Types of Listings

(B) Premium Listings: (cont'd)

4. Alternate Call Listings

Any listed party who has made the necessary arrangements for receiving telephone calls during his or her absence may have an alternate telephone number listing or a night listing. Such listing may be furnished as an indented listing or as a sub-caption.

The telephone number in such a listing may be that of another service furnished to the same Customer, or of one of the Customer's PBX trunks not included in the incoming service group, or of a service furnished to a different Customer.

5. Alternate User Listings

An Alternate User Listing may be furnished when it is necessary to refer the directory user to an alternate listing when there are joint users of the same telephone number.

6. Cross Reference Listings

A Cross Reference Listing may be furnished in the same alphabetical group with the related listing when it is necessary to refer the directory user to another directory listing.

(N)

(N)

(T)

(T)

(D)

(D)

5.8.4 [Reserved for Future Use]

(D)

(D)

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.5 [Reserved for Future Use]

5.8.6 Rates and Charges

There is a monthly recurring and a one time nonrecurring charge for premium listings. This charge takes effect as soon as the listing is shown in the Directory Assistance Records. The monthly rate for each individual listing is as follows:

(A) Orlando

TYPE OF LISTING	Business	
	Recurring	Nonrecurring
Main Standard Listing	\$0.00	\$0.00
Additional Main Listings	\$0.00 (R)	\$0.00 (R)
Additional Listing	\$1.00	\$5.00
Secondary Listings	\$1.00	\$5.00
Extra Listing Lines	\$1.00	\$5.00
Alternate Call Listings	\$1.00	\$5.00
Alternate User Listing	\$1.00	\$5.00
Cross Reference Listings	\$1.00	\$5.00

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.8 LISTINGS (cont'd)

5.8.4 Rates for Additional Listings for Business

(B) Tampa

TYPE OF LISTING	Business	
	Recurring	Nonrecurring
Main Standard Listing	\$0.00	\$0.00
Additional Main Listing	\$0.00 (R)	\$0.00 (R)
Additional Listing	\$1.13	\$10.50
Secondary Listings	\$1.13	\$10.50
Extra Listing Lines	\$1.13	\$10.50
Alternate Call Listings	\$1.13	\$10.50
Alternate User Listing	\$1.13	\$10.50
Cross Reference Listings	\$1.13	\$10.50

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.9 NON-PUBLISHED SERVICE

5.9.1 General

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Directory Assistance Records. (T)

5.9.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials or gives the number to the operator. No exceptions will be made, even if the caller says it is an emergency.

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

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

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.9 NON-PUBLISHED SERVICE (cont'd)

5.9.3 Rates and Charges

There is a monthly charge for each non-published service. This charge does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period. (T)

Non-published service charges:

(A) Orlando

Monthly Recurring Charge	\$ 2.10
Nonrecurring Charge	\$ 5.00

(B) Tampa

Monthly Recurring Charge	\$ 1.80
Nonrecurring Charge	\$10.50

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.10 NON-LISTED SERVICE

5.10.1 General

Non-listed service means that the Customer's telephone number is not listed in the directory, but does appear in the Directory Assistance Records.

5.10.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-listed number.

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

(T)

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

5.10.3 Rates and Charges

(D)  
|  
|  
(D)

(A) Orlando Non-listed service charges:

Monthly Recurring Charge	\$ 1.00
Nonrecurring Charge	\$ 5.00

(B) Tampa Non-listed service charges:

Monthly Recurring Charge	\$ 0.99
Nonrecurring Charge	\$10.50

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.11 INTERCEPT CALL COMPLETION (ICC) SERVICE

5.11.1 General

Where technically feasible, Intercept Call Completion (ICC) allows the caller to be automatically connected to a subscriber's new telephone number after receiving the intercept message. This service is available to Customers that move within the Company's serving area. (T)

5.11.2 Regulations

- (A) These regulations, rates and charges are in addition to the regulations, rates and charges found elsewhere in the Company's applicable Price Lists.
- (B) ICC is available where facilities are available and conditions permit.
- (C) The minimum service period for ICC is three (3) months for residence and business Customers. The service may be extended for an additional period by notifying the Company at least five business days prior to expiration of the initial service period.
- (D) With ICC, the caller incurs normal usage charges for the call from the point of origination to the intercepted number; the ICC subscriber incurs all applicable intraLATA toll charges between the intercepted number and the new number.
- (E) Except with regard to the provision of ICC, the intercepted number is, in all respects, a disconnected service. Third number and collect calls cannot be billed to the intercepted number, and any Calling Card associated with the number is invalid. (T)
- (F) Charges will be credited for calls completed to a wrong number, incomplete connections, or calls with unsatisfactory transmission. (T)

5.11.3 Rates and Charges

- (A) Orlando Business Monthly Recurring Charge \$11.00
- (B) Tampa Business Monthly Recurring Charge \$11.00

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.12 INFORMATION SERVICE PROVIDER NXX ACCESS

The Company provides access to Information Service Provider (ISP) NXXs provisioned by the Incumbent Local Exchange Carrier. The Company will bill the End User for ISP calls at rates designated by the ISP. See Section 5.6.3 for optional blocking service which will prohibit the completion and billing of unwanted ISP calls to a Customer service line.

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Section 5 - SUPPLEMENTAL SERVICES (cont'd)

5.13 RECORDED ANNOUNCEMENT SERVICE

Recorded Announcement Service consists of facilities whereby telephone users may, by calling a particular central office designation and number, obtain recorded messages. Recorded Announcement Service, including the content of the recorded messages, is furnished at the provider's option. Messages may be withdrawn at any time.

Charges Applicable to Calling Parties:

(A)	<u>Orlando</u>		(T)
	Each completed Local Recorded Announcement Call	\$0.12	
(B)	<u>Tampa</u>		(N)
	Each completed Local Recorded Announcement Call	\$0.12	(N)

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## Section 5 - SUPPLEMENTAL SERVICES, (Cont'd.)

## 5.14 REMOTE CALL FORWARDING

## 5.14.1 General

Remote Call Forwarding allows a Customer the ability to purchase additional Directory Numbers and to have calls to those telephone numbers forwarded on a permanent basis to a designated telephone number.

## 5.14.2 Conditions

- (A) The telephone number to which calls are forwarded is user-defined.
- (B) Changes to this number are made via a service order.
- (C) Customers can request additional paths for Remote Call Forwarding service.
- (D) A flat-rate monthly recurring charge applies for each main Remote Call Forwarding Directory Number and for each additional path ordered. (T)

## 5.19.3 Rates and Charges

(A) Orlando

Monthly Recurring Charge, per line	\$12.00
Additional, per line	\$12.00
Nonrecurring Charge, per line	\$31.00

(B) Tampa

Monthly Recurring Charge, per line	\$14.40
Additional, per line	\$14.40
Nonrecurring Charge, per line	\$13.00

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Section 5 - SUPPLEMENTAL SERVICES, (Cont'd.)

5.15 HUNTING

(N)

5.15.1 Description

There are three types of Multi-Line Hunting (MLHG) available: Regular, Circular, and Uniform Call Distribution (UCD).

- A. Regular: Hunting starts with the dialed DN and ends with last member of the hunt group.
- B. Circular: Hunting starts with the dialed DN and ends with the terminal prior to the called DN.
- C. Uniform Call Distribution: When the main MLHG is called, the calls are distributed to the most idle member of the hunt group. If a terminal DN is dialed, circular hunting is used.

5.15.2 Rates and Charges

A. Orlando

Monthly Recurring Charges, Per Line:	\$ 9.57
Nonrecurring Connection Charge, Per Line:	\$ 5.00

B. Tampa

Monthly Recurring Charges, Per Line:	\$9.92
Nonrecurring Connection Charge, Per Line:	\$0.00

(N)

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Section 5 - SUPPLEMENTAL SERVICES, (Cont'd.)

5.16 EMERGENCY REROUTE SERVICE

5.16.1 Description of Service

Emergency Reroute Service provides for the rerouting of incoming calls to an alternate number designated by the Customer. Emergency Reroute Service is for situations where the Customer requires incoming calls to be rerouted immediately, and on a temporary basis. Emergency Reroute Service is available on a limited basis for Line, Trunk and ISDN PRI services.

The Company is entitled to rely upon instructions given by telephone from a person representing himself or herself to be an authorized representative of the Customer without further verification so long as the Company has no reason to believe that such person lacks proper authority.

(N)  
|  
|  
(N)

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Emergency Reroute Service, including, but not limited to the installation, provision, performance or non-performance of Emergency Reroute Service, shall not exceed an amount equal to the proportionate charge for Emergency Reroute Service for the period during which the service was affected.

5.16.2 Rates and Charges

	<u>Per Reroute Occurrence</u>
Nonrecurring Charge:	\$500.00

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Section 5 - SUPPLEMENTAL SERVICES, (Cont'd.)

5.17 DISASTER ROUTING SERVICE

(N)

5.17.1 Description of Service

Disaster Routing Service reroutes incoming calls to a predetermined alternate telephone number. Disaster Routing is available for Trunk and/or ISDN PRI service.

Disaster Routing service reroutes incoming calls to a different location when the primary location experiences an out-of-service condition such as a result a power outage or a wire cut that isolates the primary location from the CO.

The Customer may establish one call path or multiple call paths, with a maximum of 99 call paths per telephone number. The number of call paths determines how many simultaneous calls will be rerouted. The number of call paths selected may not exceed the number of trunks and/or channels associated with the trunk group and should be sized correctly based on the trunks and/or channels of the terminating location. Features may not work in conjunction with this service, such as Calling Name and Number Delivery.

The Company's liability with respect to a claim or suit by a Customer, or any third party, for damages associated with Disaster Routing, including but not limited to the installation, provision, performance or non-performance of Disaster Routing, shall not exceed an amount equal to the proportionate charge for Disaster Routing for the period during which the service was affected.

(N)

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Section 5 - SUPPLEMENTAL SERVICES, (Cont'd.)

5.17 DISASTER ROUTING SERVICE, (cont'd.)

(N)

5.17.2 Rates and Charges, per number rerouted

	<b>Per Trunk Group Rerouted</b>	
	<b>Monthly</b>	
	<b><u>Nonrecurring</u></b>	<b><u>Recurring</u></b>
1 Call Path, 12 month Term	\$ 250.00	\$ 50.00
1 Call Path, 24 Month Term	\$ 200.00	\$ 45.00
1 Call Path, 36 Month Term	\$ 150.00	\$ 40.00
Multiple Call Paths, 12 Month Term	\$ 250.00	\$ 65.00
Multiple Call Paths, 24 Month Term	\$ 200.00	\$ 55.00
Multiple Call Paths, 36 Month Term	\$ 150.00	\$ 50.00

(N)

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES

## 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 intraLATA and 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).
- (e) access to Telecommunications Relay Services (TRS) for communication between a station equipped with a Telecommunications Device for the Deaf (TDD) and a station not equipped with a TDD.

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 as described in Section 2 apply to all service on a one-time basis unless waived pursuant to this Price List.

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

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

- Flat Business Access Line Service
- Message Rate Business Access Line Service
- PBX Trunks
- Primary Rate ISDN (PRI) Service (T)

Flat Business Access Line Service and Analog and Digital PBX trunks are offered with flat rate local service or message rate local service.

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.

Network services sold to qualified IBL Customers may be eligible for certain discounts as specified in the following paragraphs. (N)

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.1 Business Access Line Service

(A) General

Business Access Line Service provides a Customer with 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 on a flat rate basis or message rate basis. Business Access Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines. Standard Business Lines sold to qualified IBL Customers may be eligible for discounted rates as indicated. (N)

Each Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)

(B) Flat Rate Business Access Line Service

1. Orlando

Monthly Recurring Charges:

- w/TWC Assigned Number	\$24.03
- w/Other Carrier Assigned Number	\$24.03

Per Line sold to qualified IBL Customer

24 Month Term-On Net	\$18.40
36 Month Term-On Net	\$16.35

24 Month Term-Off Net	\$24.99
36 Month Term-Off Net	\$24.99

Nonrecurring Connection Charge

Per line:	\$47.60
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Per initial or additional line sold to qualified IBL Customers per Service Order	\$ 0.00
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In addition to the nonrecurring charges listed above, service order charges apply as described in Section 3 of this Price List.

Time Warner Telecom of Florida, L.P.

Florida Price List  
 First Revised Sheet 85.1  
 Cancels Original Sheet 85.1

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.1 Business Access Line Service (cont'd)

(B) Flat Rate Business Access Line Service (cont'd)

2. Tampa

Monthly Recurring Charges:

- w/TWC Assigned Number \$28.35
- w/Other Carrier Assigned Number \$28.35

Per Line sold to qualified IBL Customer

- 24 Month Term-On Net \$25.50
- 36 Month Term-On Net \$24.00
- 24 Month Term-Off Net \$29.90
- 36 Month Term-Off Net \$29.90

(N)  
 |  
 |  
 (N)  
 |  
 (T)  
 (T)

Nonrecurring Connection Charge

- Per line: \$58.65
- Per initial or additional line sold to qualified IBL Customers per Service Order \$ 0.00

(N)  
 |  
 (N)

In addition to the nonrecurring charges listed above, service order charges apply as described in Section 3 of this Price List.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.1 Business Access Line Service (cont'd)

(C) Message Rate Business Access Line Service

Business line message rate service is offered in all exchanges where facilities permit. Subscribers to message rate will be billed a monthly rate and a per message rate for each outgoing local message to the local calling area.

1. Orlando

Monthly Recurring Charge:

- Monthly rate	\$11.00	
- per message rate	\$ 0.10	

(R)

Per Line\* Nonrecurring Connection Charge: \$63.00

2. Tampa

Monthly Recurring Charge:

- Monthly rate	\$16.50
- Per message rate	\$ 0.09

-Per Message Line sold to qualified IBL Customer

24 Month Term-On Net	\$14.85
----------------------	---------

36 Month Term-On Net	\$14.00
----------------------	---------

24 Month Term-Off Net	\$17.63
-----------------------	---------

36 Month Term-Off Net	\$17.63
-----------------------	---------

Per Line\* Nonrecurring Connection Charge: \$58.65

Per initial or additional Line sold to qualified IBL Customers \$ 0.00

\* In addition to the nonrecurring charges listed above, Service Order charges apply

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as described in Section 3 of this Price List.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Analog PBX Trunk Service

(A) Description

Analog PBX Trunk Service provides a Customer with a single voice-grade communications channel which can be used to place or receive one call at a time. Analog PBX Trunk Service provides a connection from a Customer-provided PBX to the public switched telecommunications network.

Each Analog PBX Trunk can be configured as an Inward, Outward or Two-Way Trunk. Inward and Two-Way Trunks may be equipped with Direct Inward Dial (DID) signaling and with DID number blocks for additional charges as set forth in Section 6.2.3. DID signaling enables a PBX to route an incoming call directly to an extension without the need for an attendant.

Analog PBX Trunk Service may be configured into a hunt group with other Company-provided Analog PBX Trunks. Analog PBX Trunks sold to qualified IBL Customers may be eligible for discounts as indicated.

The Company will consider requests for large quantities, i.e. 100 or more trunks, on an individual case basis only.

(A) Flat Rate Analog PBX Trunks

Flat Rate Analog PBX Trunks (Outward or Two-Way) provide the Customer with unlimited outward dialing within a designated local calling area at no additional charge.

(B) Message Rate Analog PBX Trunks

Message Rate Analog PBX Trunks (Outward or Two-Way) provide the Customer with message rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.2.(B).

(T)

(C) Measured Rate Analog PBX Trunks

Measured Rate Analog PBX Trunks (Outward or 2-way) provide the Customer with measured rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.2.

(N)

(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Analog PBX Trunk Service (cont'd)

(B) Recurring and Nonrecurring Charges

1. Orlando	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>	
a. Analog Flat Access Trunks			(T)
Each Trunk:			
Month-to-Month	\$48.00	\$50.00	
12 Month Term	\$46.20	\$50.00	
24 Month Term	\$41.30	\$50.00	
36 Month Term	\$38.90	\$50.00	
Per initial or additional Trunks sold to IBL Customers		\$ 0.00	(T)
24 Month Term-On Net	\$37.15		
36 Month Term-On Net	\$33.00		
24 Month Term-Off Net	\$40.00		
36 Month Term-Off Net	\$40.00		
b. Analog Message Access Trunks			(N)
Each Trunk:	\$17.95	\$ 50.00	
Message Usage Charge Per Call:	\$ 0.10		
c. Analog Measured Access Trunks			
Each Trunk:	\$17.95	\$ 50.00	
Message Usage Charge Per Minute:	\$ 0.035		(N)
			(M)
			(M)
			(M)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Analog PBX Trunk Service (cont'd)

(B) Recurring and Nonrecurring Charges (cont'd)

2.	Tampa	<u>Recurring</u>	<u>Nonrecurring</u>	
		<u>Charges</u>	<u>Charges</u>	(M)
	Analog Flat Access Trunks			----- ----- ----- ----- ----- ----- ----- ----- ----- -----
	Each Trunk:			
	Month-to-Month	\$46.85	\$51.50	
	12 Month Term	\$42.15	\$51.50	
	24 Month Term	\$39.80	\$51.50	
	36 Month Term	\$37.45	\$51.50	
	Per initial or additional Trunks sold			
	to qualified IBL Customers		\$ 0.00	
	24 Month Term-On Net	\$46.30		
	36 Month Term-On Net	\$41.20		
	24 Month Term-Off Net	\$62.25		
	36 Month Term-Off Net	\$53.35		(M)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.2 Analog PBX Trunk Service (cont'd)

(B) Recurring and Nonrecurring Charges (cont'd)

2. Tampa (cont'd)

	Recurring Charges	Nonrecurring Charges	(M)
Analog Message Access Trunks			
Each Trunk:			
Month-to-Month	\$28.00	\$51.50	
12 Month Term	\$25.20	\$51.50	(M)
24 Month Term	\$23.80	\$51.50	
36 Month Term	\$22.40	\$51.50	(N)
Per initial or additional Trunks sold to qualified IBL Customers		\$ 0.00	
24 Month Term-On Net	\$35.45		
36 Month Term-On Net	\$34.00		
			(N)
24 Month Term-Off Net	\$40.00		
36 Month Term-Off Net	\$37.30		(M)
Message Usage Charge - Per Call	\$0.09		

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 PBX Digital Trunk Service

Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital fiber optic transmission circuit operating at 1.544 Mbps. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Customers must have the ability to terminate a DS1 signal.

Each Digital PBX Trunk can be configured as an Inward, Outward or Two-Way Trunk. Inward and Two-Way Trunks may be equipped with Direct Inward Dial (DID) signaling and with DID number blocks for additional charges as set forth in Section 6.2.3. DID signaling enables a PBX to route an incoming call directly to an extension without the need for an attendant.

Digital PBX Trunk Service may be configured into a hunt group with other Company-provided Digital PBX Trunks.

The Company will consider requests for large quantities, i.e. 100 or more trunks, on an individual case basis only.

Digital PBX Trunks sold to qualified IBL Customers may be eligible for discounted rates as indicated.

(A) Flat Rate Digital PBX Trunks

Flat Rate Digital PBX Trunks (Outward or Two-Way) allow the Customer to place unlimited outward dialed calls within the designated local calling area and no additional charge

(B) Message Rate Digital PBX Trunks

Message Rate Digital PBX Trunks (Outward or Two-Way) provide the Customer with message rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.3.

(T)

(C) Measured Rate Digital PBX Trunks

Measured Rate Digital PBX Trunks (Outward or 2-way) provide the Customer with measured rated outward dialing within the designated local calling area. Each local call is charged at the rate specified in Section 6.2.3.

(N)

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(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 PBX Digital Trunk Service (cont'd)

(C) Recurring and Nonrecurring Charges

The following monthly recurring and nonrecurring charges apply to inward, outward or two-way trunks, but not to message rate trunks.

1. Orlando

	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>	
a. Digital Facility: (per DS1 24 channel capacity) Charge applies for 18 or less trunks/channels	\$245.10	\$315.00	(T) (T)
b. Digital Flat Access Trunks: Per Channel			(T)
Month to Month	\$48.00	\$50.00	
12 Month	\$46.20	\$50.00	
24 Month	\$41.30	\$50.00	
36 Month	\$39.90	\$50.00	
Per Facility sold to IBL Customers		\$ 0.00	(T)
24 Month Term-On Net	\$37.15		
36 Month Term-On Net	\$33.00		
24 Month Term-Off Net	\$40.00		
36 Month Term-Off Net	\$40.00		
c. Digital Message Access Trunks:			(N)
Per Channel	\$11.55	\$50.00	
Message Usage/Call	\$ 0.10		
d. Digital Measured Access Trunks:			
Per Channel	\$11.55	\$50.00	
Measured Usage/Minute	\$ 0.035		
			(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

## 6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

## 6.2.3 PBX Digital Trunk Service (cont'd)

## (C) Recurring and Nonrecurring Charges (cont'd)

2. Tampa

Per Facility (per DS1 24 channel capacity)  
Charge applies for 18 or less trunks/channels

	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>
Month to Month	ICB (R)	ICB (R)
12 Months	\$0.00 (R)	\$0.00 (R)
24 Months	\$0.00 (R)	\$0.00 (R)
36 Months	\$0.00 (R)	\$0.00 (R)

Flat Rate Trunks

Month to Month	ICB	ICB
12 Months	\$32.29 (R)	\$27.08 (R)
24 Months	\$29.16 (R)	\$20.83 (R)
36 Months	\$27.08 (R)	\$18.75 (R)

Per initial or additional Trunk sold to  
qualified IBL Customers

		\$0.00
24 Month Term-On Net	\$46.30	
36 Month Term-On Net	\$41.20	
24 Month Term-Off Net	\$62.25	
36 Month Term-Off Net	\$53.35	

Message Rate Trunks (Applies to Outward and 2-Way only)

Month to Month	\$28.00	\$51.50
12 Month	\$25.20	\$51.50
24 Month	\$23.80	\$51.50
36 Month	\$22.90	\$51.50

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.3 PBX Digital Trunk Service (cont'd)

(C) Recurring and Nonrecurring Charges (cont'd)

2. Tampa

(T)

Message Rate Trunks (Applies to Outward and 2-Way only) (cont'd)

	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>	N)
Per initial or additional Trunk sold to qualified IBL Customers		\$0.00	
24 Month Term-On Net	\$35.45		
36 Month Term-On Net	\$34.00		
			(N)
24 Month Term-Off Net	\$40.00		
36 Month Term-Off Net	\$37.30		
Message Rate Per Message:	\$0.09		(M)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.4 Direct Inward Dial (DID) Service

(T)

(A) Description

Inward and Two-Way Trunks may be equipped with Direct Inward Dial (DID) signaling capability and with DID number blocks. DID Service allows a PBX user to have incoming calls reach a specific end user or department by bypassing the assistance of an attendant. A DID trunk passes the called number's last two or four digits to a PBX which through translations in the Customer's PBX connects the calls to a specific station. DID signaling may require PBX software not provided by the Company.

Additional charges apply for the assignment of DID station numbers.

The Company will consider requests for large quantities, i.e., 100 or more numbers, on an individual case basis only.

(T)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.4 Direct Inward Dial (DID) Service (cont'd)

(B) Recurring and Nonrecurring Charges

a. Orlando

	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>	
<u>DID Service Per Trunk:</u>			(T)
Month to Month	\$ 26.40	\$ 0.00	
12 Month Term	\$ 24.50	\$ 0.00	
24 Month Term	\$ 21.95	\$ 0.00	
36 Month Term	\$ 20.65	\$ 0.00	
Monthly recurring charge per Trunk sold to qualified IBL Customers		\$ 0.00	
<u>DID Station Numbers</u>			
- Each Group of 20	\$ 12.50	\$ 40.00	
- Each Group of 100	\$ 50.00	\$175.00	

b. Tampa

	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>	
<u>DID Service Per Trunk:</u>			(T)
Month to Month	ICB (R)	ICB (R)	(R)
12 Month Term	\$ 0.00 (R)	\$ 0.00 (R)	
24 Month Term	\$ 0.00 (R)	\$ 0.00 (R)	
36 Month Term	\$ 0.00 (R)	\$ 0.00 (R)	(R)
Monthly recurring charge per Trunk sold to qualified IBL Customers		\$ 0.00	
<u>DID Station Numbers</u>			
- Each Group of 20	\$ 60.00	\$410.00	
- Additional Group of 20	\$ 18.00	\$ 15.00	
- Each Group of 100	\$366.00	\$410.00	
- Additional Group of 100	\$320.00	\$ 75.00	

In addition to the nonrecurring charges listed above, service order charges apply as described in Section 3 of this Price List.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service

A. Description of Service

1. Primary Rate ISDN (PRI) Service Groups allows the Customer to connect suitably equipped ISDN Customer premises equipment (CPE) to the Company's switching equipment using a Primary Rate Interface over a digital transport facility.

Each connection of 24-channel digital transport facility to the switch provides one PRI Group as set forth below. B (bearer) Channels may have a service type of Inward only, Outward only, or Two-way directionality. DID service may be associated with the service types of inward only or two-way directionality.

One or more PRI Groups can be combined to create a PRI Serving Arrangement. With each PRI Serving Arrangement, the Customer may subscribe to all Optional PRI Service Features listed below, if available.

2. Data Primary Rate ISDN (PRI) Service Groups allows Customers to connect suitably equipped ISDN Customer premise equipment (CPE) to the Company's switching equipment using a Primary Rate Interface, over a digital transport facility for *inbound only* traffic. This is non-voice service.

Each connection of a 24-channel digital transport facility to the switch provides one PRI interface or group as set forth below. B channels may have a service type of Inward only directionality. DID service may be associated with data applications. One or more Data Primary Rate ISDN (PRI) Groups can be combined to create a Data PRI serving arrangement.

(N)

(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

A. Description of Service (cont'd)

- 3. Inbound Modem Pool Service (IMPS) Primary Rate ISDN (PRI) Groups allow qualified internet service providers (ISPs) to connect suitably equipped ISDN Customer premise equipment (CPE) to the Company's switching equipment using a Primary Rate Interface over a digital transport facility for *inbound traffic only*.

Each connection of a 24-channel digital transport facility to the Company's switch provides one Primary Rate Interface or group as set forth below. B channels may have a service type of inward only directionality. DID service may be associated with IMPS applications. One or more IMPS PRI groups can be combined to create an IMPS PRI serving arrangement.

B. Availability

PRI Service is available only from suitably equipped central offices and is dependent upon facility availability as determined by the Company.

C. Minimum Protection Criteria

Minimum protection criteria are not specified for PRI Service because protection is inherent in the normal provisioning of service. However, the Company reserves the right to specify such criteria at a later date if appropriate.

(N)

(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

D. Use of Service

1. The Customer must provide sufficient information regarding the intended use of the service to allow the Company to furnish and maintain the requested service and to ensure that the use of the service complies with all tariff regulations.
2. The Company shall not be responsible for the manner in which the use of the service will be allocated. Service requests that involve the establishment, rearrangement, release, or discontinuance of service will be accepted by the Company only from the Customer.
3. The service furnished under this schedule shall not be used for any purpose or in any manner directly or indirectly in violation of the law or in aid of any unlawful act or undertaking.

(N)

(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

E. Limitations (cont'd)

6. The Company may discontinue or limit service or impose requirements as required to meet changing regulatory requirements or when such requirements have material, adverse affect on the economic feasibility of providing service, as determined by the Company in its reasonable judgment. The Company reserves the right in its discretion, upon 15 days notice to the Customer, to discontinue or limit the provision of any Primary Rate Interface (PRI) service, or increase the price of any PRI service, in the event that regulatory conditions affecting the Company's provision of PRI service change during the service term. In such event, the Customer may discontinue the affected PRI service without penalty upon 15 days notice to the Company.

(N)  
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(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

G. PRI Group Descriptions

1. There are three types of PRI Group services, called Group 1, Group 2 and Group 3 as set forth below. Subject to technical limitations and operating conditions, the Company will specify how many PRI Groups can be supported by a single primary D (delta/signaling) channel.
2. Where facilities and operating conditions permit, up to 20 PRI Groups may be combined into a single PRI Serving Arrangement and may be controlled by a single D channel.
3. Where facilities and operating conditions permit, the Company may provide alternate facility routing through separate D channels of a PRI Service.

(N)  
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(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

H. Types of PRI Group Services

1. Group 1

Provides twenty-three (23) 64 Kbps B (bearer) Channels and one (1) primary 64 Kbps D (delta/signaling) channel. The B channels carry digitized Customer traffic (voice and/or data). The primary D channel is an out of band signaling channel used to control and route all of the B channel traffic of a single PRI serving Arrangement. The first group of every PRI Serving Arrangement must be a Group 1.

B. Group 2

Provides an additional twenty-three (23) 64 Kbps B (bearer) Channels and one (1) backup 64 Kbps D (delta/signaling) channel. The B channels carry digitized Customer traffic (voice and/or data). The backup D channel will control and route all of the B channel traffic of a single PRI Serving Arrangement should the primary D channel go out of service. This group is only available in conjunction with a Group 1, and only one Group 2 may be included with each PRI Serving Arrangement. The Group 2 may be any PRI Group between the second and the twentieth PRI Group in a PRI Serving Arrangement.

The Company neither expressly nor implicitly recommends nor requires that a Customer subscribe to a Group 2, regardless of the number of PRI Groups in a single PRI Serving Arrangement.

(N)

(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

I. Types of PRI Group Services (cont'd)

3. Group 3

Provides an additional twenty-four (24) 64 Kbps B (bearer) channels. This group is only available in conjunction with a Group 1. Multiple Group 3s may be associated with a Group 1 and included in a PRI Serving Arrangement.

J. Regular PRI Service Feature

1. Intra-Service Arrangement Calling Line Identification

This feature allows the delivery of the calling line identification only within a PRI Serving Arrangement. Calling line identification is provided only among the Customer's stations. Calling line identification from stations outside the Customer's system is not currently available.

(N)

(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

K. Optional PRI Service Features (All features are not available in all markets) (T)

1. Calling Name Display

Requires suitably equipped ISDN switching and terminal equipment and allows the network to pass Calling Name information (along with the calling line identification) between multiple groups within a PRI Serving Arrangement.

2. PRI Trunk-groups

Where facilities and operating conditions permit, a PRI Trunk Group allows Customers who subscribe to multiple service types within a single PRI Serving Arrangement to create subgroups, thereby dedicating a certain number of channels to a particular service type.

3. Call by Call

Customers may dedicate an entire PRI Serving Arrangement or a PRI Trunk-group to a single service type, or Customers may select PRI's Call by Call service capability where B channels are dynamically allocated for multiple associated service types on a per call basis.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

K. Optional PRI Service Features (All features are not available in all markets) (T)  
(cont'd)

4. Direct Inward Dial

Customers may elect to have any number of inbound B channels designated for Direct Inward Dial (DID) service. DID service charges and DID number service charges as outlined in PBX Trunk Services will apply in addition to charges for PRI Groups as outlined below.

5. B Channel Bonding

B channel bonding offers variable responsive transmission speeds. Two or more channels can be combined into a single larger transmission "pipe". Channels can be assembled as needed for a specific application (e.g.; a large videoconference, for example), and then broken down and reassembled into different groups for different applications (e.g.; normal voice or data transmissions). Combining B channels in this manner is called inverse multiplexing, or bonding.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES (cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (cont'd)

6.2.5 Primary Rate ISDN (PRI) Service (cont'd)

K. Rates and Charges

1. PRI Services

All rates and charges are determined exclusively on an individual contractual basis for these services. Rates will be offered to the Customer in writing and on a non-discriminatory basis. Contracts resulting from a special request will be submitted for approval and filed with the Commission if required.

2. Optional PRI Service Features

All rates and charges are determined exclusively on an individual contractual basis for these services. Rates will be offered to the Customer in writing and on a non-discriminatory basis. Contracts resulting from a special request will be submitted for approval and filed with the Commission if required.

3. Move and Change Charges

All rates and charges are determined exclusively on an individual contractual basis for these changes. Rates will be offered to the Customer in writing and on a non-discriminatory basis. Contracts resulting from a special request will be submitted for approval and filed with the Commission if required.

(N)

(N)

**ATTACHMENT C**  
**TIME WARNER TELECOM OF FLORIDA, L.P.**  
**2001 DATA REQUEST**

**Numbering Resource Utilization For Each 1K Block**

NPA-NXX	X	Rate Center Abbreviation	Assigned	Inter-mediate	Reserved	Aging	Admin	Donated to Pool?	Notes/ Assignee
386-506	0	DAYTONABCH	0	0	0	0	3	no	
386-506	1	DAYTONABCH	1000	0	0	0	0	yes	
386-506	2	DAYTONABCH	1000	0	0	0	0	yes	
386-506	3	DAYTONABCH	1000	0	0	0	0	yes	
386-506	4	DAYTONABCH	1000	0	0	0	0	yes	
386-506	5	DAYTONABCH	0	0	21	0	0	no	
386-506	6	DAYTONABCH	1000	0	0	0	0	yes	
386-506	7	DAYTONABCH	1000	0	0	0	0	yes	
386-506	8	DAYTONABCH	1000	0	0	0	0	yes	
386-506	9	DAYTONABCH	1000	0	0	0	0	yes	
386-626	0	DELAND	0	0	0	0	3	no	
386-626	1	DELAND	1000	0	0	0	0	yes	
386-626	2	DELAND	1000	0	0	0	0	yes	
386-626	3	DELAND	1000	0	0	0	0	yes	
386-626	4	DELAND	1000	0	0	0	0	yes	
386-626	5	DELAND	1000	0	0	0	0	yes	
386-626	6	DELAND	1000	0	0	0	0	yes	
386-626	7	DELAND	1000	0	0	0	0	yes	
386-626	8	DELAND	1000	0	0	0	0	yes	
386-626	9	DELAND	1000	0	0	0	0	yes	
386-663	0	NWSMYRNBCH	0	0	0	0	3	no	
386-663	1	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	2	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	3	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	4	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	5	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	6	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	7	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	8	NWSMYRNBCH	1000	0	0	0	0	yes	
386-663	9	NWSMYRNBCH	1000	0	0	0	0	yes	
321-205	0	COCOA	87	0	7	4	4	no	
321-205	1	COCOA	4	0	4	5	0	no	
321-205	2	COCOA	0	0	0	0	0	no	
321-205	3	COCOA	0	0	0	0	0	no	
321-205	4	COCOA	0	0	20	1	0	no	
321-205	5	COCOA	7	0	22	0	0	no	
321-205	6	COCOA	0	0	0	0	0	no	
321-205	7	COCOA	1	0	0	0	0	no	
321-205	8	COCOA	2	0	0	0	0	no	
321-205	9	COCOA	1	0	0	0	0	no	
321-360	0	TITUSVILLE	6	0	7	0	4	no	
321-360	1	TITUSVILLE	5	0	1	0	0	no	
321-360	2	TITUSVILLE	0	0	0	0	0	no	

321-360	3	TITUSVILLE	0	0	0	0	0	no
321-360	4	TITUSVILLE	0	0	0	0	0	no
321-360	5	TITUSVILLE	0	0	0	0	0	no
321-360	6	TITUSVILLE	0	0	0	0	0	no
321-360	7	TITUSVILLE	0	0	0	0	0	no
321-360	8	TITUSVILLE	0	0	0	0	0	no
321-360	9	TITUSVILLE	3	0	0	0	0	no
321-473	0	MELBOURNE	33	0	7	1	4	no
321-473	1	MELBOURNE	22	0	11	2	0	no
321-473	2	MELBOURNE	0	0	0	1	0	no
321-473	3	MELBOURNE	0	0	0	0	0	no
321-473	4	MELBOURNE	0	0	0	1	0	no
321-473	5	MELBOURNE	5	0	0	0	0	no
321-473	6	MELBOURNE	0	0	0	0	0	no
321-473	7	MELBOURNE	0	0	0	0	0	no
321-473	8	MELBOURNE	0	0	0	0	0	no
321-473	9	MELBOURNE	1	0	0	0	0	no
386-878	0	ORANGECITY	0	0	0	0	3	no
386-878	1	ORANGECITY	1000	0	0	0	0	yes
386-878	2	ORANGECITY	1000	0	0	0	0	yes
386-878	3	ORANGECITY	1000	0	0	0	0	yes
386-878	4	ORANGECITY	1000	0	0	0	0	yes
386-878	5	ORANGECITY	1000	0	0	0	0	yes
386-878	6	ORANGECITY	1000	0	0	0	0	yes
386-878	7	ORANGECITY	1000	0	0	0	0	yes
386-878	8	ORANGECITY	1000	0	0	0	0	yes
386-878	9	ORANGECITY	1000	0	0	0	0	yes
386-968	0	DEBARY	0	0	7	1	0	no
386-968	1	DEBARY	1	0	0	5	0	no
386-968	2	DEBARY	1000	0	0	0	0	yes
386-968	3	DEBARY	1000	0	0	0	0	yes
386-968	4	DEBARY	1000	0	0	0	0	yes
386-968	5	DEBARY	1000	0	0	0	0	yes
386-968	6	DEBARY	1000	0	0	0	0	yes
386-968	7	DEBARY	1	0	0	0	0	no
386-968	8	DEBARY	1000	0	0	0	0	yes
386-968	9	DEBARY	1000	0	0	0	0	yes
407-209	0	ORLANDO	5	0	7	0	4	no
407-209	1	ORLANDO	120	0	158	166	0	no
407-209	2	ORLANDO	0	0	0	1000	0	no
407-209	3	ORLANDO	0	0	0	1000	0	no
407-209	4	ORLANDO	0	0	0	1000	0	no
407-209	5	ORLANDO	0	0	0	1000	0	no
407-209	6	ORLANDO	0	0	0	1000	0	no
407-209	7	ORLANDO	0	0	0	1000	0	no
407-209	8	ORLANDO	0	0	0	1000	0	no
407-209	9	ORLANDO	2	0	0	0	0	no
407-210	0	ORLANDO	294	0	27	208	7	no
407-210	1	ORLANDO	356	0	20	425	0	no



407-210	2	ORLANDO	303	0	0	534	0	no	
407-210	3	ORLANDO	360	0	0	402	0	no	
407-210	4	ORLANDO	54	0	1	0	0	no	
407-210	5	ORLANDO	5	0	0	11	0	no	
407-210	6	ORLANDO	417	0	1	13	0	no	
407-210	7	ORLANDO	202	0	0	593	11	no	
407-210	8	ORLANDO	0	0	0	1000	0	no	
407-210	9	ORLANDO	8	0	97	750	95	no	
407-215	0	WINTERPARK	166	0	7	57	4	no	
407-215	1	WINTERPARK	442	0	50	10	0	no	
407-215	2	WINTERPARK	5	0	0	1	0	no	
407-215	3	WINTERPARK	0	0	0	989	0	no	
407-215	4	WINTERPARK	102	0	0	592	0	no	
407-215	5	WINTERPARK	722	0	0	200	0	no	
407-215	6	WINTERPARK	296	0	0	700	0	no	
407-215	7	WINTERPARK	244	0	0	508	0	no	
407-215	8	WINTERPARK	102	0	0	0	0	no	
407-215	9	WINTERPARK	5	0	0	0	0	no	
407-217	0	WINDERMERE	2	0	7	800	4	no	
407-217	1	WINDERMERE	0	0	0	1000	0	no	
407-217	2	WINDERMERE	0	0	0	1000	0	no	
407-217	3	WINDERMERE	0	0	0	1000	0	no	
407-217	4	WINDERMERE	65	0	0	200	0	no	
407-217	5	WINDERMERE	0	0	0	1000	0	no	
407-217	6	WINDERMERE	0	0	0	1000	0	no	
407-217	7	WINDERMERE	0	0	0	1000	0	no	
407-217	8	WINDERMERE	0	0	0	1000	0	no	
407-217	9	WINDERMERE	33	0	0	900	0	no	
407-386	0	ORLANDO	0	0	0	0	0	no	
407-386	1	ORLANDO	0	0	0	200	0	no	
407-386	2	ORLANDO	0	0	0	1000	0	no	
407-386	3	ORLANDO	0	0	0	1000	0	no	
407-386	4	ORLANDO	0	0	0	1000	0	no	
407-386	5	ORLANDO	0	0	0	1000	0	no	
407-386	6	ORLANDO	0	0	0	1000	0	no	
407-386	7	ORLANDO	0	0	0	1000	0	no	
407-386	8	ORLANDO	0	0	0	1000	0	no	
407-386	9	ORLANDO	0	0	0	1000	0	no	
407-395	0	WINTERGRDN	4	0	7	0	3	no	
407-395	1	WINTERGRDN	0	0	0	0	0	no	
407-395	2	WINTERGRDN	0	0	0	0	0	no	
407-395	3	WINTERGRDN	0	0	0	0	0	no	
407-395	4	WINTERGRDN	0	0	0	0	0	no	
407-395	5	WINTERGRDN	0	0	0	0	0	no	
407-395	6	WINTERGRDN	0	0	0	0	0	no	
407-395	7	WINTERGRDN	0	0	0	0	0	no	
407-395	8	WINTERGRDN	0	0	0	0	0	no	
407-395	9	WINTERGRDN	0	0	0	0	0	no	
407-437	0	ORLANDO	0	0	0	0	0	no	

407-437	1	ORLANDO	0	0	0	0	0	no
407-437	2	ORLANDO	0	0	0	0	0	no
407-437	3	ORLANDO	0	0	0	0	0	no
407-437	4	ORLANDO	0	0	0	0	0	no
407-437	5	ORLANDO	0	0	0	0	0	no
407-437	6	ORLANDO	0	0	0	0	0	no
407-437	7	ORLANDO	0	0	0	0	0	no
407-437	8	ORLANDO	0	0	0	0	0	no
407-437	9	ORLANDO	0	0	0	0	0	no
407-442	0	ORLANDO	3	0	7	0	3	no
407-442	1	ORLANDO	0	0	0	0	0	no
407-442	2	ORLANDO	0	0	0	0	0	no
407-442	3	ORLANDO	0	0	0	0	0	no
407-442	4	ORLANDO	0	0	0	0	0	no
407-442	5	ORLANDO	0	0	0	0	0	no
407-442	6	ORLANDO	0	0	0	0	0	no
407-442	7	ORLANDO	0	0	0	0	0	no
407-442	8	ORLANDO	0	0	0	0	0	no
407-442	9	ORLANDO	0	0	0	0	0	no
407-703	0	APOPKA	2	0	7	0	4	no
407-703	1	APOPKA	308	0	0	0	0	no
407-703	2	APOPKA	0	0	0	0	0	no
407-703	3	APOPKA	0	0	0	0	0	no
407-703	4	APOPKA	0	0	0	0	0	no
407-703	5	APOPKA	0	0	0	0	0	no
407-703	6	APOPKA	0	0	0	0	0	no
407-703	7	APOPKA	0	0	0	0	0	no
407-703	8	APOPKA	0	0	0	0	0	no
407-703	9	APOPKA	1	0	0	0	0	no
407-705	0	KISSIMMEE	35	0	7	2	4	no
407-705	1	KISSIMMEE	123	0	0	6	0	no
407-705	2	KISSIMMEE	1	0	0	0	0	no
407-705	3	KISSIMMEE	0	0	0	0	0	no
407-705	4	KISSIMMEE	0	0	1	0	0	no
407-705	5	KISSIMMEE	130	0	0	0	0	no
407-705	6	KISSIMMEE	43	0	1	0	0	no
407-705	7	KISSIMMEE	4	0	0	1	0	no
407-705	8	KISSIMMEE	1	0	0	0	0	no
407-705	9	KISSIMMEE	0	0	0	0	0	no
407-707	0	WKISSIMMEE	6	0	7	0	4	no
407-707	1	WKISSIMMEE	0	0	0	5	0	no
407-707	2	WKISSIMMEE	0	0	0	0	0	no
407-707	3	WKISSIMMEE	0	0	0	0	0	no
407-707	4	WKISSIMMEE	0	0	0	0	0	no
407-707	5	WKISSIMMEE	0	0	0	0	0	no
407-707	6	WKISSIMMEE	0	0	0	0	0	no
407-707	7	WKISSIMMEE	0	0	0	0	0	no
407-707	8	WKISSIMMEE	0	0	0	0	0	no
407-707	9	WKISSIMMEE	1	0	0	0	0	no

407-708	0	SANFORD	18	0	7	2	4	no
407-708	1	SANFORD	21	0	0	1	0	no
407-708	2	SANFORD	0	0	0	0	0	no
407-708	3	SANFORD	0	0	0	0	0	no
407-708	4	SANFORD	0	0	1	0	0	no
407-708	5	SANFORD	1	0	0	0	0	no
407-708	6	SANFORD	117	0	1	0	0	no
407-708	7	SANFORD	5	0	0	0	0	no
407-708	8	SANFORD	0	0	0	0	0	no
407-708	9	SANFORD	1	0	0	0	0	no
407-796	0	OVIEDO	10	0	7	0	4	no
407-796	1	OVIEDO	0	0	0	0	0	no
407-796	2	OVIEDO	0	0	0	0	0	no
407-796	3	OVIEDO	0	0	0	0	0	no
407-796	4	OVIEDO	0	0	0	0	0	no
407-796	5	OVIEDO	0	0	0	0	0	no
407-796	6	OVIEDO	0	0	0	0	0	no
407-796	7	OVIEDO	0	0	0	0	0	no
407-796	8	OVIEDO	0	0	0	0	0	no
407-796	9	OVIEDO	1	0	0	0	0	no
407-902	0	ORLANDO	36	0	7	0	3	no
407-902	1	ORLANDO	0	0	0	0	0	no
407-902	2	ORLANDO	0	0	0	0	0	no
407-902	3	ORLANDO	0	0	0	0	0	no
407-902	4	ORLANDO	0	0	0	0	0	no
407-902	5	ORLANDO	0	0	0	0	0	no
407-902	6	ORLANDO	0	0	0	0	0	no
407-902	7	ORLANDO	0	0	0	0	0	no
407-902	8	ORLANDO	0	0	0	0	0	no
407-902	9	ORLANDO	0	0	0	0	0	no
321-239	0	ORLANDO	0	0	7	0	4	no
321-239	1	ORLANDO	0	0	0	0	0	no
321-239	2	ORLANDO	0	0	0	0	0	no
321-239	3	ORLANDO	0	0	0	0	0	no
321-239	4	ORLANDO	0	0	0	0	0	no
321-239	5	ORLANDO	0	0	0	0	0	no
321-239	6	ORLANDO	0	0	0	0	0	no
321-239	7	ORLANDO	0	0	0	0	11	no
321-239	8	ORLANDO	0	0	0	0	0	no
321-239	9	ORLANDO	3	0	97	0	100	no
321-460	0	WINTERPARK	0	0	7	0	4	no
321-460	1	WINTERPARK	0	0	0	0	0	no
321-460	2	WINTERPARK	0	0	0	0	0	no
321-460	3	WINTERPARK	0	0	0	0	0	no
321-460	4	WINTERPARK	0	0	0	0	0	no
321-460	5	WINTERPARK	0	0	0	0	0	no
321-460	6	WINTERPARK	0	0	0	0	0	no
321-460	7	WINTERPARK	0	0	0	0	0	no
321-460	8	WINTERPARK	0	0	0	0	0	no

321-460	9	WINTERPARK	0	0	0	0	0	no
321-461	0	APOPKA	0	0	7	0	4	no
321-461	1	APOPKA	0	0	0	0	0	no
321-461	2	APOPKA	0	0	0	0	0	no
321-461	3	APOPKA	0	0	0	0	0	no
321-461	4	APOPKA	0	0	0	0	0	no
321-461	5	APOPKA	0	0	0	0	0	no
321-461	6	APOPKA	0	0	0	0	0	no
321-461	7	APOPKA	0	0	0	0	0	no
321-461	8	APOPKA	0	0	0	0	0	no
321-461	9	APOPKA	0	0	0	0	0	no
321-518	0	KISSIMMEE	0	0	7	0	4	no
321-518	1	KISSIMMEE	0	0	0	0	0	no
321-518	2	KISSIMMEE	0	0	0	0	0	no
321-518	3	KISSIMMEE	0	0	0	0	0	no
321-518	4	KISSIMMEE	0	0	0	0	0	no
321-518	5	KISSIMMEE	0	0	0	0	0	no
321-518	6	KISSIMMEE	0	0	0	0	0	no
321-518	7	KISSIMMEE	0	0	0	0	0	no
321-518	8	KISSIMMEE	0	0	0	0	0	no
321-518	9	KISSIMMEE	0	0	0	0	0	no
321-519	0	SANFORD	0	0	7	0	4	no
321-519	1	SANFORD	0	0	0	0	0	no
321-519	2	SANFORD	0	0	0	0	0	no
321-519	3	SANFORD	0	0	0	0	0	no
321-519	4	SANFORD	0	0	0	0	0	no
321-519	5	SANFORD	0	0	0	0	0	no
321-519	6	SANFORD	0	0	0	0	0	no
321-519	7	SANFORD	0	0	0	0	0	no
321-519	8	SANFORD	0	0	0	0	0	no
321-519	9	SANFORD	0	0	0	0	0	no
321-604	0	COCOA	0	0	7	0	4	no
321-604	1	COCOA	0	0	0	0	0	no
321-604	2	COCOA	0	0	0	0	0	no
321-604	3	COCOA	0	0	0	0	0	no
321-604	4	COCOA	0	0	0	0	0	no
321-604	5	COCOA	0	0	0	0	0	no
321-604	6	COCOA	0	0	0	0	0	no
321-604	7	COCOA	0	0	0	0	0	no
321-604	8	COCOA	0	0	0	0	0	no
321-604	9	COCOA	0	0	0	0	0	no
321-818	0	MELBOURNE	0	0	7	0	0	no
321-818	1	MELBOURNE	0	0	0	0	4	no
321-818	2	MELBOURNE	0	0	0	0	0	no
321-818	3	MELBOURNE	0	0	0	0	0	no
321-818	4	MELBOURNE	0	0	0	0	0	no
321-818	5	MELBOURNE	0	0	0	0	0	no
321-818	6	MELBOURNE	0	0	0	0	0	no
321-818	7	MELBOURNE	0	0	0	0	0	no

321-818	8	MELBOURNE	0	0	0	0	0	no
321-818	9	MELBOURNE	0	0	0	0	0	no
321-879	0	TITUSVILLE	0	0	7	0	4	no
321-879	1	TITUSVILLE	0	0	0	0	0	no
321-879	2	TITUSVILLE	0	0	0	0	0	no
321-879	3	TITUSVILLE	0	0	0	0	0	no
321-879	4	TITUSVILLE	0	0	0	0	0	no
321-879	5	TITUSVILLE	0	0	0	0	0	no
321-879	6	TITUSVILLE	0	0	0	0	0	no
321-879	7	TITUSVILLE	0	0	0	0	0	no
321-879	8	TITUSVILLE	0	0	0	0	0	no
321-879	9	TITUSVILLE	0	0	0	0	0	no
727-324	0	CLEARWATER	25	0	6	3	4	no
727-324	1	CLEARWATER	41	0	11	12	0	no
727-324	2	CLEARWATER	4	0	3	0	0	no
727-324	3	CLEARWATER	0	0	0	0	0	no
727-324	4	CLEARWATER	750	0	0	0	0	no
727-324	5	CLEARWATER	1000	0	0	0	0	no
727-324	6	CLEARWATER	504	0	0	0	0	no
727-324	7	CLEARWATER	1	0	0	0	0	no
727-324	8	CLEARWATER	0	0	0	0	0	no
727-324	9	CLEARWATER	1	0	0	0	0	no
727-326	0	NWPTRICHEY	10	0	6	3	4	no
727-326	1	NWPTRICHEY	5	0	0	1	0	no
727-326	2	NWPTRICHEY	0	0	0	0	0	no
727-326	3	NWPTRICHEY	0	0	0	0	0	no
727-326	4	NWPTRICHEY	1	0	0	0	0	no
727-326	5	NWPTRICHEY	0	0	0	0	0	no
727-326	6	NWPTRICHEY	0	0	0	0	0	no
727-326	7	NWPTRICHEY	0	0	0	0	0	no
727-326	8	NWPTRICHEY	4	0	0	0	0	no
727-326	9	NWPTRICHEY	1	0	0	0	0	no
727-329	0	STPETERSBG	14	0	6	0	4	no
727-329	1	STPETERSBG	116	0	0	0	0	no
727-329	2	STPETERSBG	754	0	0	0	0	no
727-329	3	STPETERSBG	0	0	1000	0	0	no
727-329	4	STPETERSBG	1	0	0	0	0	no
727-329	5	STPETERSBG	1000	0	0	0	0	no
727-329	6	STPETERSBG	500	0	0	0	0	no
727-329	7	STPETERSBG	0	0	1000	0	0	no
727-329	8	STPETERSBG	0	0	0	0	0	no
727-329	9	STPETERSBG	0	0	0	0	0	no
727-487	0	TARPON SPG	5	0	6	0	4	no
727-487	1	TARPON SPG	0	0	0	0	0	no
727-487	2	TARPON SPG	0	0	0	0	0	no
727-487	3	TARPON SPG	0	0	0	0	0	no
727-487	4	TARPON SPG	0	0	0	0	0	no
727-487	5	TARPON SPG	0	0	0	0	0	no
727-487	6	TARPON SPG	0	0	0	0	0	no

727-487	7	TARPON SPG	0	0	0	0	0	no	
727-487	8	TARPON SPG	0	0	0	0	0	no	
727-487	9	TARPON SPG	0	0	0	0	0	no	
813-316	0	TAMPA	630	0	6	194	7	no	
813-316	1	TAMPA	992	0	0	6	0	no	
813-316	2	TAMPA	233	0	0	34	0	no	
813-316	3	TAMPA	1000	0	0	0	0	no	
813-316	4	TAMPA	746	0	0	2	0	no	
813-316	5	TAMPA	761	0	0	0	0	no	
813-316	6	TAMPA	1000	0	0	0	0	no	
813-316	7	TAMPA	795	0	0	27	11	no	
813-316	8	TAMPA	1000	0	0	0	0	no	
813-316	9	TAMPA	801	0	100	0	99	no	
813-317	0	TAMPA	2	0	7	0	4	no	
813-317	1	TAMPA	0	0	0	0	0	no	
813-317	2	TAMPA	0	0	1000	0	0	no	
813-317	3	TAMPA	0	0	0	0	0	no	
813-317	4	TAMPA	0	0	0	0	0	no	
813-317	5	TAMPA	0	0	0	0	0	no	
813-317	6	TAMPA	0	0	0	0	0	no	
813-317	7	TAMPA	0	0	0	0	0	no	
813-317	8	TAMPA	0	0	0	0	0	no	
813-317	9	TAMPA	5	0	0	0	0	no	
813-377	0	ZEPHYRHILS	3	0	6	1	4	no	
813-377	1	ZEPHYRHILS	2	0	0	1	0	no	
813-377	2	ZEPHYRHILS	501	0	0	0	0	no	
813-377	3	ZEPHYRHILS	1000	0	0	0	0	no	
813-377	4	ZEPHYRHILS	999	0	0	0	0	no	
813-377	5	ZEPHYRHILS	1000	0	0	0	0	no	
813-377	6	ZEPHYRHILS	1000	0	0	0	0	no	
813-377	7	ZEPHYRHILS	1000	0	0	0	0	no	
813-377	8	ZEPHYRHILS	1000	0	0	0	0	no	
813-377	9	ZEPHYRHILS	1000	0	0	0	0	no	
813-451	0	TAMPA	2	0	7	0	4	no	
813-451	1	TAMPA	5	0	0	0	0	no	
813-451	2	TAMPA	0	0	0	0	0	no	
813-451	3	TAMPA	0	0	0	0	0	no	
813-451	4	TAMPA	0	0	0	0	0	no	
813-451	5	TAMPA	0	0	0	0	0	no	
813-451	6	TAMPA	0	0	0	0	0	no	
813-451	7	TAMPA	0	0	0	0	0	no	
813-451	8	TAMPA	0	0	0	0	0	no	
813-451	9	TAMPA	0	0	0	0	0	no	
813-504	0	TAMPA	2	0	7	0	4	no	
813-504	1	TAMPA	0	0	0	0	0	no	
813-504	2	TAMPA	0	0	0	0	0	no	
813-504	3	TAMPA	0	0	0	0	0	no	
813-504	4	TAMPA	0	0	0	0	0	no	
813-504	5	TAMPA	0	0	0	0	0	no	

813-504	6	TAMPA	0	0	0	0	0	no
813-504	7	TAMPA	0	0	0	0	0	no
813-504	8	TAMPA	0	0	0	0	0	no
813-504	9	TAMPA	0	0	0	0	0	no
813-646	0	ZEPHYRHILS	3	0	7	0	4	no
813-646	1	ZEPHYRHILS	0	0	0	0	0	no
813-646	2	ZEPHYRHILS	0	0	0	0	0	no
813-646	3	ZEPHYRHILS	0	0	0	0	0	no
813-646	4	ZEPHYRHILS	0	0	0	0	0	no
813-646	5	ZEPHYRHILS	0	0	0	0	0	no
813-646	6	ZEPHYRHILS	0	0	0	0	0	no
813-646	7	ZEPHYRHILS	0	0	0	0	0	no
813-646	8	ZEPHYRHILS	0	0	0	0	0	no
813-646	9	ZEPHYRHILS	0	0	0	0	0	no
863-236	0	HAINESCITY	8	0	6	0	4	no
863-236	1	HAINESCITY	0	0	0	0	0	no
863-236	2	HAINESCITY	0	0	0	0	0	no
863-236	3	HAINESCITY	0	0	0	0	0	no
863-236	4	HAINESCITY	0	0	0	0	0	no
863-236	5	HAINESCITY	1000	0	0	0	0	no
863-236	6	HAINESCITY	0	0	0	0	0	no
863-236	7	HAINESCITY	900	0	0	0	0	no
863-236	8	HAINESCITY	100	0	0	0	0	no
863-236	9	HAINESCITY	0	0	0	0	0	no
863-288	0	WINTER HVN	223	0	6	1	4	no
863-288	1	WINTER HVN	102	0	0	1	0	no
863-288	2	WINTER HVN	3	0	0	0	0	no
863-288	3	WINTER HVN	1	0	0	0	0	no
863-288	4	WINTER HVN	1	0	0	0	0	no
863-288	5	WINTER HVN	0	0	0	0	0	no
863-288	6	WINTER HVN	0	0	0	0	0	no
863-288	7	WINTER HVN	1	0	0	0	0	no
863-288	8	WINTER HVN	0	0	0	0	0	no
863-288	9	WINTER HVN	0	0	0	0	0	no
863-327	0	LAKELAND	241	0	6	3	4	no
863-327	1	LAKELAND	141	0	0	1	0	no
863-327	2	LAKELAND	0	0	0	0	0	no
863-327	3	LAKELAND	0	0	0	0	0	no
863-327	4	LAKELAND	1	0	0	0	0	no
863-327	5	LAKELAND	0	0	0	0	0	no
863-327	6	LAKELAND	0	0	0	0	0	no
863-327	7	LAKELAND	0	0	0	0	0	no
863-327	8	LAKELAND	4	0	0	0	0	no
863-327	9	LAKELAND	1	0	0	0	0	no
863-799	0	BARTOW	5	0	6	8	4	no
863-799	1	BARTOW	0	0	0	0	0	no
863-799	2	BARTOW	0	0	0	0	0	no
863-799	3	BARTOW	0	0	0	0	0	no
863-799	4	BARTOW	0	0	0	0	0	no

863-799	5	BARTOW	0	0	0	0	0	no
863-799	6	BARTOW	0	0	0	0	0	no
863-799	7	BARTOW	0	0	0	0	0	no
863-799	8	BARTOW	0	0	0	0	0	no
863-799	9	BARTOW	0	0	0	0	0	no
863-874	0	POLK CITY	4	0	6	0	4	no
863-874	1	POLK CITY	0	0	0	0	0	no
863-874	2	POLK CITY	0	0	0	0	0	no
863-874	3	POLK CITY	0	0	0	0	0	no
863-874	4	POLK CITY	0	0	0	0	0	no
863-874	5	POLK CITY	0	0	0	0	0	no
863-874	6	POLK CITY	0	0	0	0	0	no
863-874	7	POLK CITY	0	0	0	0	0	no
863-874	8	POLK CITY	0	0	0	0	0	no
863-874	9	POLK CITY	0	0	0	0	0	no
863-887	0	MULBERRY	10	0	6	0	4	no
863-887	1	MULBERRY	0	0	0	0	0	no
863-887	2	MULBERRY	0	0	0	0	0	no
863-887	3	MULBERRY	0	0	0	0	0	no
863-887	4	MULBERRY	0	0	0	0	0	no
863-887	5	MULBERRY	0	0	0	0	0	no
863-887	6	MULBERRY	0	0	0	0	0	no
863-887	7	MULBERRY	0	0	0	0	0	no
863-887	8	MULBERRY	0	0	0	0	0	no
863-887	9	MULBERRY	0	0	0	0	0	no
941-328	0	SARASOTA	10	0	6	2	4	no
941-328	1	SARASOTA	2	0	5	0	0	no
941-328	2	SARASOTA	1000	0	0	0	0	no
941-328	3	SARASOTA	500	0	0	0	0	no
941-328	4	SARASOTA	1	0	0	0	0	no
941-328	5	SARASOTA	0	0	0	0	0	no
941-328	6	SARASOTA	4	0	0	0	0	no
941-328	7	SARASOTA	1000	0	0	0	0	no
941-328	8	SARASOTA	1000	0	0	0	0	no
941-328	9	SARASOTA	1000	0	0	0	0	no
941-345	0	BRADENTON	1	0	6	1	4	no
941-345	1	BRADENTON	38	0	1	24	0	no
941-345	2	BRADENTON	0	0	0	0	0	no
941-345	3	BRADENTON	0	0	0	0	0	no
941-345	4	BRADENTON	1	0	0	0	0	no
941-345	5	BRADENTON	0	0	0	0	0	no
941-345	6	BRADENTON	0	0	0	0	0	no
941-345	7	BRADENTON	0	0	0	0	0	no
941-345	8	BRADENTON	0	0	0	0	0	no
941-345	9	BRADENTON	1	0	0	0	0	no



Available	Utilization	Errors/Messages
997	0.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
979	0.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
997	0.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
997	0.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
0	100.00%	
898	8.70%	
987	0.40%	
1000	0.00%	
1000	0.00%	
979	0.00%	
971	0.70%	
1000	0.00%	
999	0.10%	
998	0.20%	
999	0.10%	
983	0.60%	
994	0.50%	
1000	0.00%	

1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
997	0.30%
955	3.30%
965	2.20%
999	0.00%
1000	0.00%
999	0.00%
995	0.50%
1000	0.00%
1000	0.00%
1000	0.00%
999	0.10%
997	0.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
992	0.00%
994	0.10%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
999	0.10%
0	100.00%
0	100.00%
984	0.50%
556	12.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
0	0.00%
998	0.20%
464	29.40%
199	35.60%









1000	0.00%
1000	0.00%
989	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
962	2.50%
936	4.10%
993	0.40%
1000	0.00%
250	75.00%
0	100.00%
496	50.40%
999	0.10%
1000	0.00%
999	0.10%
977	1.00%
994	0.50%
1000	0.00%
1000	0.00%
999	0.10%
1000	0.00%
1000	0.00%
1000	0.00%
996	0.40%
999	0.10%
976	1.40%
884	11.60%
246	75.40%
0	0.00%
999	0.10%
0	100.00%
500	50.00%
0	0.00%
1000	0.00%
1000	0.00%
985	0.50%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%

1000	0.00%
1000	0.00%
1000	0.00%
163	63.00%
2	99.20%
733	23.30%
0	100.00%
252	74.60%
239	76.10%
0	100.00%
167	79.50%
0	100.00%
0	80.10%
987	0.20%
1000	0.00%
0	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
995	0.50%
986	0.30%
997	0.20%
499	50.10%
0	100.00%
1	99.90%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
0	100.00%
987	0.20%
995	0.50%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
987	0.20%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%



1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
986	0.30%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
982	0.80%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
0	100.00%
1000	0.00%
100	90.00%
900	10.00%
1000	0.00%
766	22.30%
897	10.20%
997	0.30%
999	0.10%
999	0.10%
1000	0.00%
1000	0.00%
999	0.10%
1000	0.00%
1000	0.00%
746	24.10%
858	14.10%
1000	0.00%
1000	0.00%
999	0.10%
1000	0.00%
1000	0.00%
1000	0.00%
996	0.40%
999	0.10%
977	0.50%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%

1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
986	0.40%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
980	1.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
978	1.00%
993	0.20%
0	100.00%
500	50.00%
999	0.10%
1000	0.00%
996	0.40%
0	100.00%
0	100.00%
0	100.00%
988	0.10%
937	3.80%
1000	0.00%
1000	0.00%
999	0.10%
1000	0.00%
1000	0.00%
1000	0.00%
1000	0.00%
999	0.10%