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2002 Alternative Local Exchange Carrier (ALEC) Data Request

Legal Company Name: Time Warner Telecom of Florida, L.P.

D/B/A: \_\_\_\_\_

FPSC Company Code (e.g., TX000): T-99-0834

Contact Name & Title: Carolyn Marek; V. P. Regulatory Affairs – Southeast Region

Telephone Number: 615-376-6404

E-Mail Address: carolyn.marek@twtelecom.com

Florida Statute 364.02(2) defines basic local service as follows:

“Basic local telecommunications service” means voice-grade, flat-rate residential and flat-rate single line business local exchange services which provide dial tone, local usage necessary to place unlimited calls within a local exchange area, dual tone multi-frequency dialing, and access to the following: emergency services such as “911,” all locally available interexchange companies, directory assistance, operator services, relay services, and an alphabetical directory listing. For a local exchange company, such terms shall include any extended area service routes, and extended calling service in existence or ordered by the commission on or before July 1, 1995.

1. Are you currently providing residential or business service to customers in Florida that complies with the above-definition of **basic local service**? If yes, continue with Question #1, if no, continue with Question #2.

**ANSWER: No.**

- a. To how many residential customers are you providing **basic local service** in Florida and what are your current rates?
  - b. To how many business customers are you providing **basic local service** in Florida and what are your current rates?
2. Are you currently providing types of local service (business or residential) in Florida that may not meet Florida’s statutory definition of **basic local service**? (Examples could include: multi-line business users; services with toll or usage restrictions; mandatory 900 blocking; limited amount of local calling included in the monthly charge; bundled service offerings; etc.) If yes, continue with Question #2; if no, skip to Question #3.

**ANSWER: Yes.**

- a. Please describe each of the forms of local service you are providing to residential customers in Florida, where you are offering these services (e.g., in which cities or areas), and indicate your current rates.

**ANSWER: Time Warner Telecom (“TWTC”) does not offer service to any residential customers in Florida.**

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FPSC-COMMISSION CLERK

- b. Please describe each of the forms of local service you are providing to business customers in Florida, where you are offering these services (e.g., in which cities or areas), and indicate your current standard rates.

**ANSWER: TWTC offers service in the Orlando (including Daytona Beach) and Tampa metropolitan areas. Please see Attachment A for product information. Please see Attachment B for the most current price list in Florida.**

3. Do you actively market your local services to Florida residential customers?

**ANSWER: No.**

- a. If not, please explain why.

**ANSWER: Time Warner Telecom ("TWTC") does not offer service to any residential customers in Florida.**

- b. If so, in what geographic areas? **N/A**

- c. If so, what types of marketing do you use? Please check all that are applicable.

Newspaper  
 Radio  
 TV  
 Direct Mail  
 Telemarketing  
 Email  
 Website  
 Other (please specify)

- d. If available, please provide marketing brochures or comparable materials. **N/A**

4. Does your company offer xDSL? If so, please indicate, by exchange, the number of xDSL lines your company provides and explain how your company's various service offerings are priced.

**ANSWER: No.**

5. Are you offering or providing voice over DSL (VoDSL) service? If so, in what exchanges and respective wire centers and at what price(s)? Is your service local, long distance, or both?

**ANSWER: No.**

6. Please describe the method(s) you are using to provide telephone services (e.g., resale, interconnection, unbundled network elements, facility-based, etc.).

**ANSWER:** Time Warner Telecom is a facilities-based alternative local exchange carrier offering service over our own facilities or supplementing our facilities with special access circuits purchased from the ILEC.

a. Please indicate, by exchange and respective wire center, the number of incumbent local exchange carrier (ILEC) access lines you are reselling to residential customers.

**ANSWER:** None. TWTC does not offer service to any residential customers in Florida.

b. Please indicate, by exchange and respective wire center, the number of ILEC access lines you are reselling to business customers.

**ANSWER:** None. TWTC does not resell any ILEC service.

c. Please indicate, by exchange and respective wire center, the types of unbundled network elements, if any, you are obtaining from the incumbent ILEC.

**ANSWER:** None. TWTC does not purchase any UNEs from the ILEC.

d. Please indicate, by exchange and respective wire center, the number of unbundled local loops, by type, if any, you are obtaining from the incumbent ILEC.

**ANSWER:** None. TWTC does not purchase any UNEs from the ILEC.

e. Please indicate, by exchange and respective wire center, the number of access lines you are serving through UNE loop combinations, such as the UNE Platform.

**ANSWER:** None. TWTC does not purchase any UNEs from the ILEC.

f. Please indicate the types of facilities deployed by your company in Florida to provide local telephone services, and indicate where these facilities are deployed.

**ANSWER:** Time Warner Telecom uses advanced fiber optic technology comprised of SONET-based fiber optic rings. State-of-the-art class 5 digital switches route traffic over out network and are deployed in the metropolitan service areas of Orlando and Tampa.

g. If known, please indicate the number of access lines by exchange, separately for residential and business customers, provisioned solely over company-owned facilities.

**ANSWER:** Time Warner Telecom does not have this information available.

h. Please indicate, by exchange, the number of business access lines you service that are provided to Internet service providers.

**ANSWER:** Time Warner Telecom cannot identify access lines by exchanges. Listed below, however, is the total number of access lines provided to ISPs by geographic areas as of June 30, 2002. Also, please see the Answer to 9(b) below for the list of exchanges where TWTC provides service.

[REDACTED]

- i. Please indicate, by exchange, the number of business access lines you serve that are provided to voicemail service providers.

**ANSWER: Time Warner Telecom does not have this information available.**

- 7. Referring back to your responses to Question Number 6, please provide by subpart (e.g., 6(g)), where applicable, the number of voicegrade equivalent lines that you are providing (e.g., 1 DS1 should be considered equivalent to 24 voicegrade lines).

**ANSWER: a – e. Not applicable**

[REDACTED]

**g. Not applicable**

[REDACTED]

**i. Not applicable**

- 8. a. Please indicate the number and location of switches you have located in Florida (if any) used to provide services to customers in Florida, identify whether they are circuit or packet switches, and identify the manufacturer.

**ANSWER: TWTC maintains three switch sites in Florida. Of the three, two are Class 5's. One resides in Tampa, the other in Maitland. The third switch, residing in Orlando, is a PRI data only switch.**

- b. Please indicate the projected number and location of circuit and packet switches that you expect to locate in Florida within the next five years.

**ANSWER: Please see the answer to question 8a above. TWTC does not have any plans at this time to add any additional switches in Florida.**

- c. If applicable, please indicate if and where you have deployed transport facilities, and describe the technology(ies) deployed.

**ANSWER: Transport facilities have been deployed across the central part of the state, from St. Pete, Clearwater, in the west, through Tampa, Plant City, Lakeland, Winterhaven, Kissimmee; Orlando and Maitland to Daytona, Melbourne and Cocoa Beach in the east. The deployment is Sonet-based fiber optics using both Lucent and Cisco equipment at the OC48 and Wave Division Multiplexing (WDM) 40g levels.**

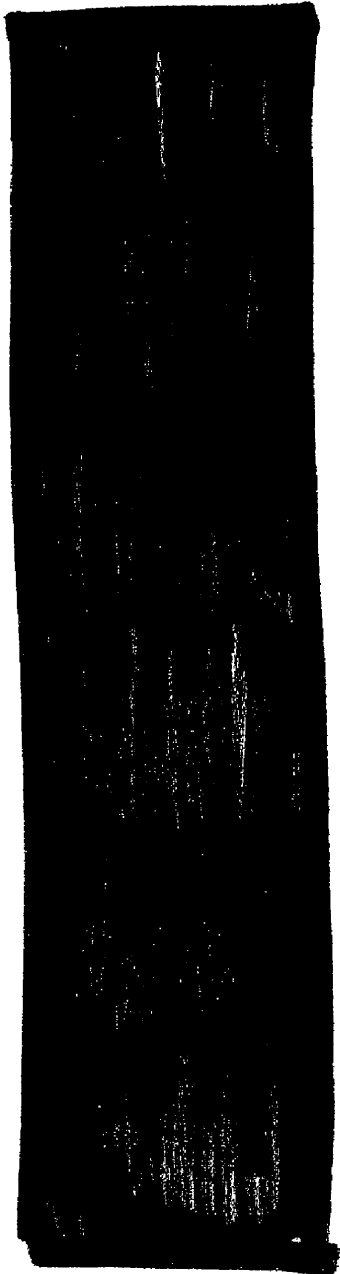
- 9. a. For each exchange where you are providing any form of residential local telephone service, please identify by exchange (a list of exchanges is attached) and respective wire center, the number of residential access lines serviced as of June 30, 2002.

**ANSWER: Not applicable. TWTC does not offer service to any residential customers in Florida.**

- b. For each exchange where you are providing any form of business local telephone service, please identify by exchange and respective wire center, the number of business access lines served as of June 30, 2002.

**ANSWER:**

Time Warner Telecom cannot identify access lines by exchanges. Listed below however, are the exchanges where access lines are provided and a total number of access lines by geographic areas as of June 30, 2002.



*Examples (numbers for illustrative purposes only)*

Miami Exchange – Miami Beach

*Business Access Lines: non-resold – 10,702; resold – 2,210; total 12,912*

*Residential Access Lines: non-resold – 15,467; resold – 1,422; total 16,889*

Miami Exchange – Miami Metro

*Business Access Lines: non-resold – 13,650; resold – 5,210; total 20,912*

*Residential Access Line: non-resold – 15,467; resold – 10,222; total 25,689*

Tampa East Exchange – Brandon

*Business Access Lines: non-resold – 13,650; resold – 2,145; total 18,795*

*Residential Access Lines: non-resold – 14,252; resold – 10,321; total 24,573*

Clearwater Exchange – Clearwater

*Business Access Lines: non-resold – 10,650; resold – 2,145; total 12,795*

*Residential Access Lines: non-resold – 12,252; resold – 4,321; total 16,573*

10. For billing and accounting purposes, do you differentiate between residential and business customers?

**ANSWER: Not applicable. Time Warner Telecom only has and bills business customers.**

11. Have you experienced any significant barriers in entering Florida's local exchange markets? Please list and describe any obstacles or barriers encountered.

**ANSWER: TWTC would like to see rules to ensure reasonable and non-discriminatory access to commercial buildings. Additionally, TWTC would like to have the FPSC order performance measures with remedies for the ILEC provisioning of special access to the ALECs as TWTC uses special access circuits to supplement its network in the provisioning of local exchange service to our customers.**

12. Have you experienced any difficulties involving any agreements you may have with incumbent LECs? If so, please describe any significant problems encountered.

**ANSWER: One issue that has come up consistently with BST is the unilateral decisions that BST makes and sends out in "carrier notices". Many of these notices have changes that materially alter the interconnection agreement. TWTC maintains that any change that involves an expense or change in TWTC's processes must be negotiated between the Parties with an amendment to the interconnection agreement.**

13. Please describe your long-term (5 years) business strategy, including whether you intend to change your method of provisioning (e.g., from resale/mixed to all UNEs to facilities-based).

**ANSWER:** Time Warner Telecom is a fiber, facilities-based integrated communications carrier offering broadband data services, local exchange services, long distance and integrated communications solutions for medium and large business customers. TWTC continues to provide as much service as possible over its own facilities and plans to continue to operate as a facilities-based competing provider.

14. Have you been assigned your own NXX codes? If yes, how many codes have you been assigned? For each code that you have been assigned as of June 30, 2002, please indicate how many numbers have been assigned and how many of those numbers have active status. If you have been assigned NXX codes, please identify where they have been homed for rating and routing purposes.

**ANSWER:** [REDACTED]

15. a. At any time during the last 12 months have you provided local telephone services in Florida and then withdrawn a service? If yes, please identify the services(s), prices, and exchange, and discuss the reasons for this decision.

**ANSWER:** No.

- b. During the last 12 months have you expanded your service offerings in Florida? If so, please list the new offerings, if they are residence or business (or both), their prices and the exchanges where you have offered the service.

**ANSWER:** TWTC has begun to offer service in the Daytona Beach area. Additionally, TWTC has added the following products to its service offerings to its business customers in Florida in the last year. Prices for these services can be found in Attachment B.

**VersiPak**  
Orlando 10/01

**VersiPak IPRI Std Flat**  
Daytona Beach 7/02  
Orlando 7/02  
Tampa 7/02

**Hi-Cap PRI**  
Daytona Beach  
Orlando  
Tampa

**VersiPak Mach 2 & Mach 3**

Orlando 7/02

**Listing Suite**

Orlando 2/02

**EES**

Daytona Beach 9/01

Orlando 9/01

Tampa 8/02

**Individual Telephone Numbers**

Dayton Beach 11/01

Orlando 11/01

Tampa 11/01

16. a. Please list your primary line of business (for example, entertainment, cable television, private line/special access service, interexchange service, local service, cellular service, paging service, electric service, municipality, etc.)

**ANSWER: Please see the answer to question 13 above.**

- b. If you are involved in providing cable television in Florida, do you offer any package plans combining cable television and local telephone services? If so, please indicate where such packages are being offered, and whether they are provided through your company itself, or an affiliate, or a business partner.

**ANSWER: Time Warner Communications (Time Warner Cable) offers cable television in Florida, but Time Warner Telecom is not affiliated with them, nor do we offer any combined telecommunications services with Time Warner Communications.**

- c. If you or an affiliate provides long distance telephone service in Florida, do you offer any package plans combining long distance and local telephone services? If so, please describe any such plans, their terms and conditions, and when you began offering the plans. Is subscribing to both local telephone and long distance a condition of providing service?

**ANSWER: Subscription to Integrated Business Line is a package of local, internet and long distance and long distance is a condition of that offer. See Attachment A for product details. Long distance service and local exchange service are also marketed, and may be purchased, separately.**

17. Please provide any additional comments or information you believe will assist staff in evaluating and reporting on the development of local exchange competition in Florida. In



particular, we are seeking comment on any major obstacles that you believe may be impeding the growth of local competition in the state and any suggestions you may have on how to remove such obstacles. We are also seeking comment on alternative methods to evaluate the level of competition in Florida (e.g., use of the E911 databases, etc.) as well as comments or information on intermodal local competition (e.g., wireless cable telephony).

**ANSWER:** Of late, there has been a push to have regulations that currently apply to the ILECs to also apply to the ALECs (service quality standards, reporting requirements, customer complaint procedures, etc.). The FPSC needs to be ever mindful that to foster competition, ALECs should be minimally regulated – the consumers are, in essence, the regulators of the ALECs. Undue regulatory burdens and costs upon the ALECs will impede competition. TWTC does not have any comments on intermodal local competition at this time.

18. If your company filed a Form 477 with the Federal Communications Commission in March 2002, please enclose a copy of the completed Form 477 with your response to this data request.

**ANSWER:** Please see Attachment D.

19. Please provide a copy of the most up-to-date information that your company has provided to Wall Street analysts for the period of July 1, 2001 through June 30, 2002 that discusses the number of access lines you provide as an ALEC in Florida. If the numbers differ from what you are reporting to the Florida Public Service Commission, please explain the differences.

**ANSWER:** TWTC does not give state specific access line information to the Wall Street analysts. If asked, we would give the same numbers that have been provided in our answer to question 9(b) above.

20. For the year ending December 31, 2001, please identify your total revenue from local service, broken out by business and residence.

**ANSWER:** [REDACTED]

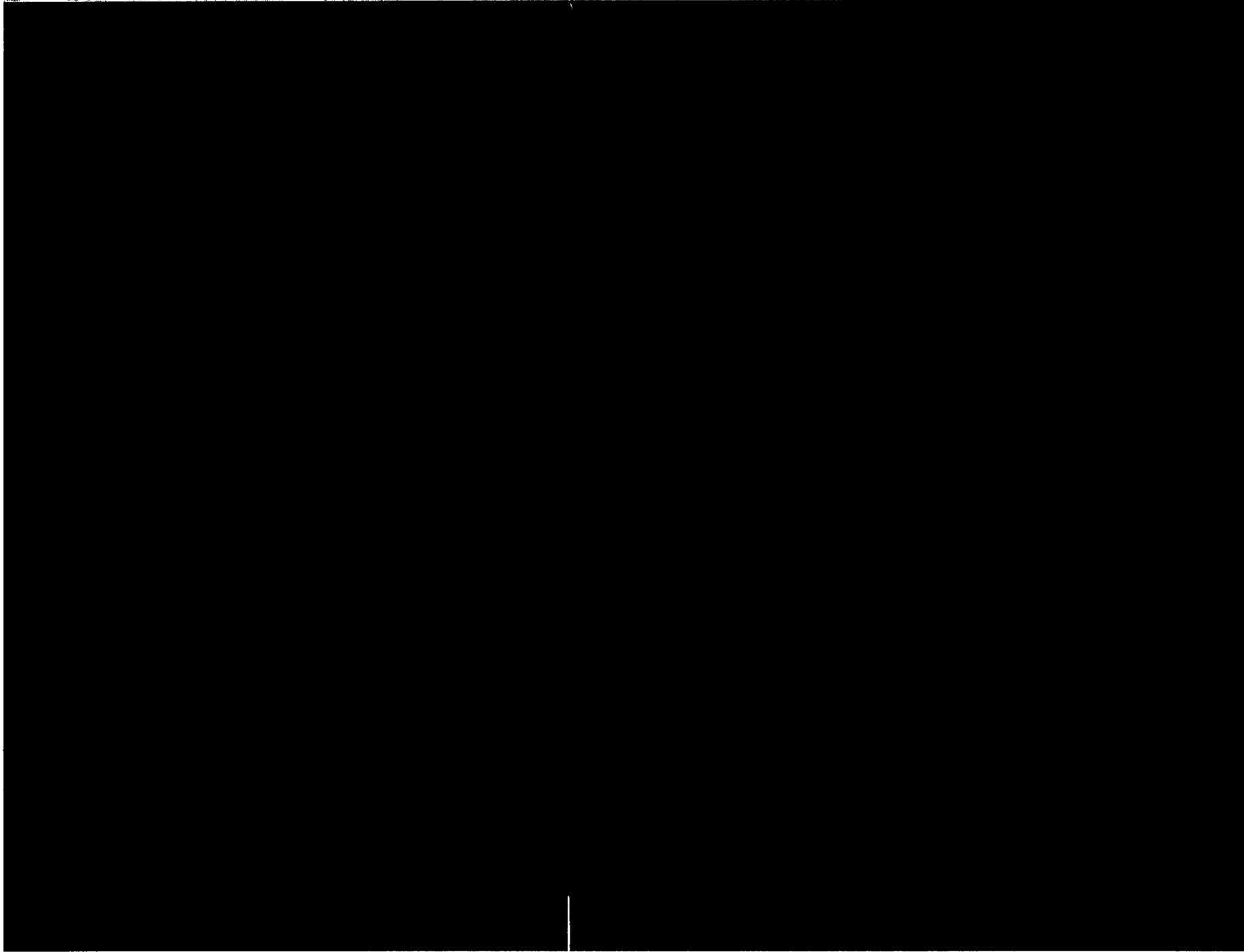
21. As of December 31, 2001, how much money (in thousands of dollars) have you invested in your network?

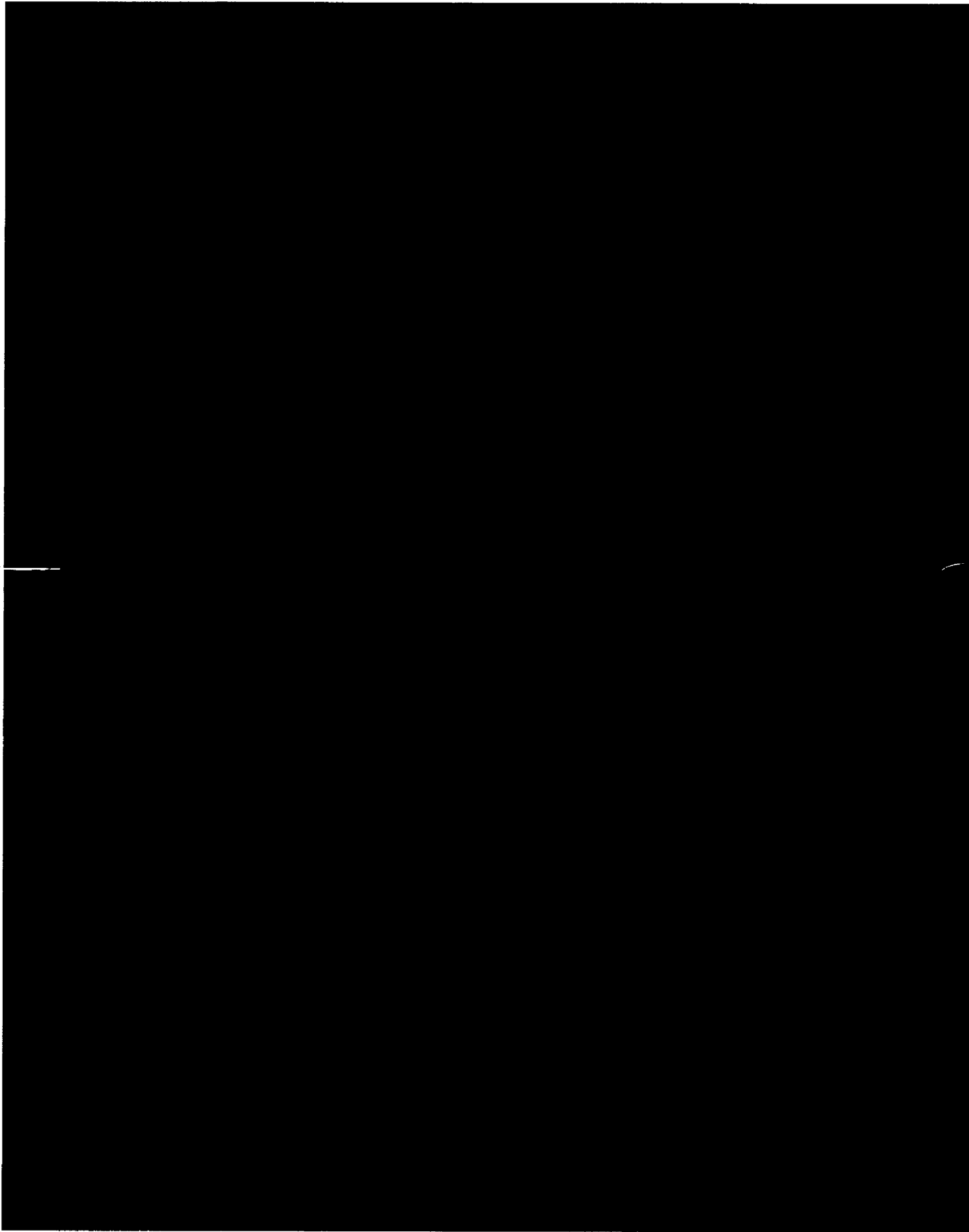
ANSWER: [REDACTED]

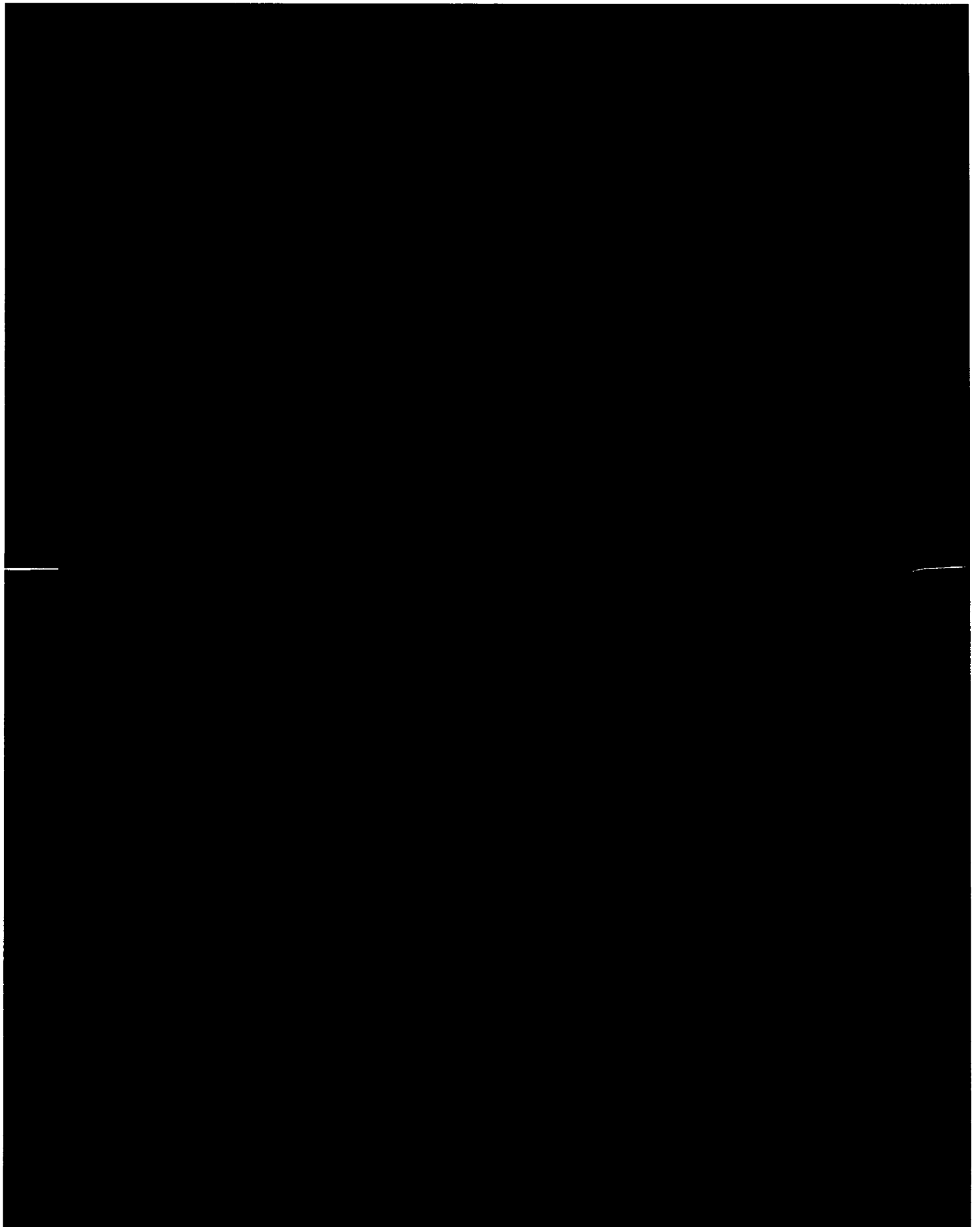
22. Has your company filed either Chapter 7 or Chapter 11 bankruptcy in the past, are you currently operating under Chapter 7 or 11 protection, or do you anticipate possibly filing for Chapter 7 or 11 bankruptcy? If so, please provide relevant dates and details about the filing, including which chapter.

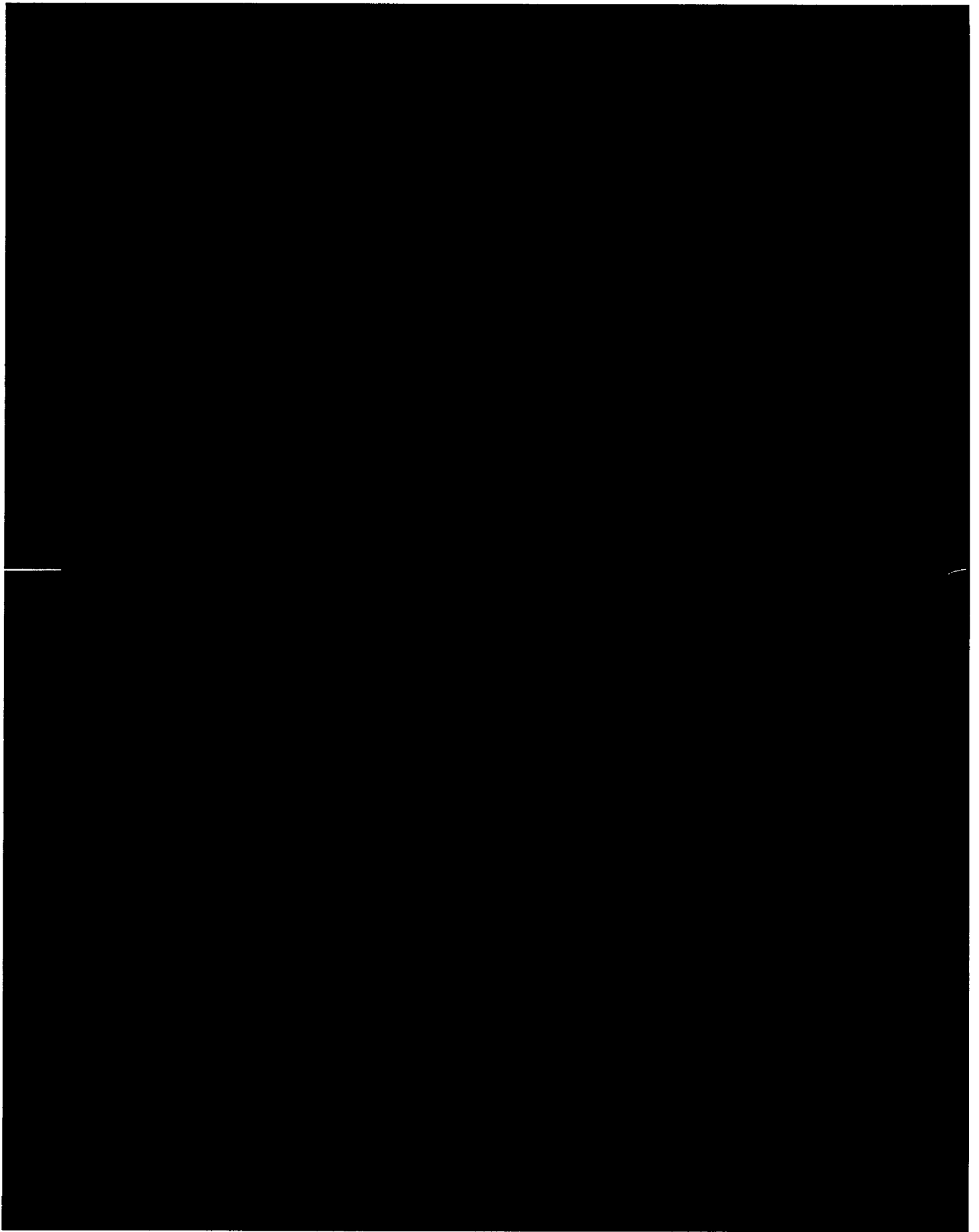
**ANSWER:** No. TWTC has not filed for Chapter 7 or Chapter 11 bankruptcy nor does it anticipate making these filings.

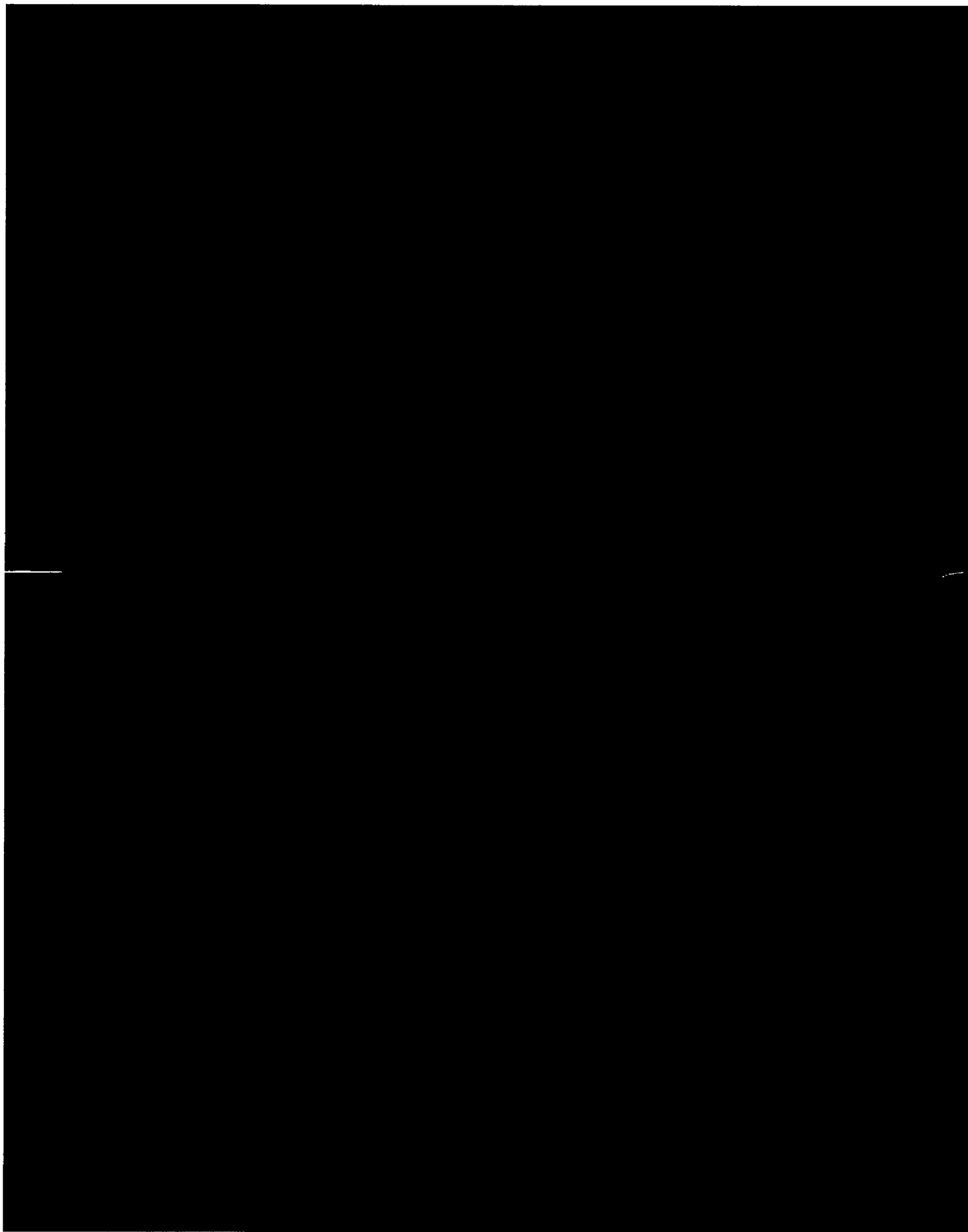
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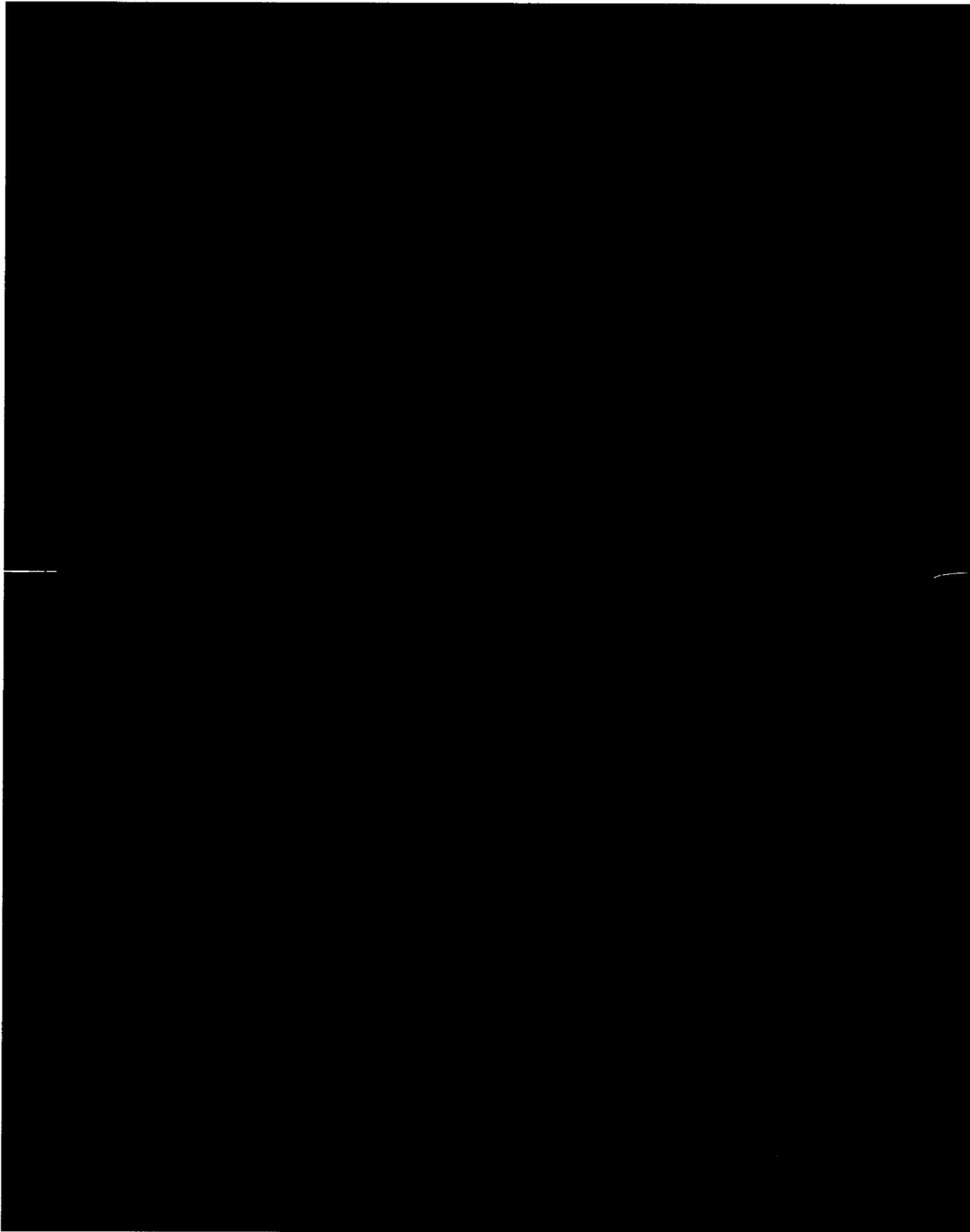




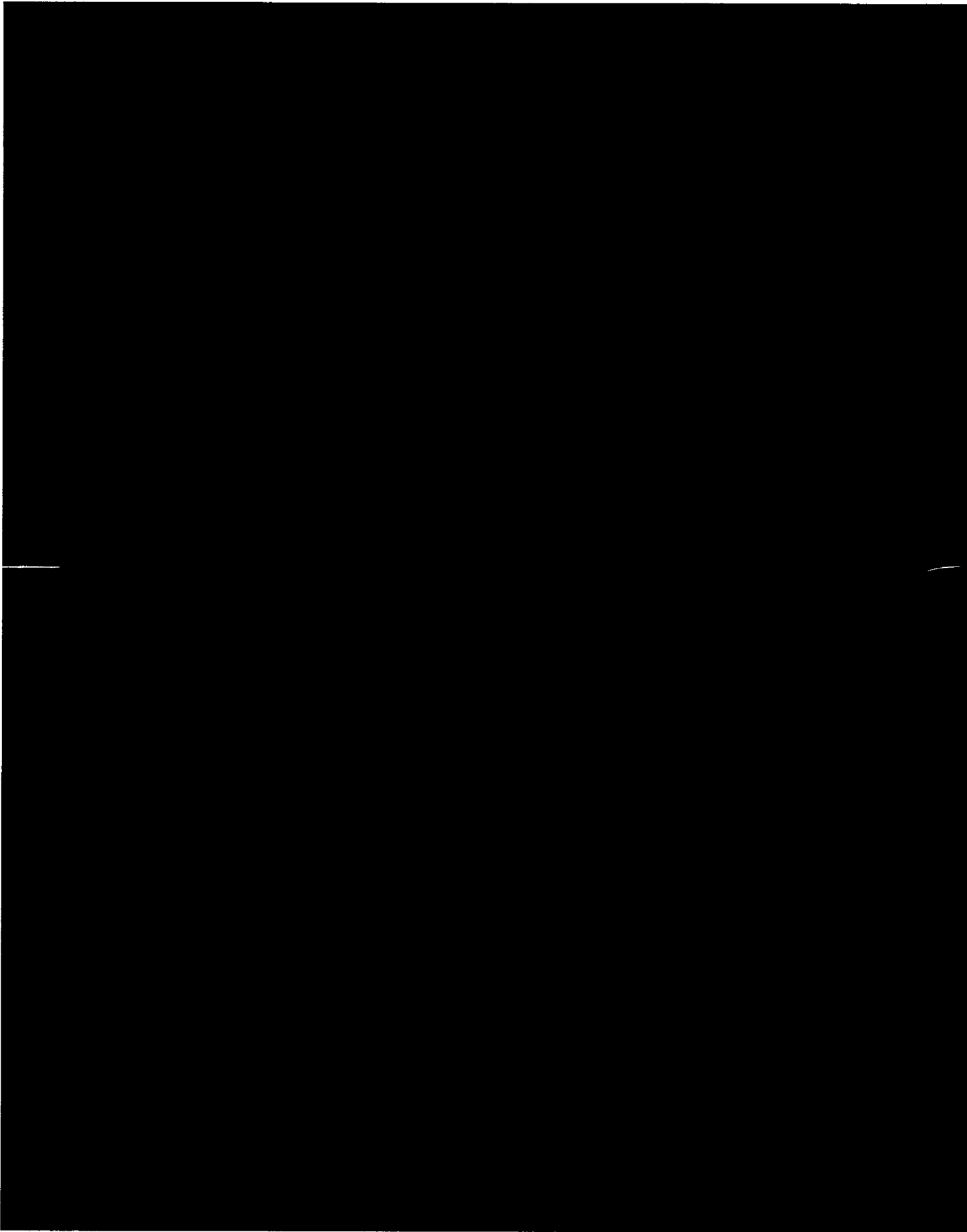


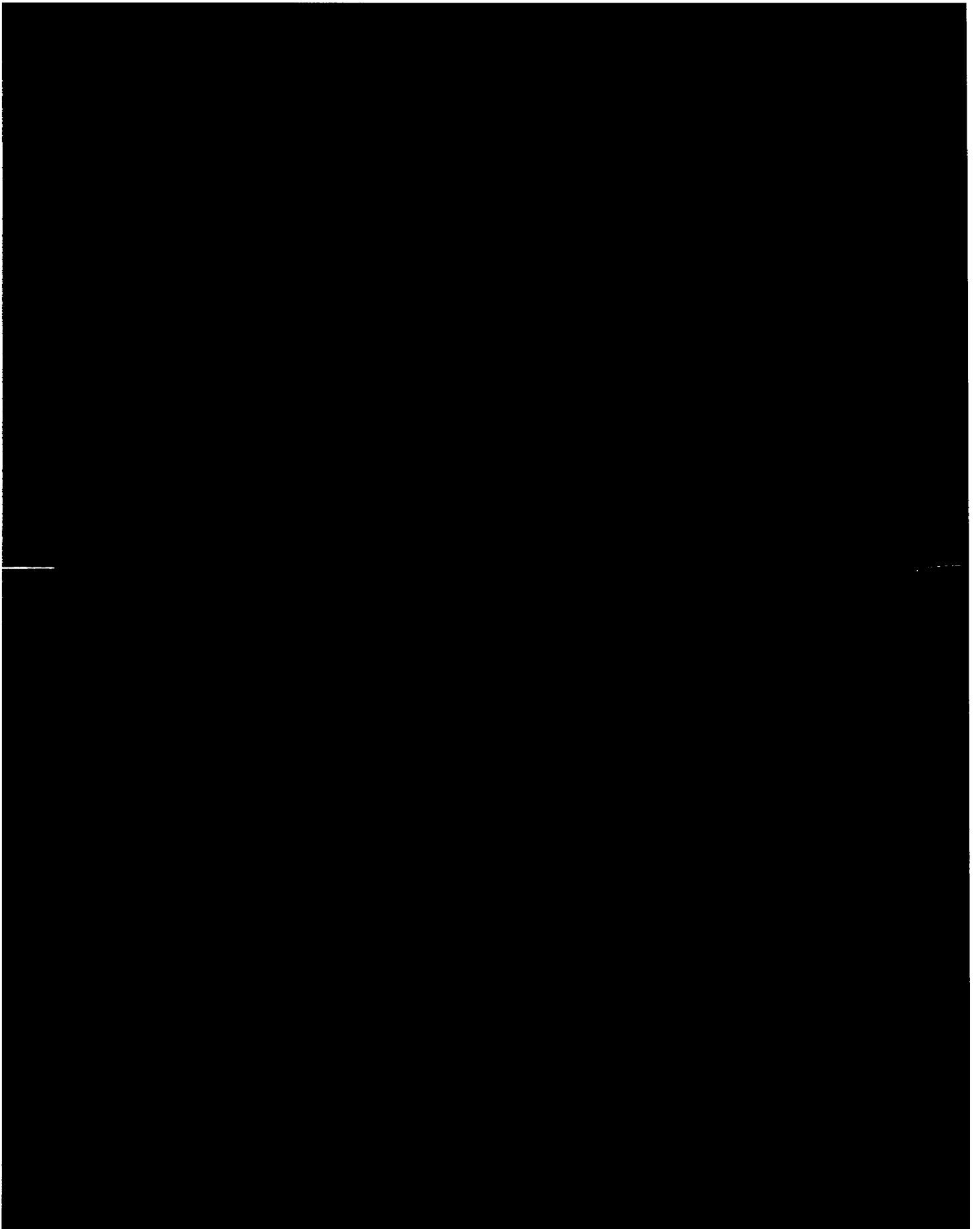


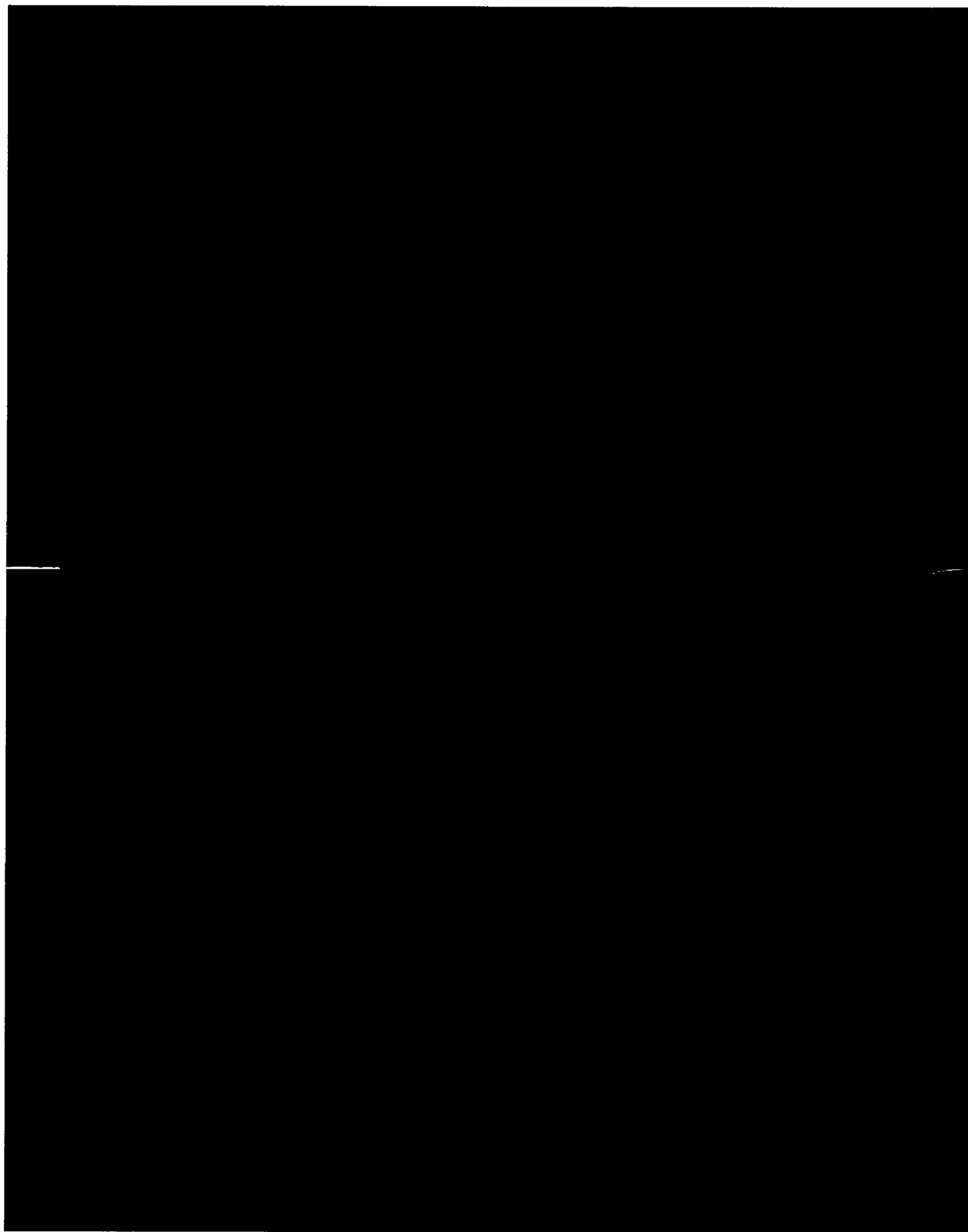


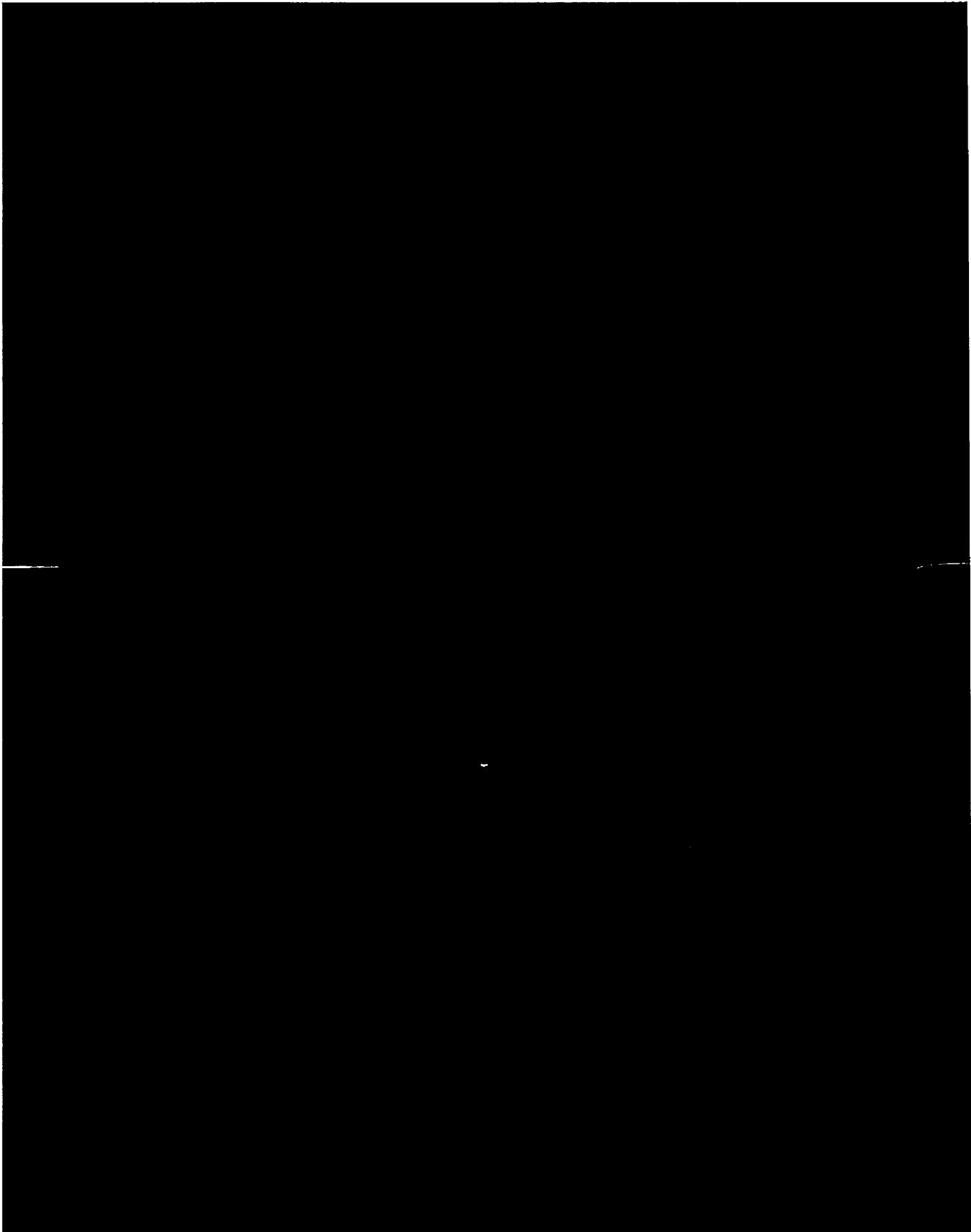


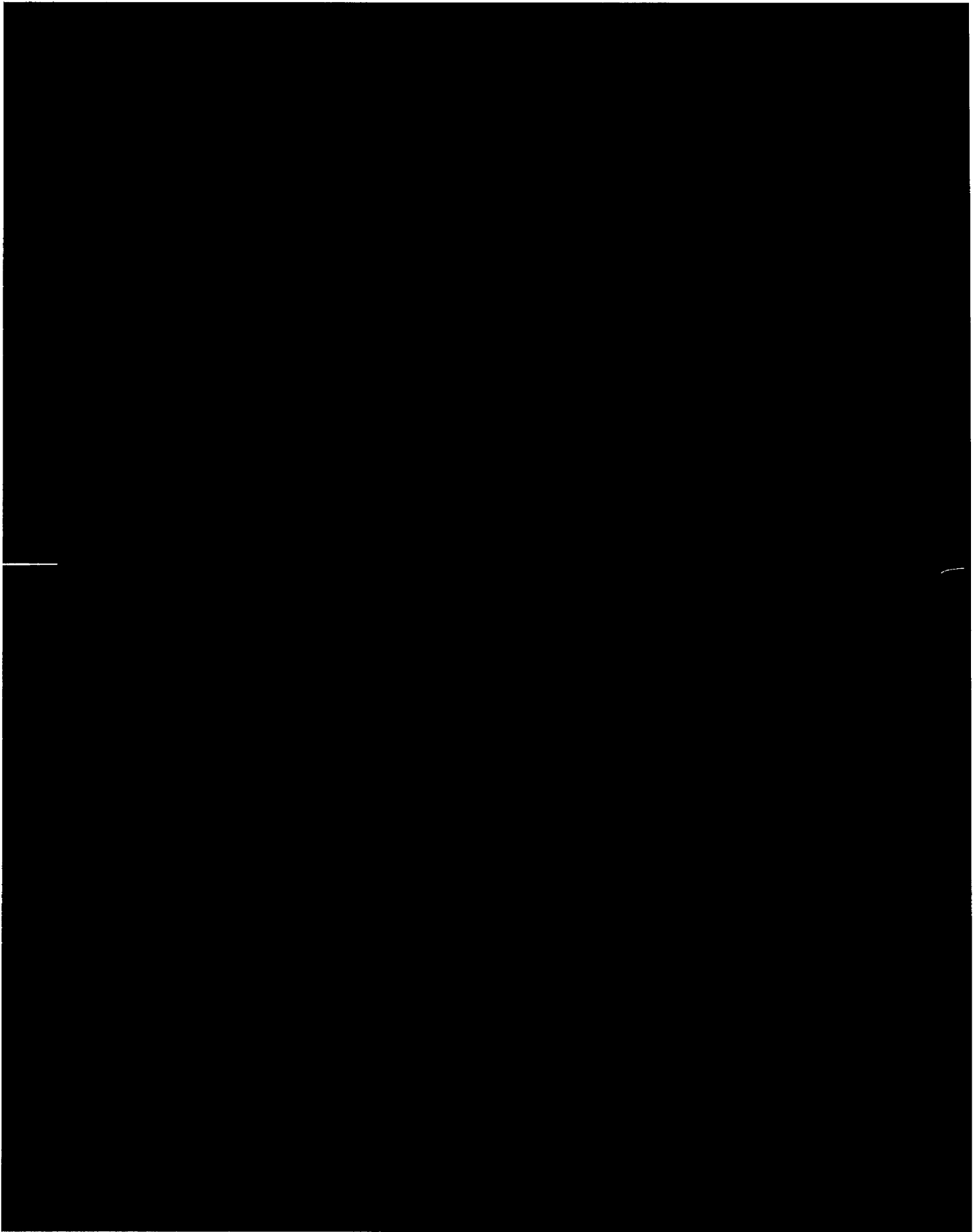


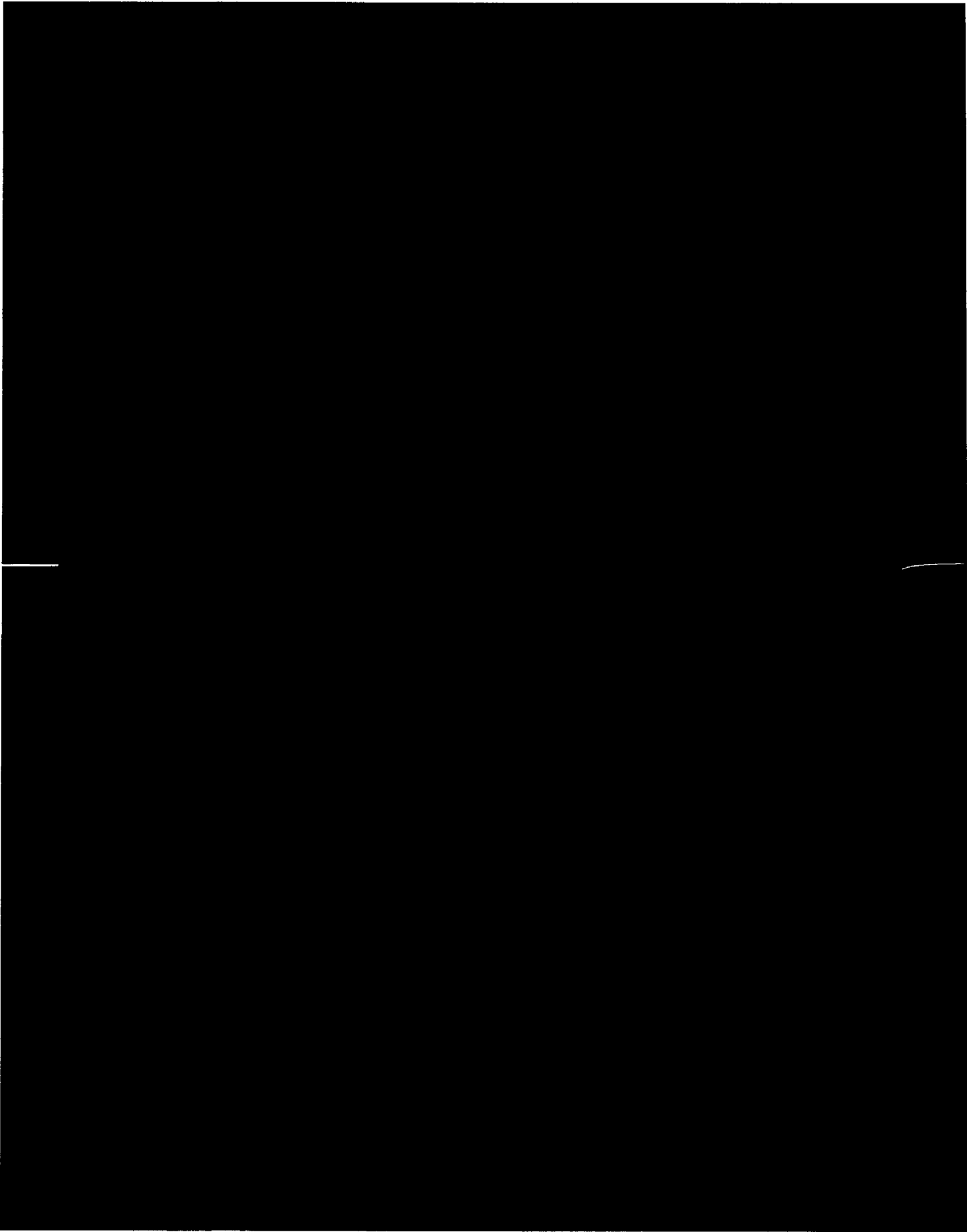


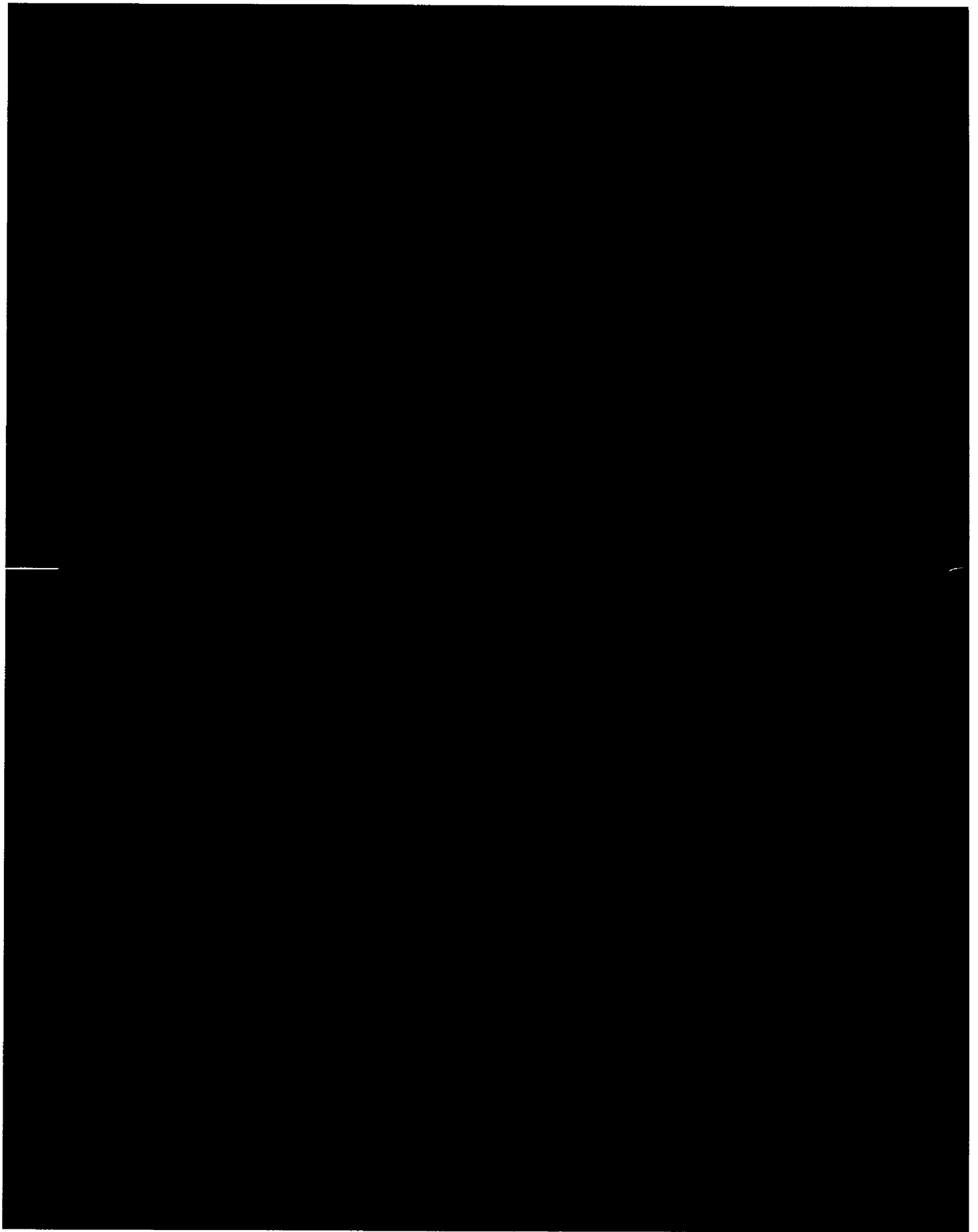


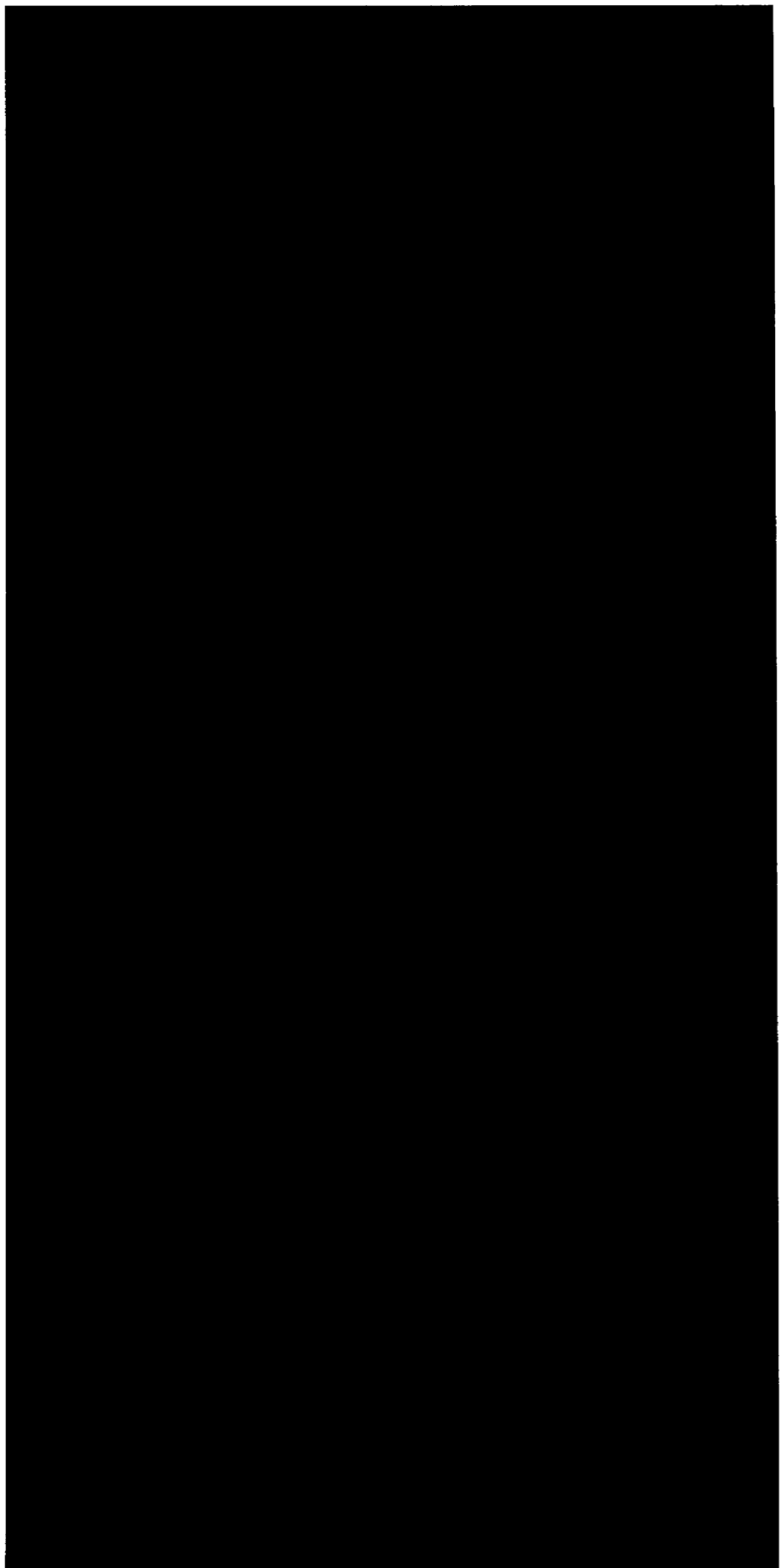








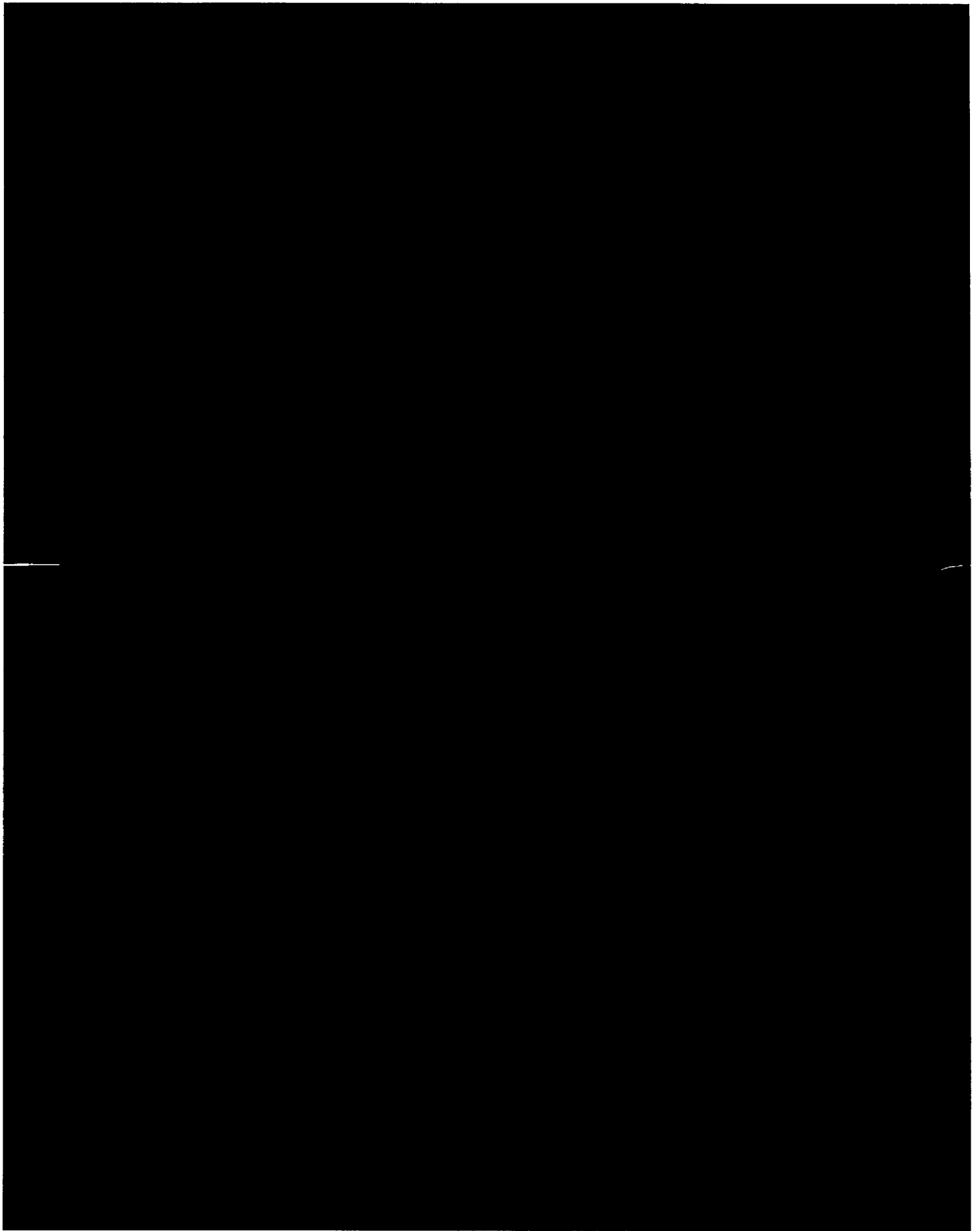


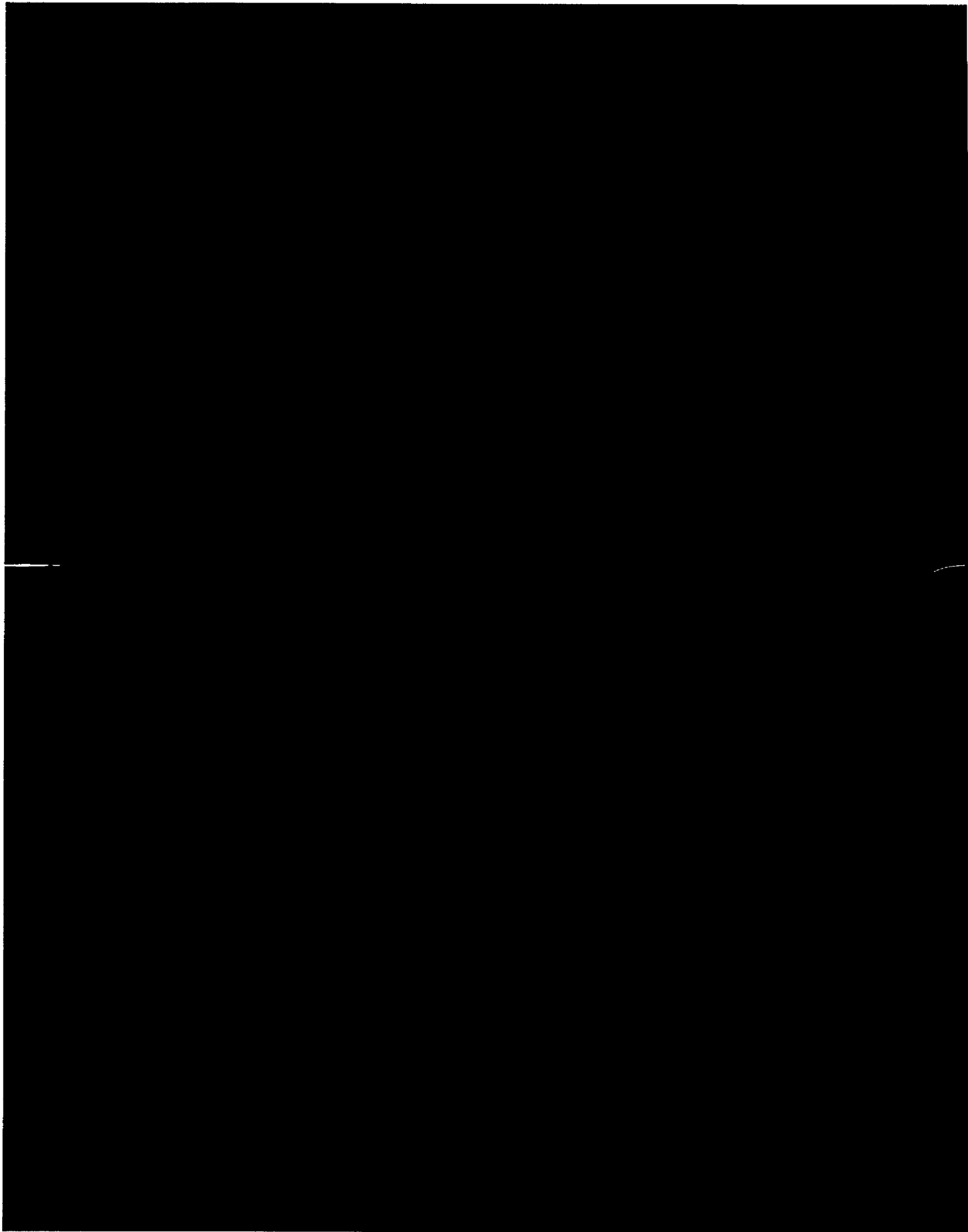


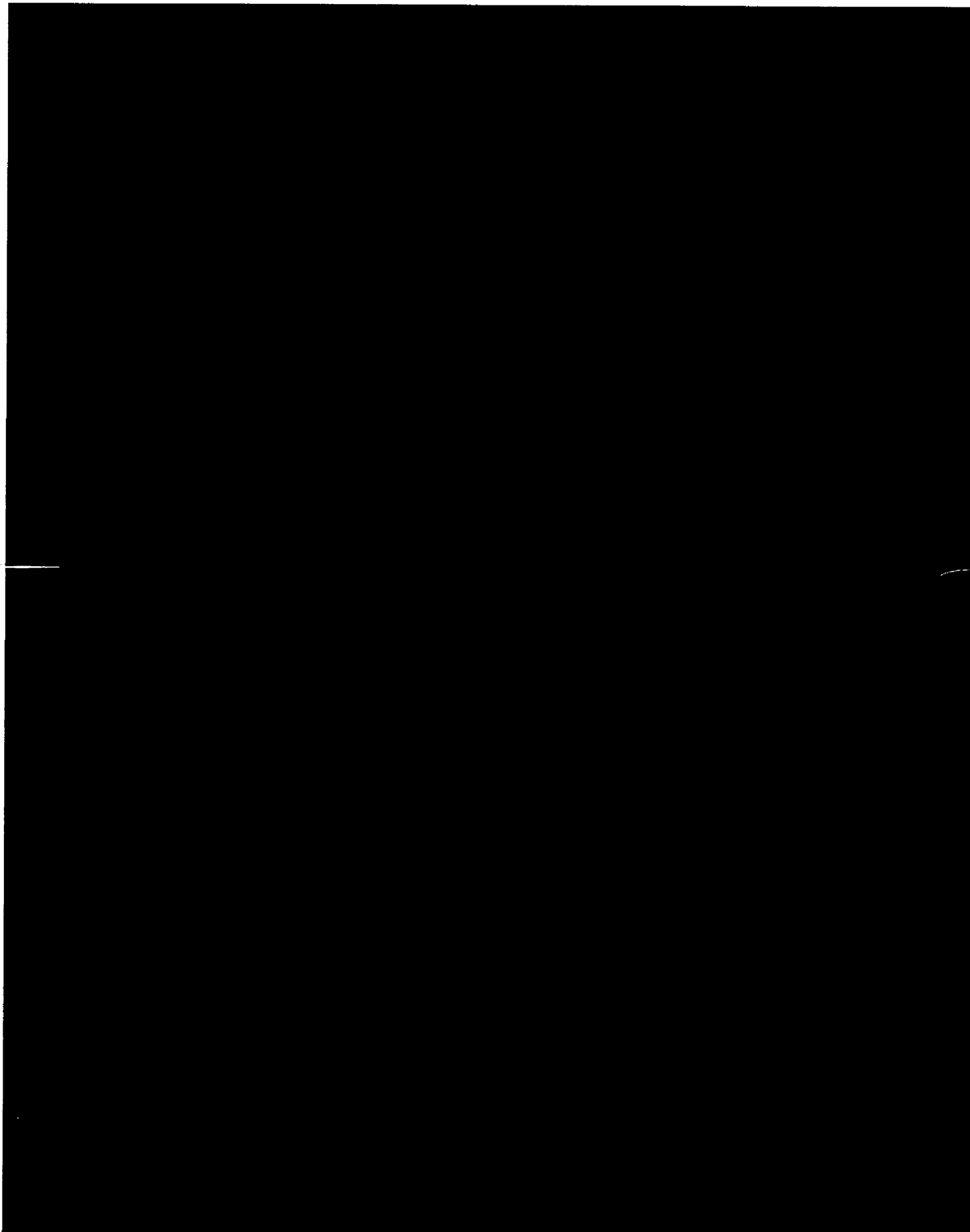




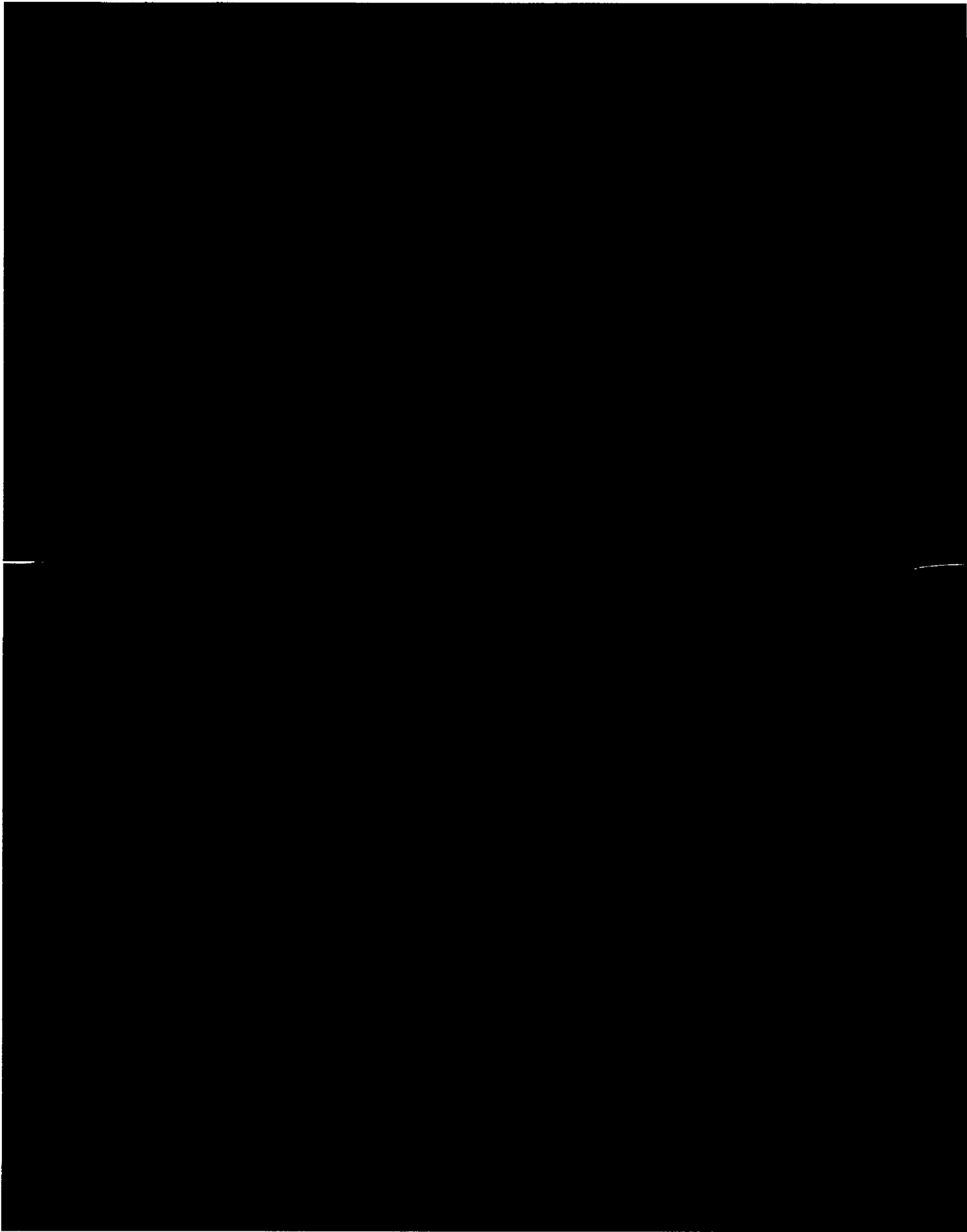
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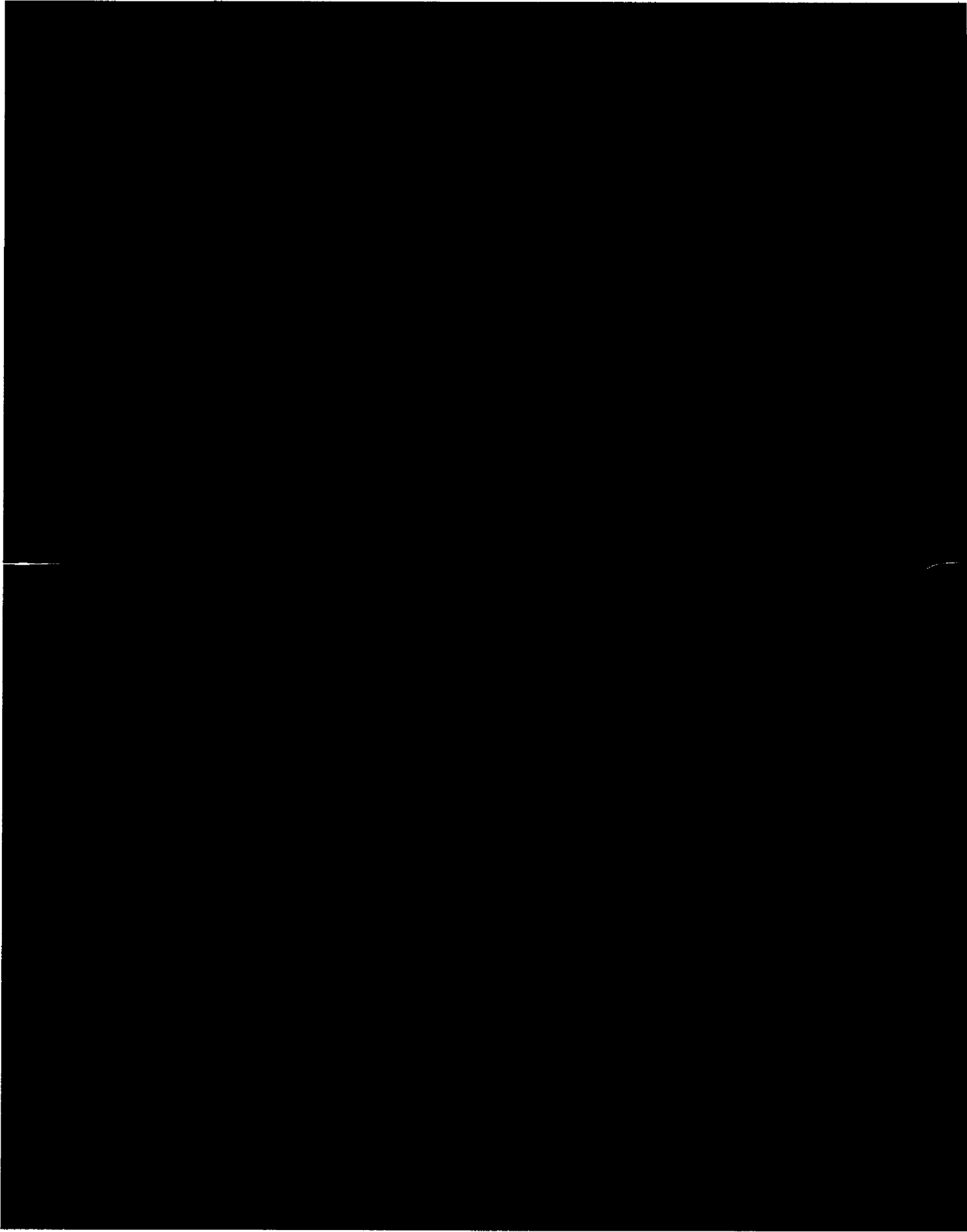




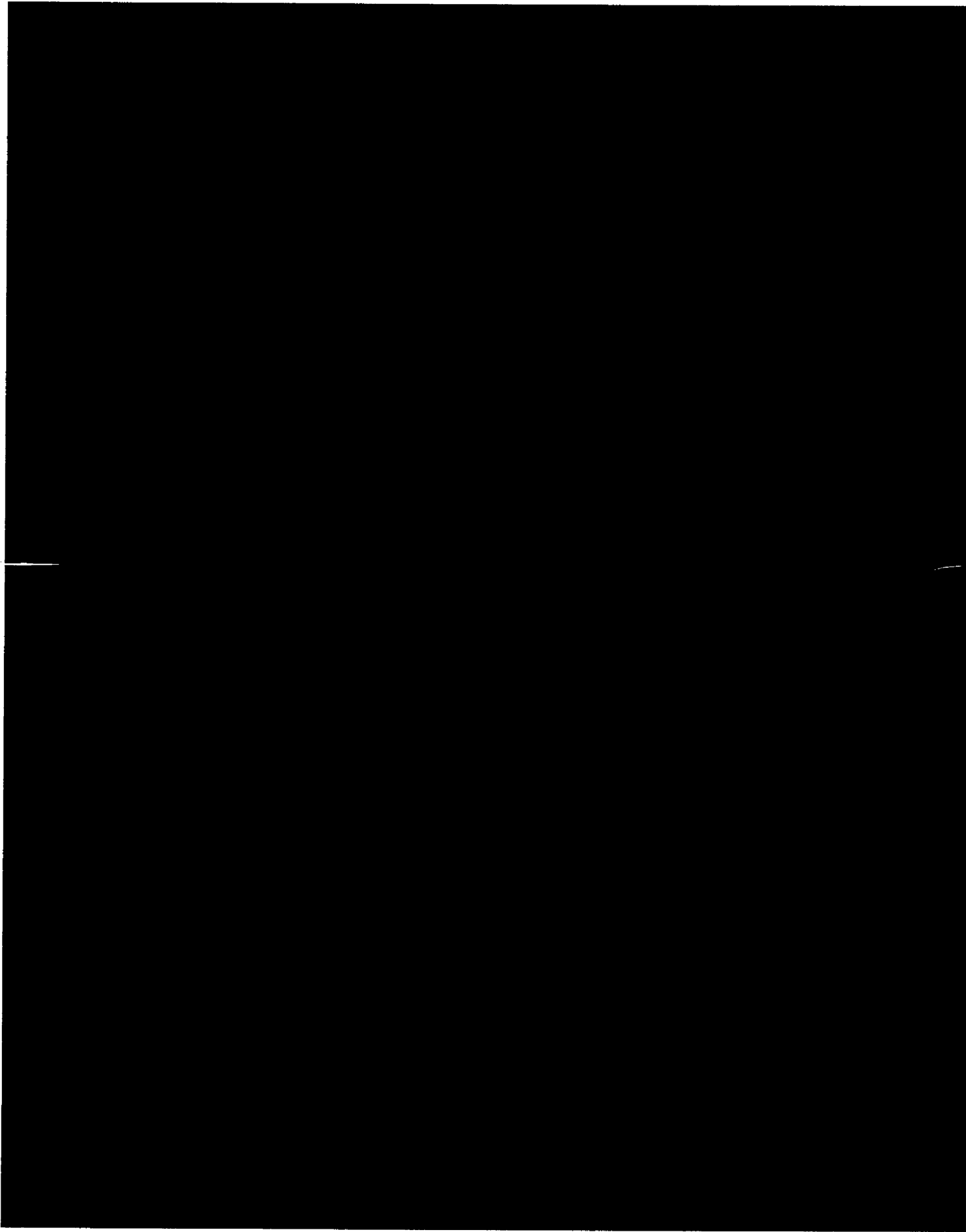


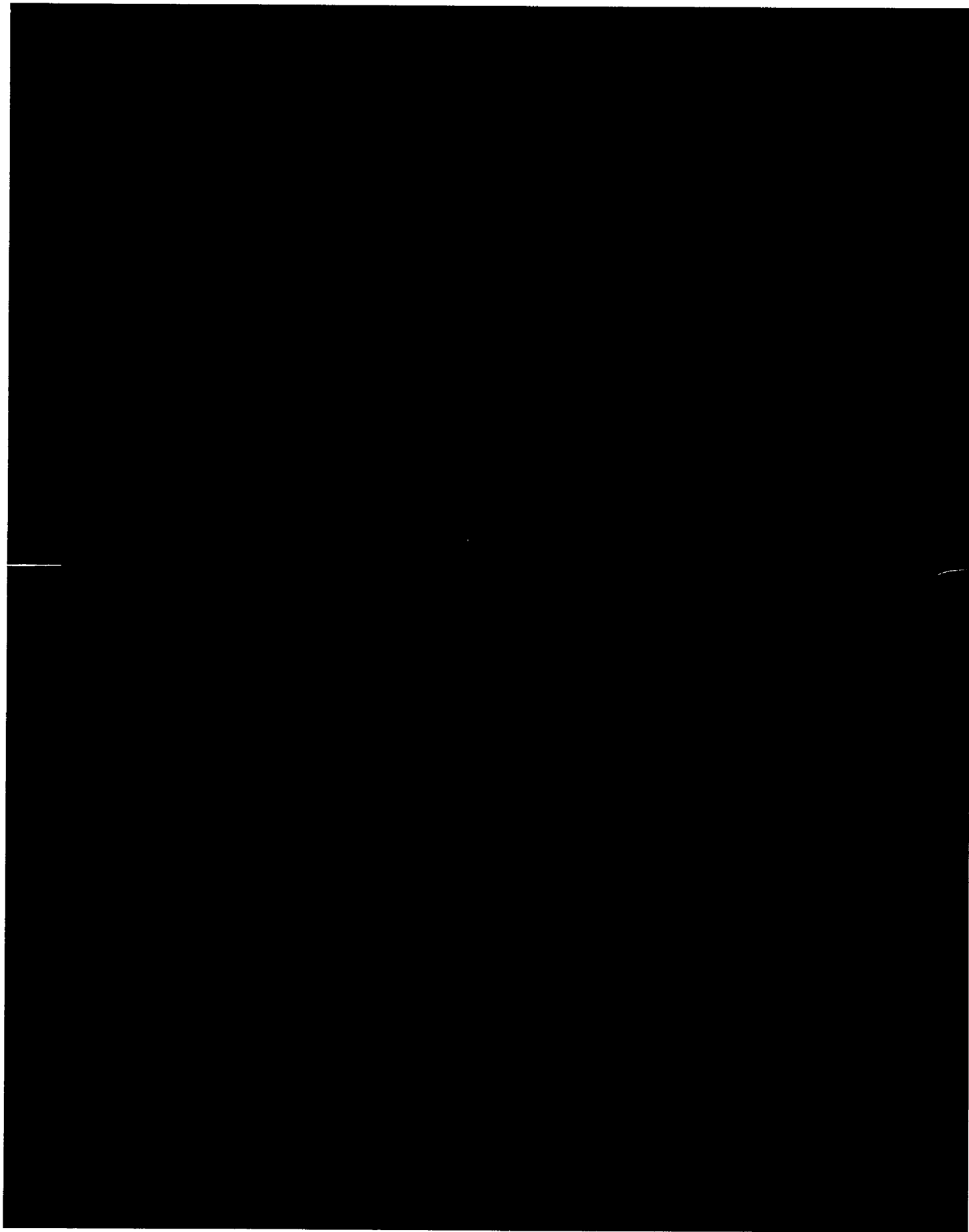




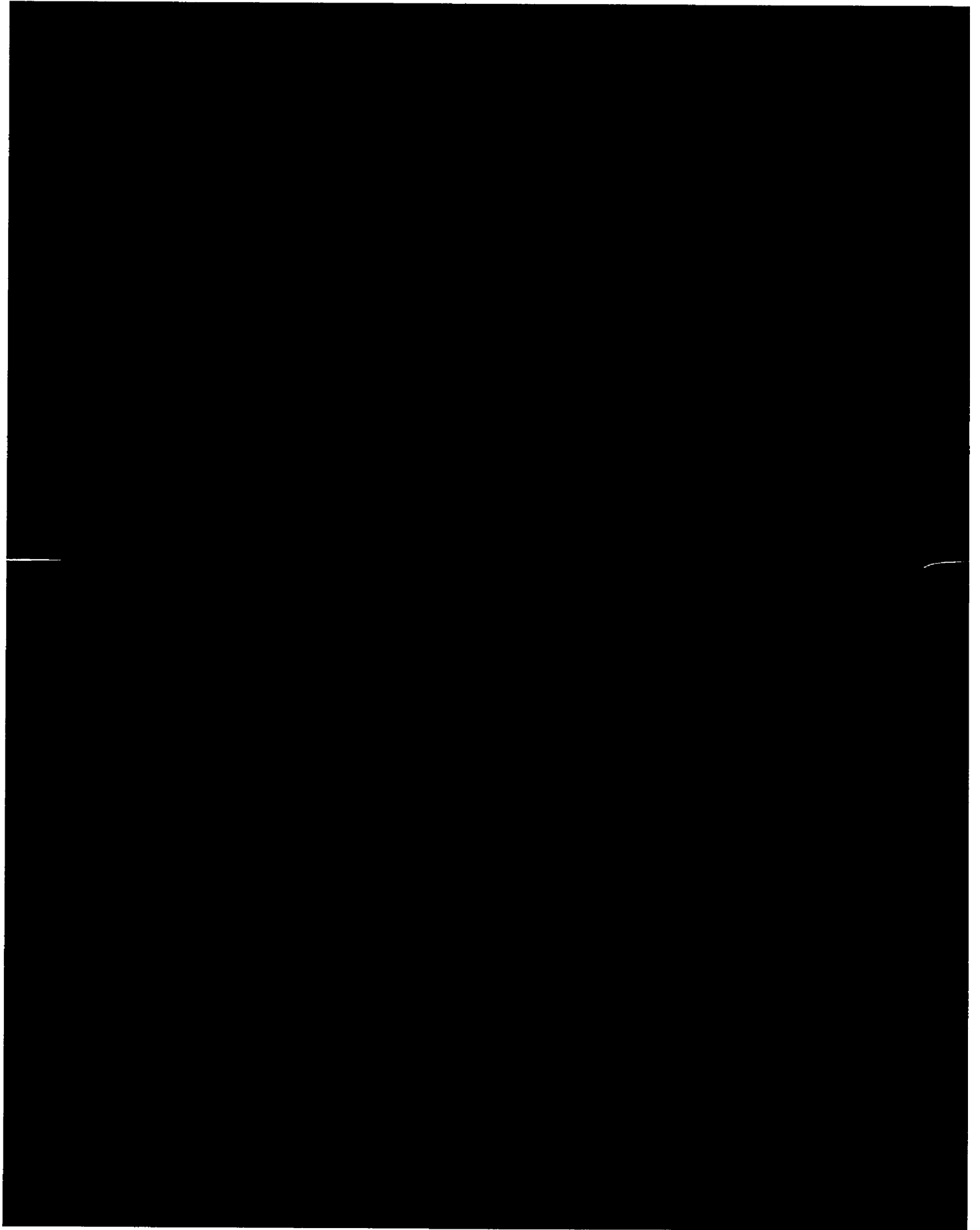


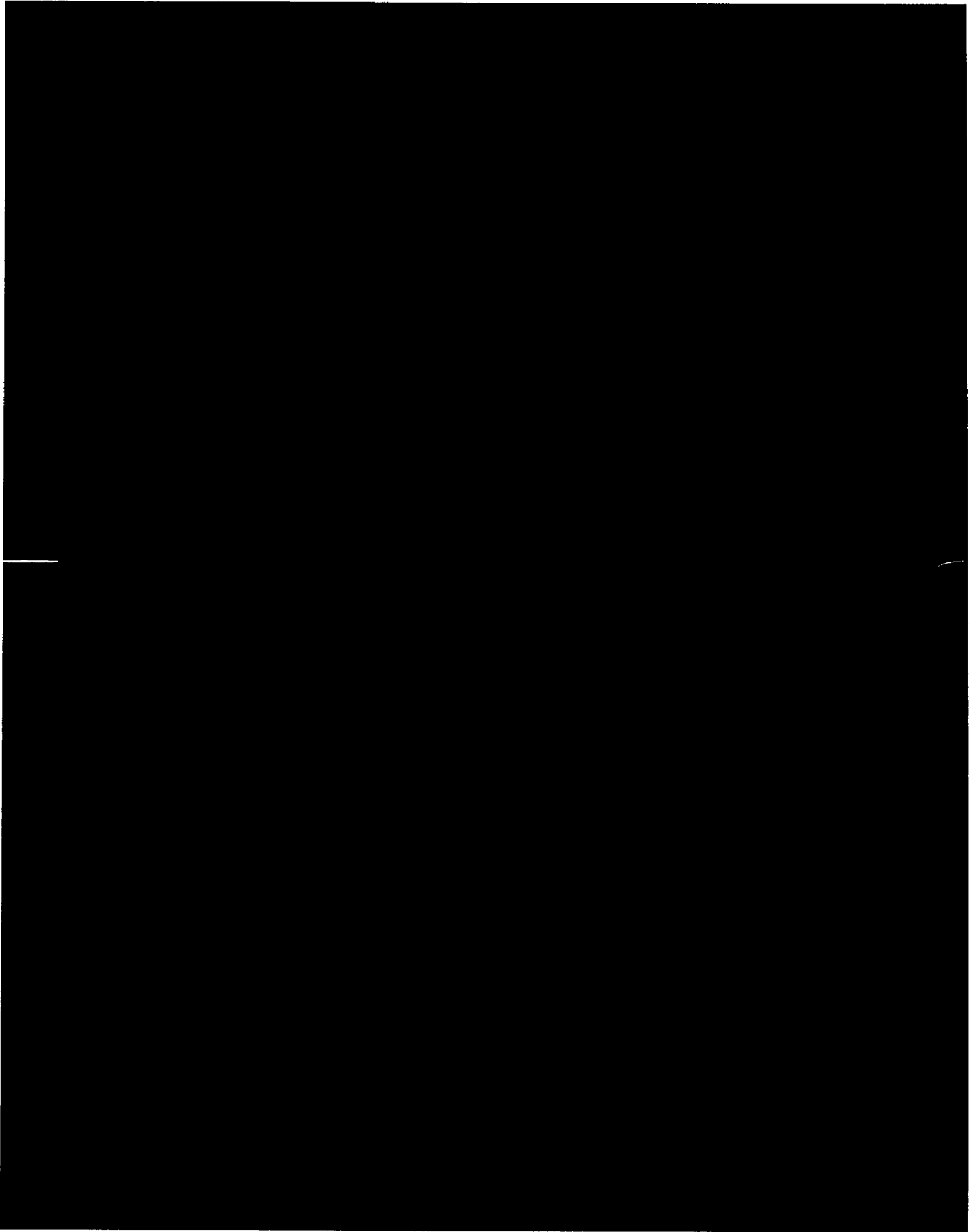




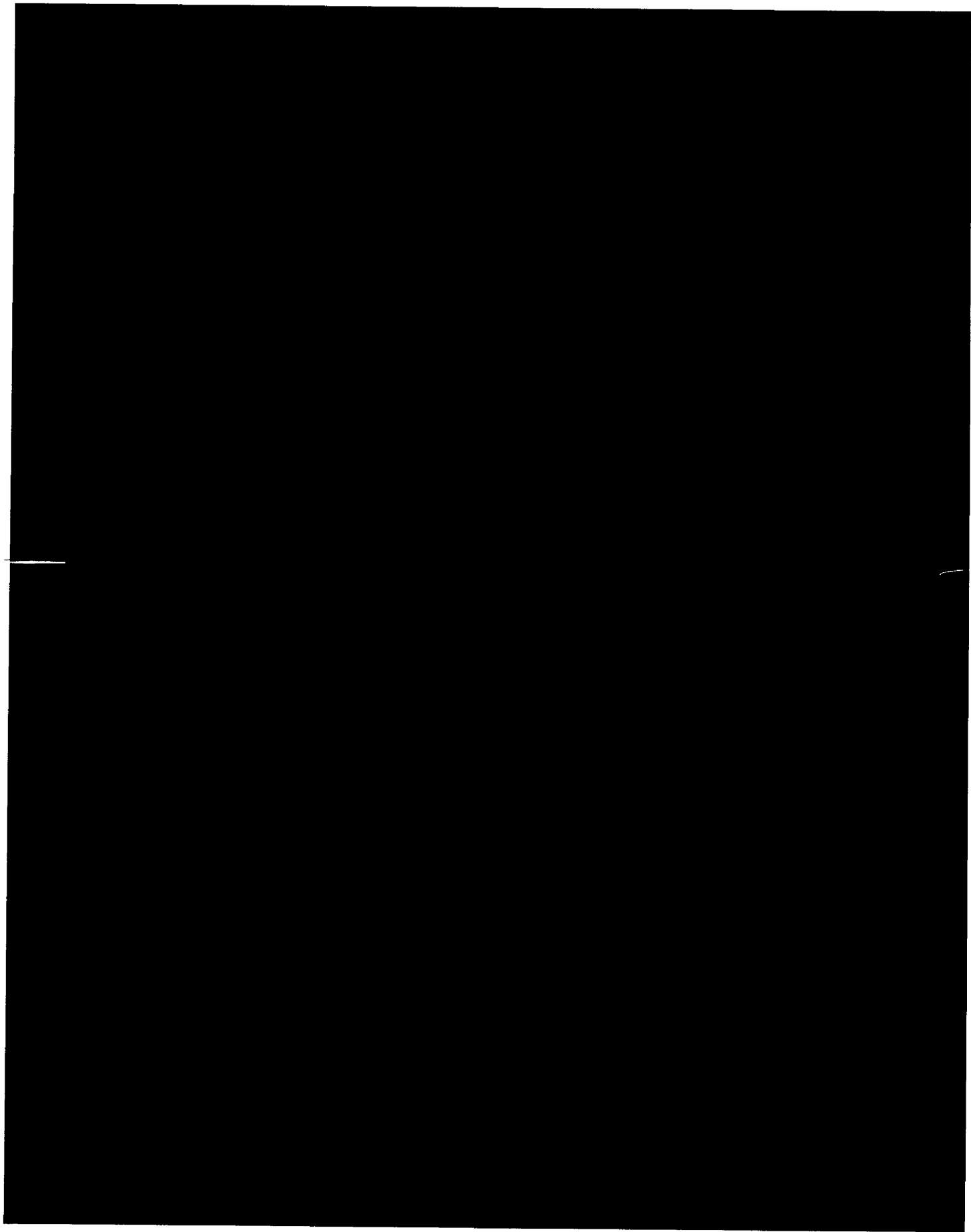


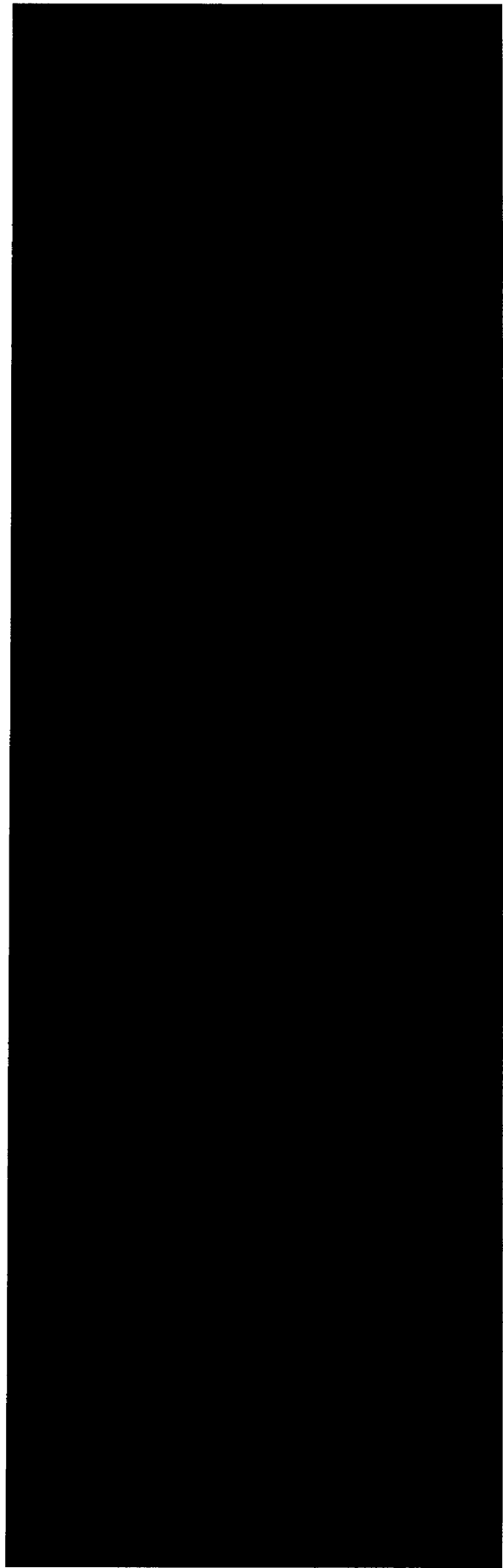










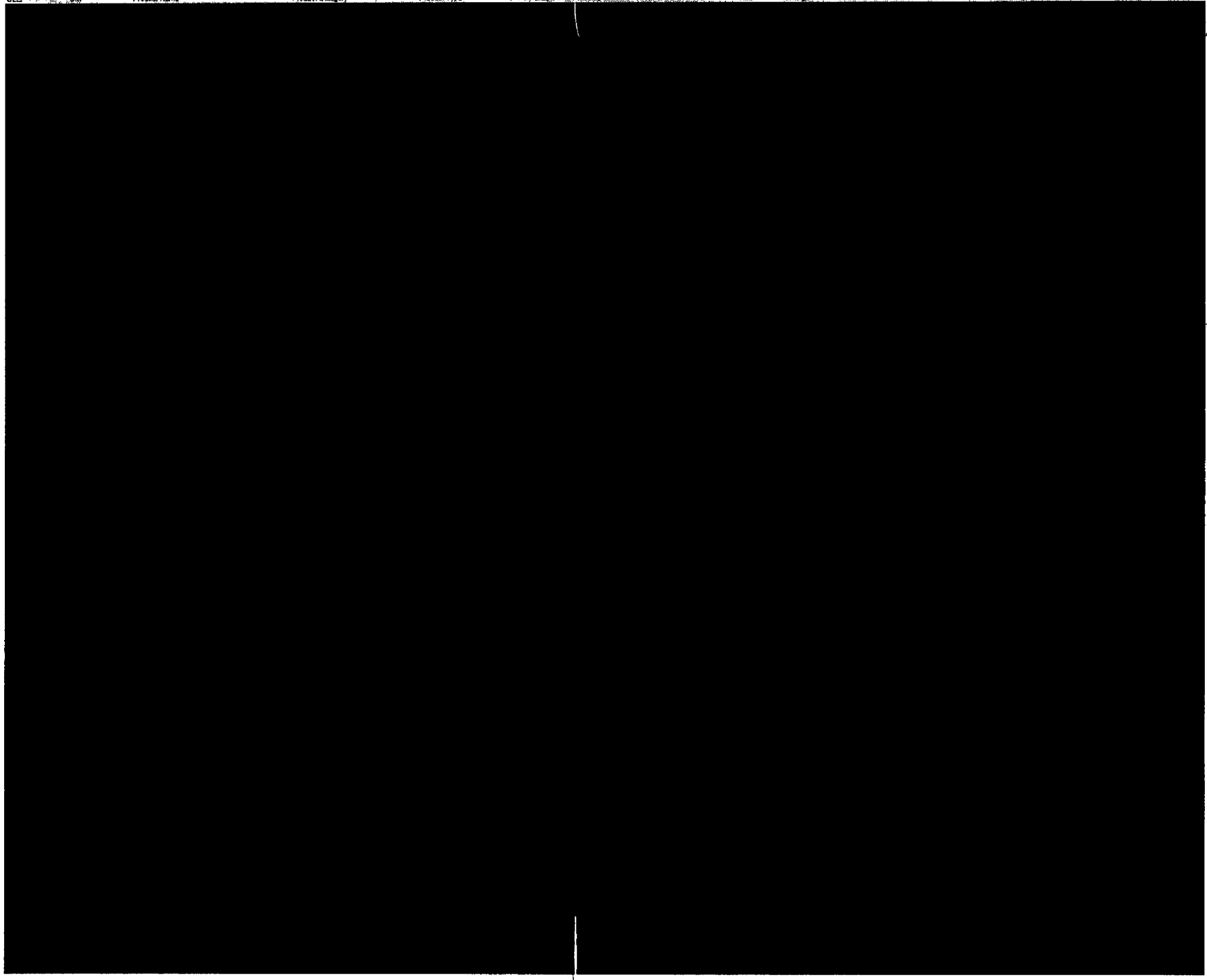




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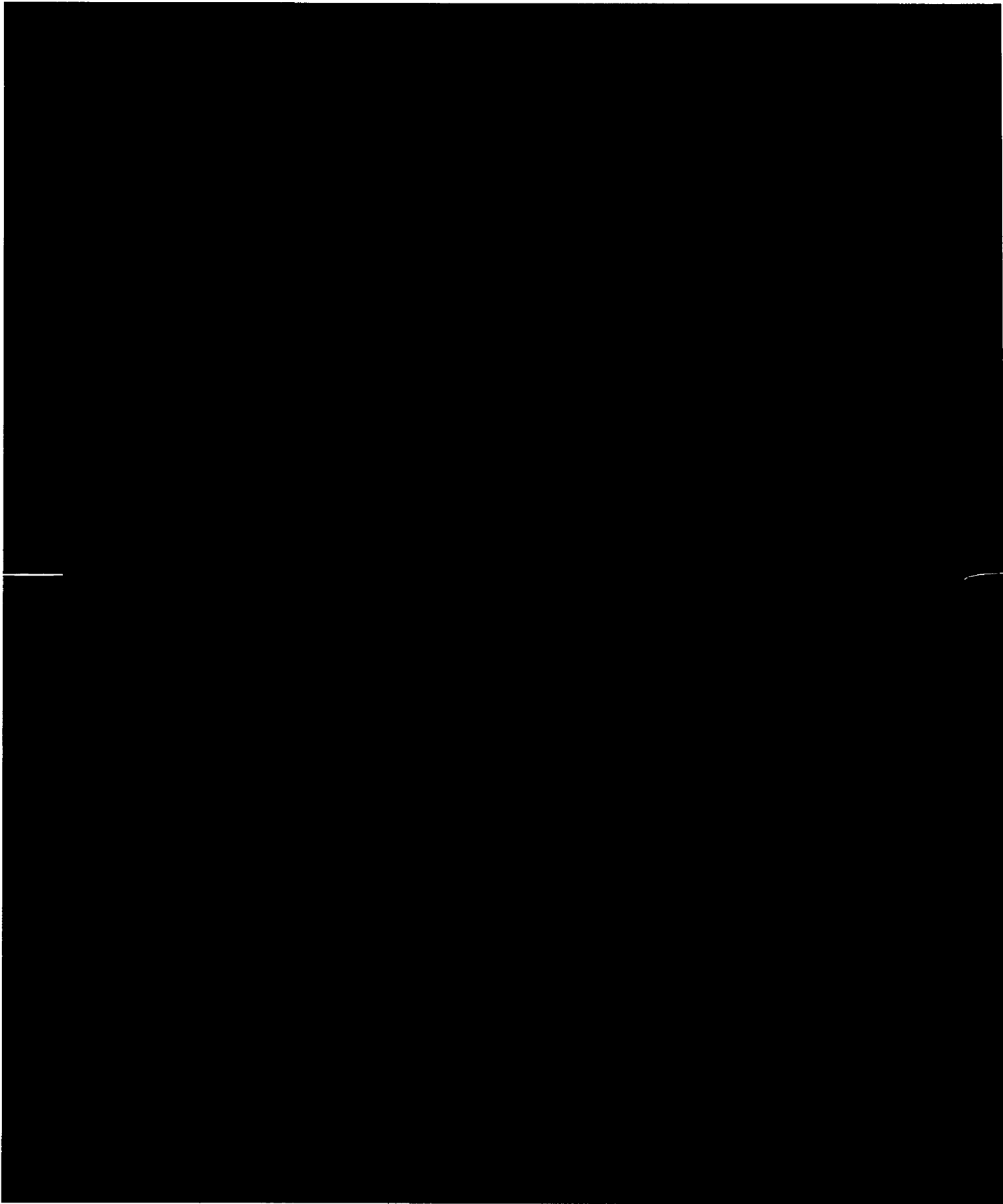
DAYTONE BEACH PRODUCT CATALOG

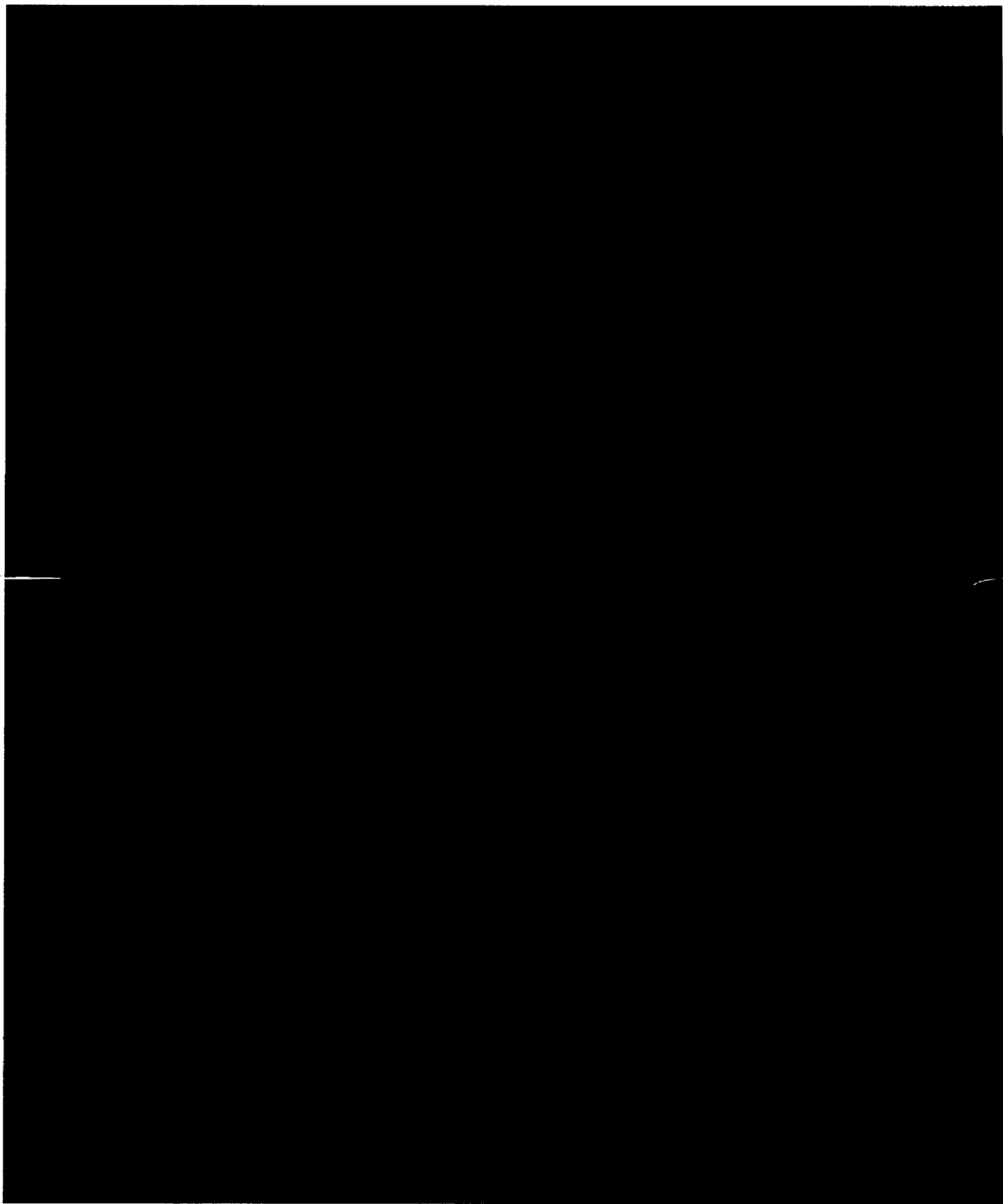
City Product Name Product Category Product Type LMS NRC Move Add Change Restore ICB Lattis Product Manager Comments

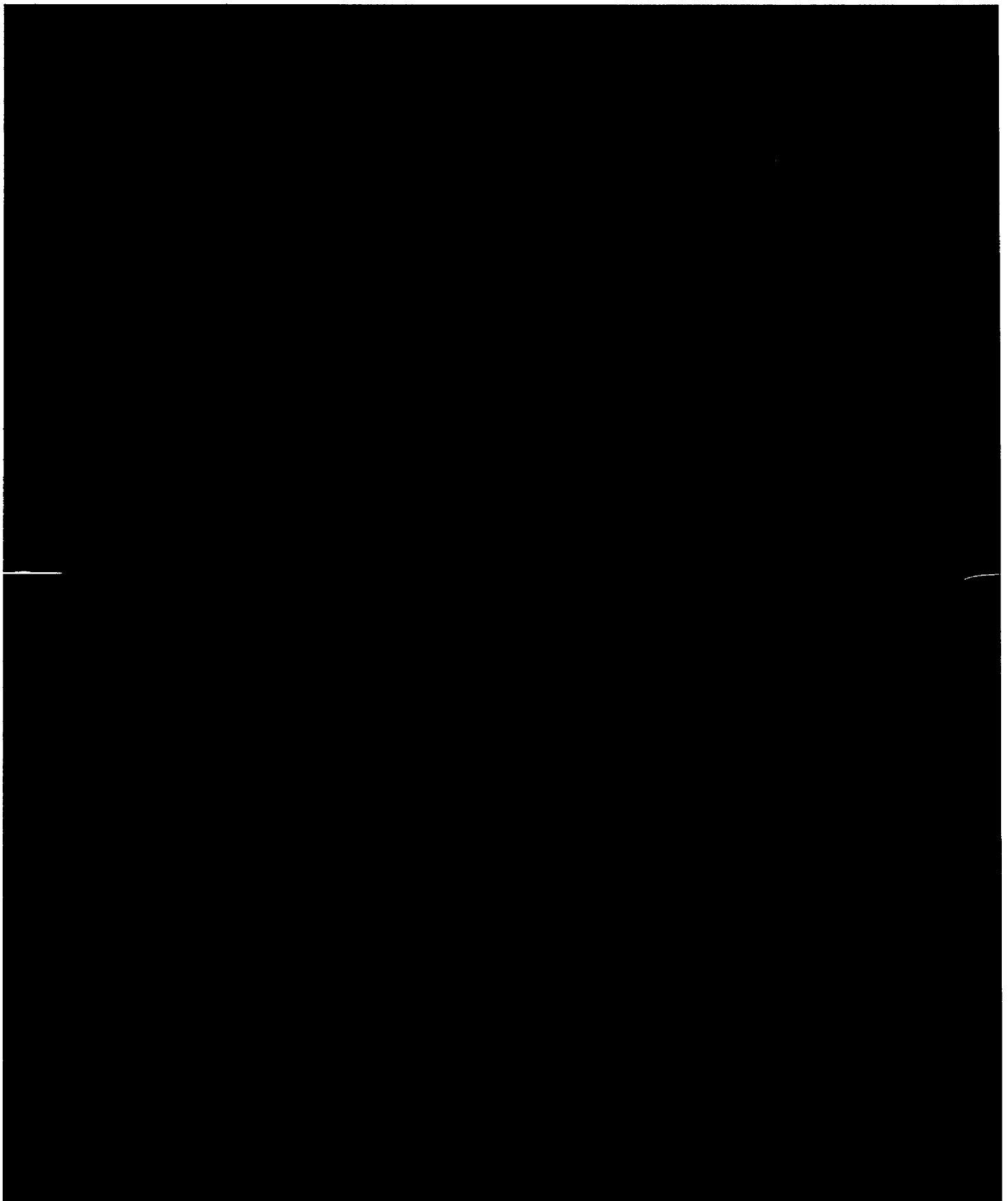


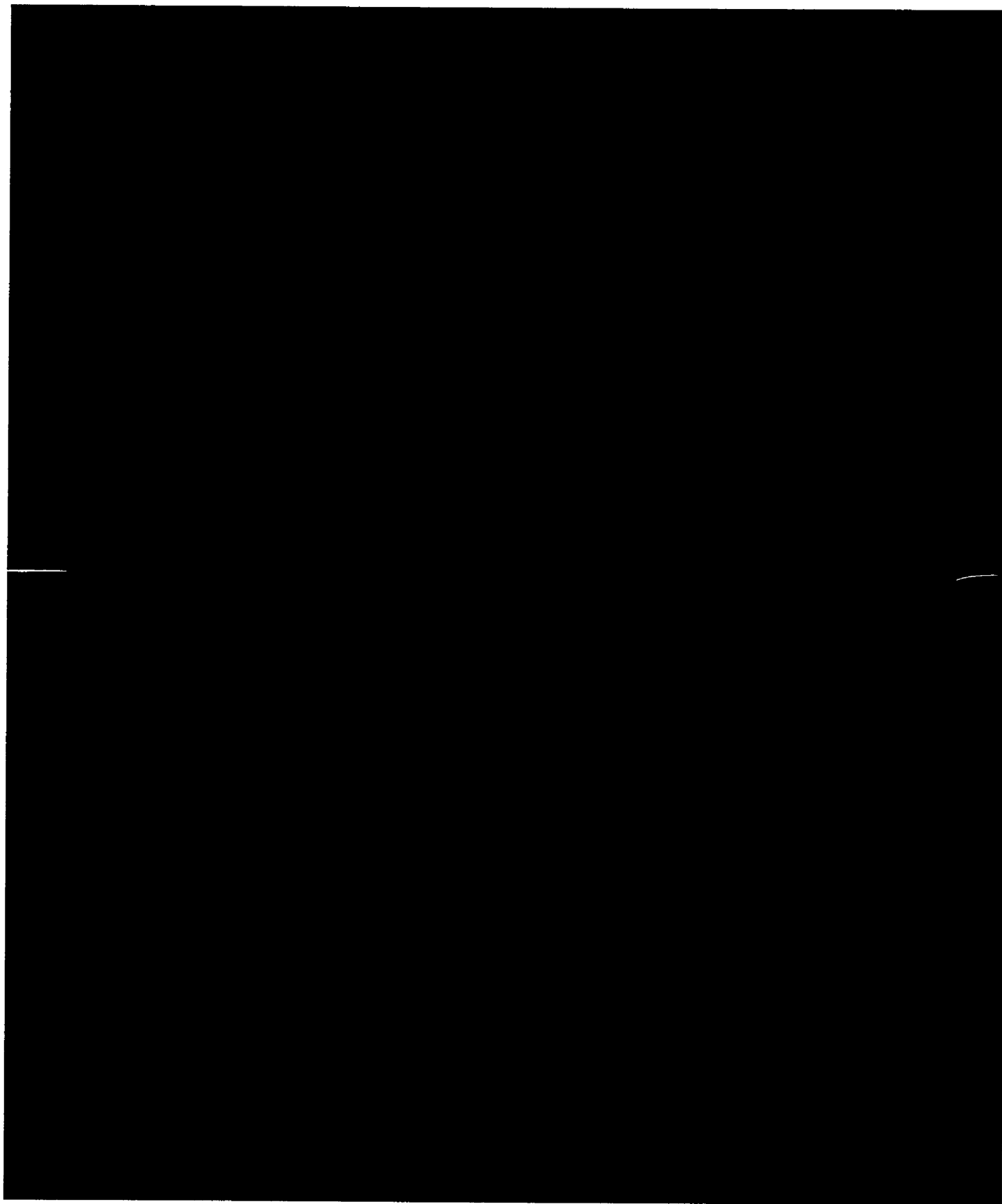
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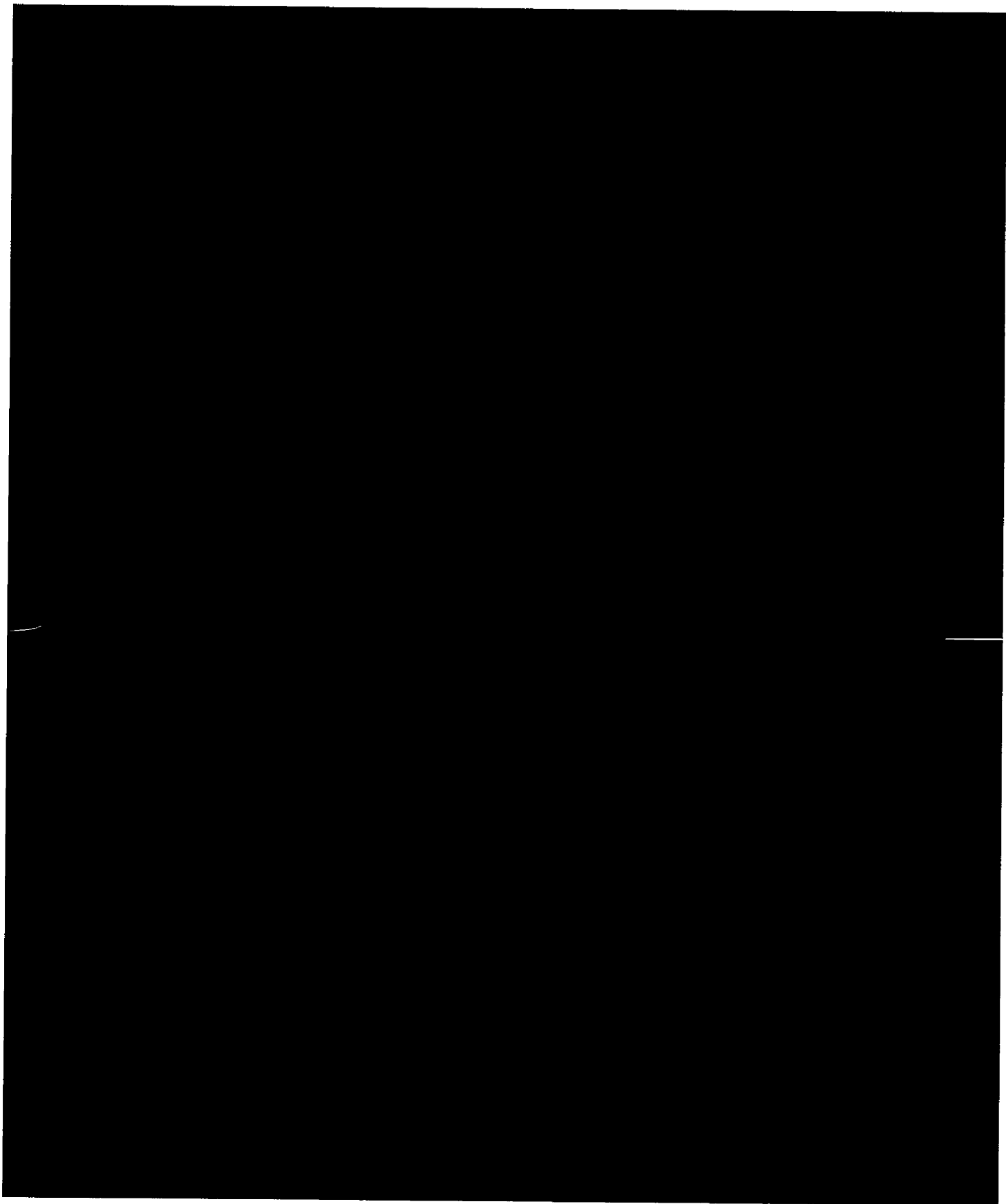
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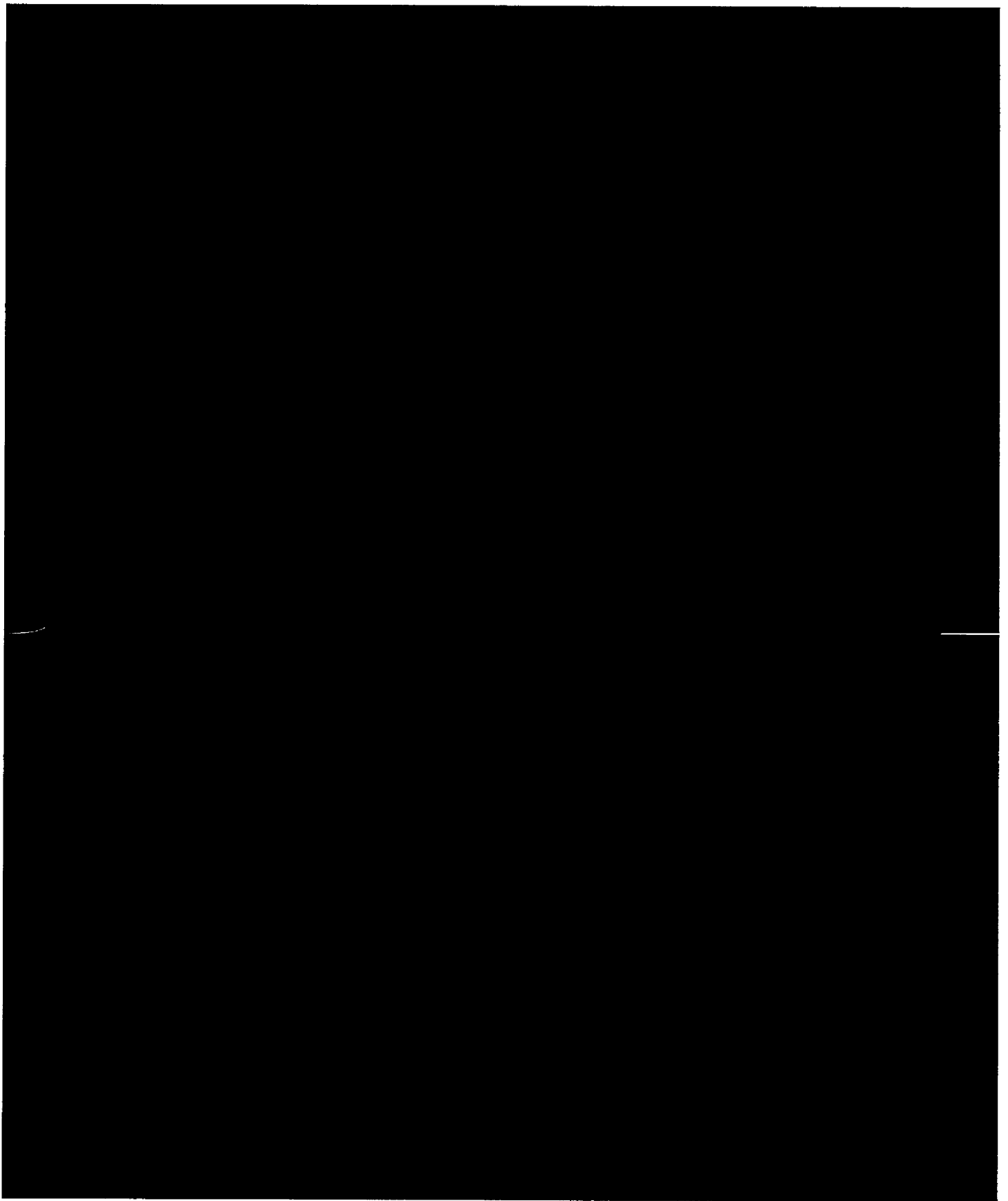


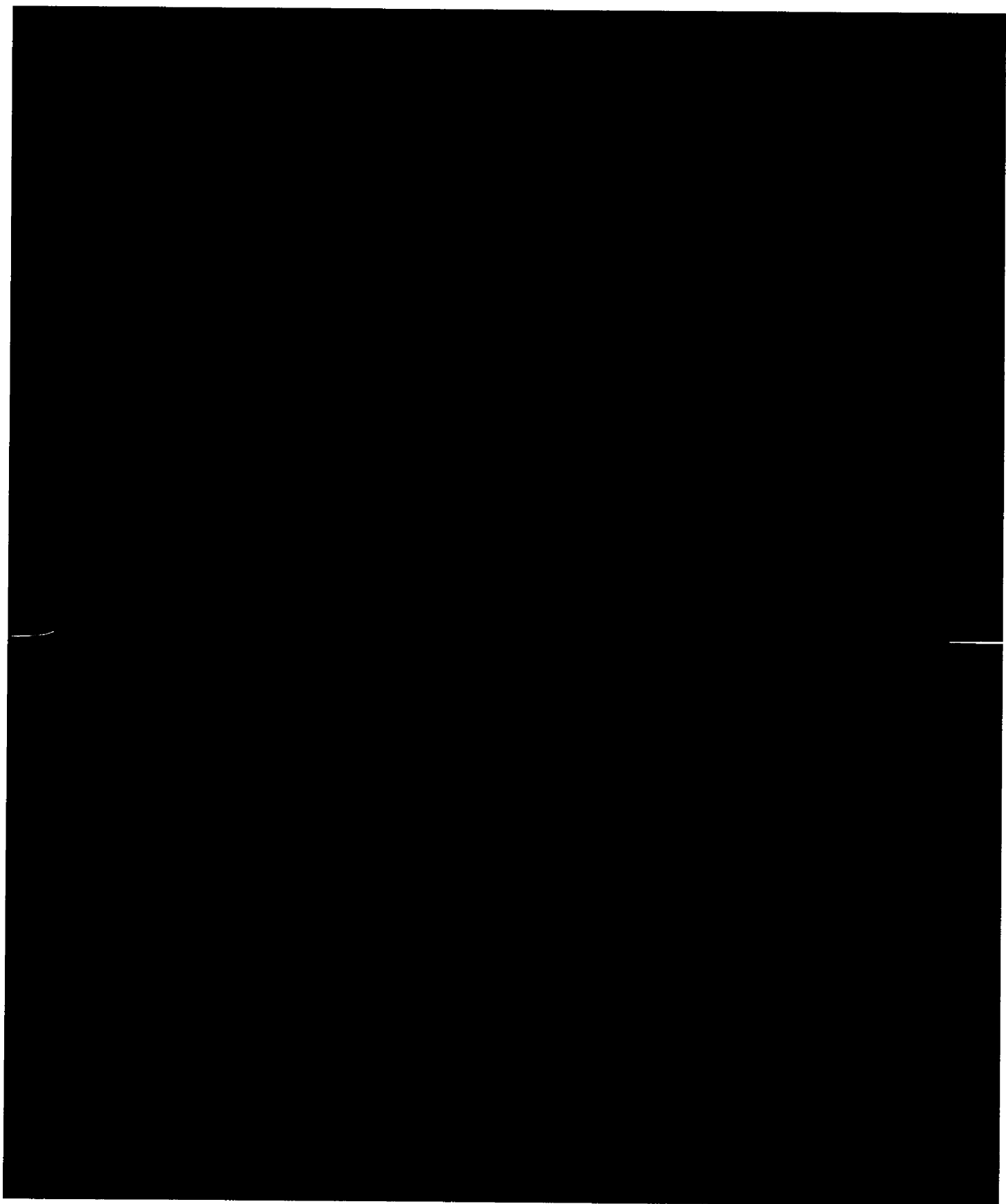




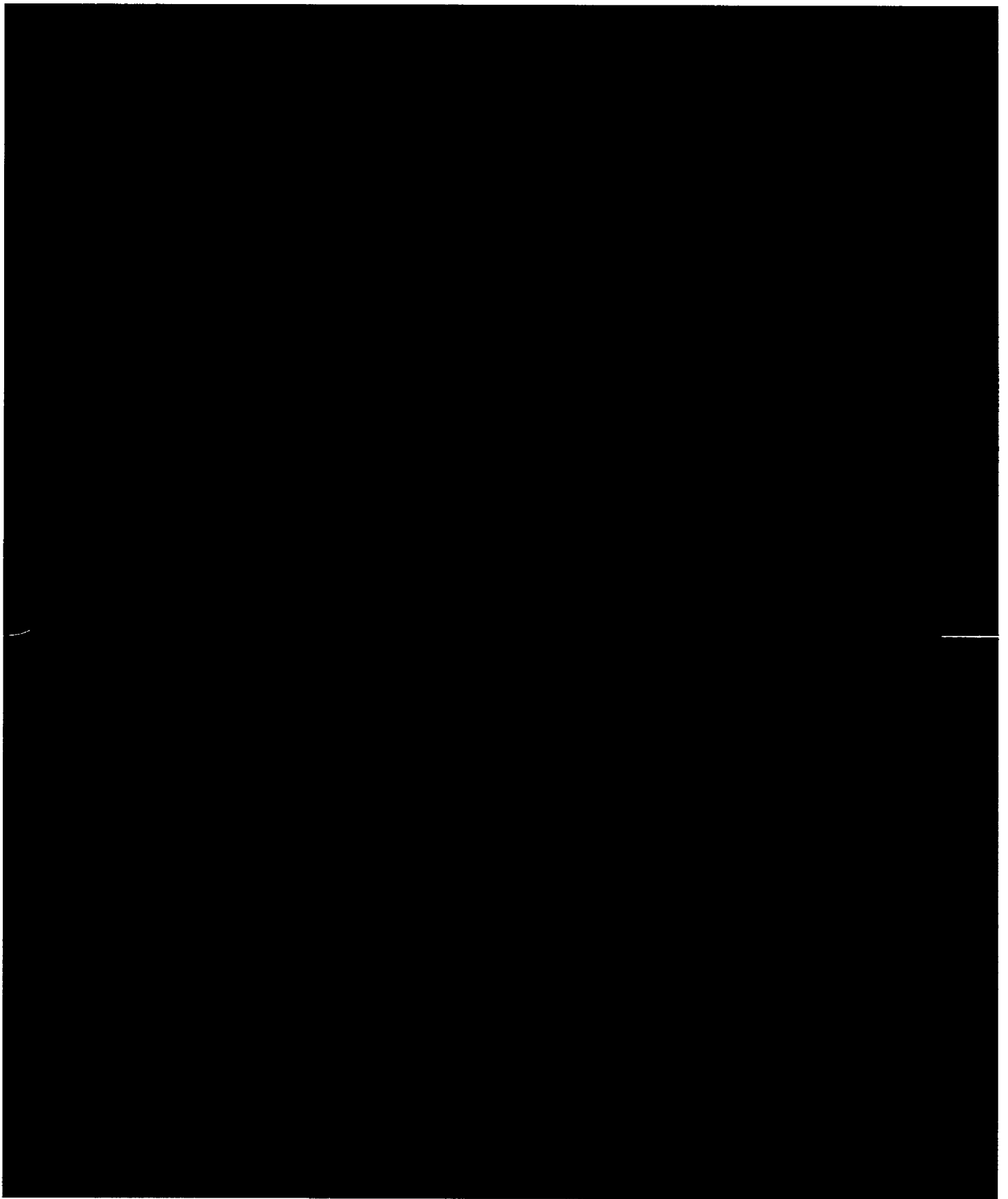


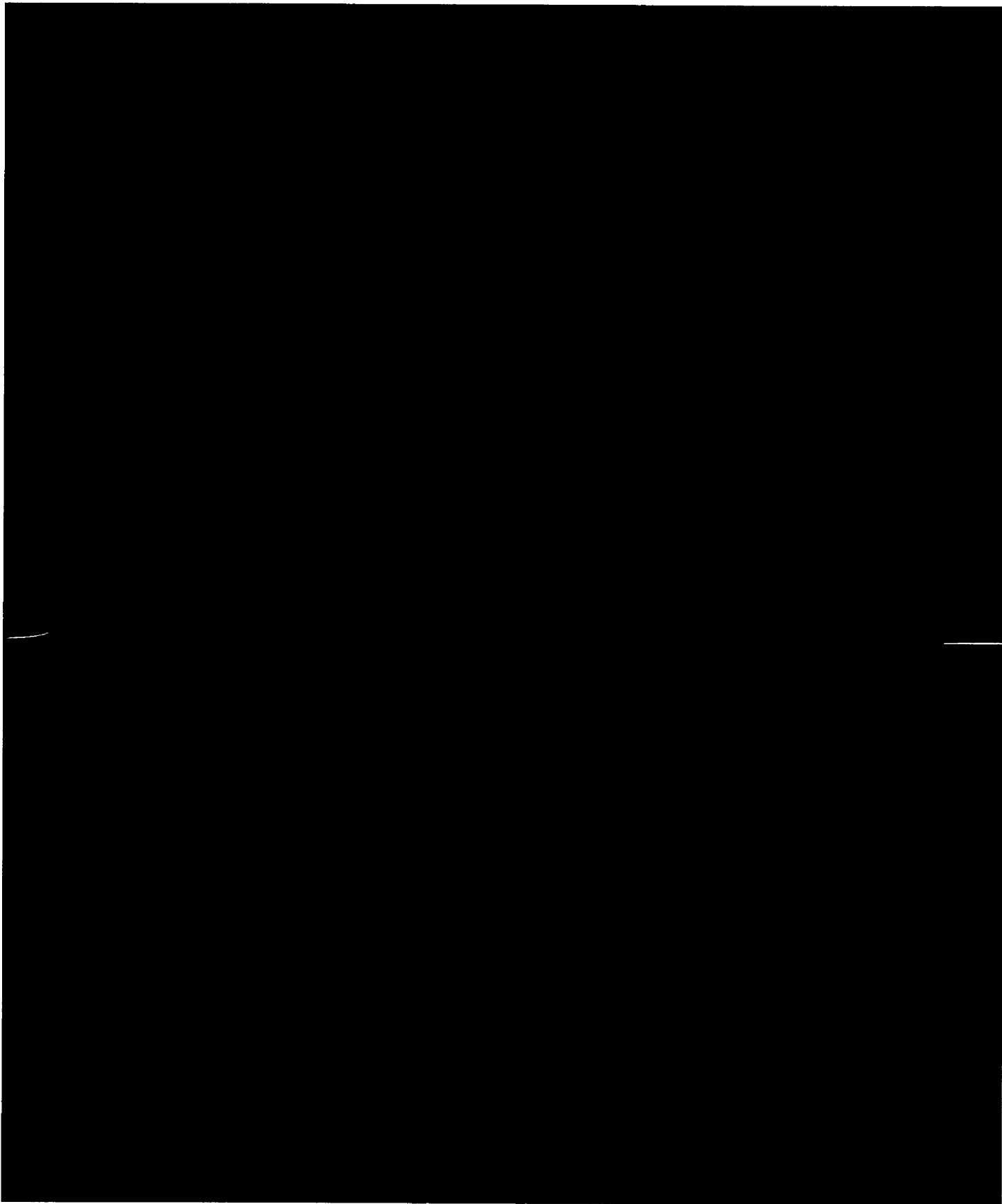


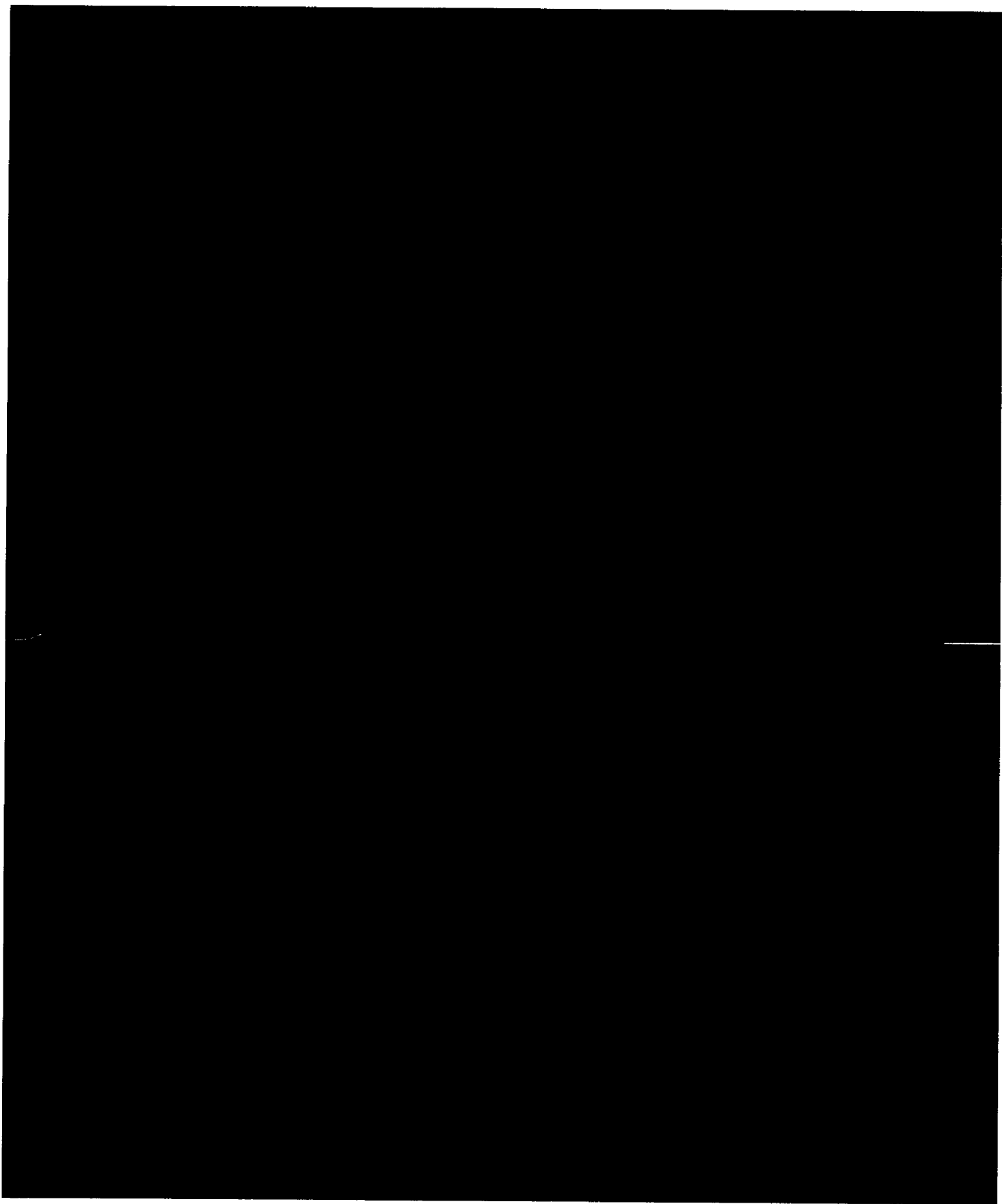


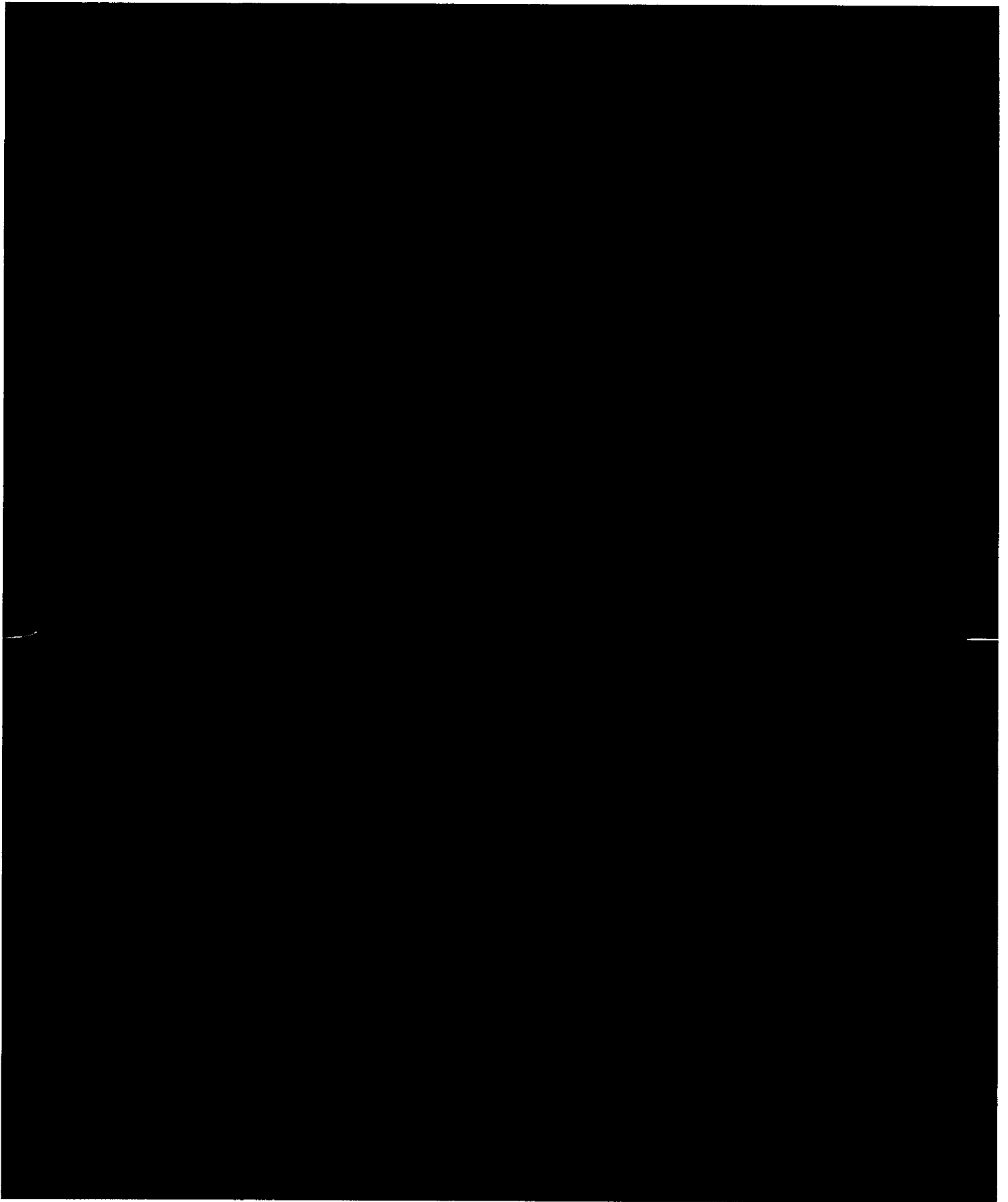


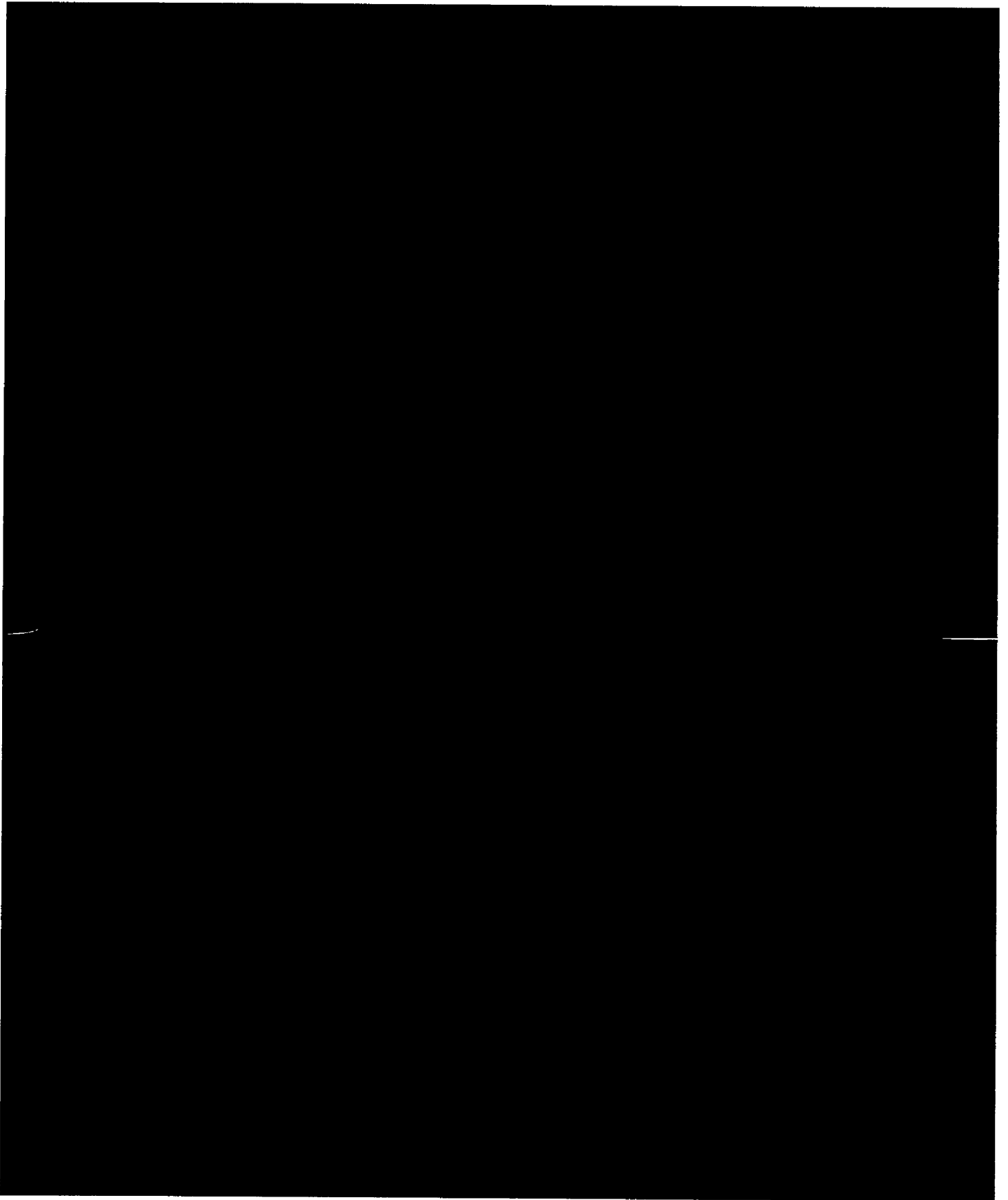


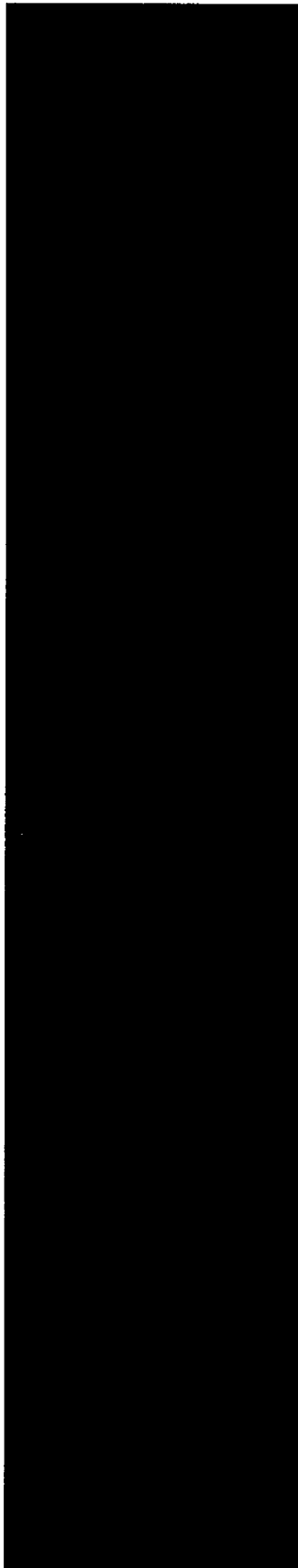












**FLORIDA PRICE LIST**  
**OF**  
**TIME WARNER TELECOM OF FLORIDA, L.P.**

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, Tampa and Daytona Beach LATAs. 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.

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Date Issued: November 20, 2001  
Issued By: Carolyn Marek, Vice President - Regulatory Affairs  
233 Bramerton Court  
Franklin, Tennessee 37069  
(615) 376-6404

Date Effective: November 21, 2001

FLL0106

CHECK SHEET

<u>SHEET</u>	<u>REVISION</u>		<u>SHEET</u>	<u>REVISION</u>
1	Fourth		35	First
2	Twenty-Fifth	*	36	First
3	Fifteenth		37	First
3.1	Fifth	*	38	Original
4	Second		39	Original
5	First		39.1	Second
6	Second		39.2	Original
7	Original		40	Original
8	Original		41	Original
9	Original		42	Original
10	Original		43	Original
11	Original		44	Fifth
12	Original		44.0.1	Original
13	Third		44.1	Original
14	Original		44.2	Original
15	First		44.3	First
16	Original		44.4	First
17	Original		44.5	Original
18	Second		44.6	Original
18.1	Original		44.7	Original
19	First		45	Second
19.1	Original		46	Third
20	Original		47	Fourth
21	Original		48	Original
22	First		49	Second
23	Original		50	First
24	Original		50.1	Original
25	Original		50.2	Original
26	Original		50.3	Original
27	First		50.4	Original
28	Second		51	First
28.1	Original		52	Original
29	First		53	Original
30	First		54	Original
31	Original		55	Original
32	First		56	Fourth
33	Second		56.1	Original
34	Original		57	First
			58	Original

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CHECK SHEET, (Cont'd.)

<b>SHEET</b>	<b>REVISION</b>	<b>SHEET</b>	<b>REVISION</b>
59	Original	82.0.1	Original
60	First	82.1	First
61	First	82.2	First
62	Fifth	82.3	First
62.1	Fourth	82.4	Original
62.1.1	Original	83	Original
62.2	First	84	Fourth
63	Original	85	Fifth
64	Third	85.0.1	Original
64.1	Original	85.1	Second
65	Third	85.2	Original
65.1	Second	86	Fifth
66	Third	86.1	Original
67	Fourth	86.2	First
67.1	Original	87	Fifth
68	Third	88	Fifth
68.1	Second	88.0.1	Original
69	First	88.1	Original
70	Second	88.2	Original
71	First	89	Sixth
72	First	90	Sixth
73	First	90.1	Original
74	Second	90.2	Original
74.1	Original	90.3	First
75	Third	90.4	Original
76	Fourth	90.5	Original
76.1	Second	90.6	Original
76.2	Original	90.7	Original
77	Third	90.8	Original
77.1	Second	90.9	Original
78	Fourth	90.10	Original
79	Third	90.11	Original
80	Original	91	Third
81	Second		
82	Second		

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CHECK SHEET, (Cont'd.)

<b>SHEET</b>	<b>REVISION</b>	<b>SHEET</b>	<b>REVISION</b>	
92	Sixth	93	Original	
92.1	First	94	Original	
92.2	Second	95	Original	
92.3	Original	96	Original	
92.4	Original	97	Original	
92.4.1	First	98	Original	
92.5	Original	99	Original	*
92.6	Original			
92.7	Original			
92.8	First			
92.8.1	Original			
92.9	Second			
92.10	Second			
92.11	First			
92.12	Original			
92.13	Original			
92.14	Original			
92.15	First			
92.16	First			
92.17	First			
92.18	Original			
92.19	Original			
92.20	Original			
92.21	Original			
92.21.1	Original			
92.21.2	Original			
92.21.3	Original			

*\*Indicates pages included in this filing.*

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SECTION 5 - SUPPLEMENTAL SERVICES

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES

SECTION 7 - PROMOTIONAL OFFERINGS

(N)

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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).
  - 2.1.1.A.1.(a).I.
  - 2.1.1.A.1.(a).I.(i).
  - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets - When a Price List filing is made with the 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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*FLL0106*

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:

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, Tampa and Daytona Beach LATAs, 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.

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 *continued*

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 *continued*

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 *continued*

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 signal requesting service.

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms *continued*

HANDICAPPED PERSON

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

IBL

Integrated Business Line Service.

ICB

Individual Case Basis.

INTEGRATED BUSINESS LINE SERVICE

Service provided to qualified Customers that allows grouping of rate components to meet the Customer's specific needs. (T)

INTERRUPTION

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

KILOBIT

One thousand bits.

Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms *continued*

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside this area ("interLATA") service is provided by long distance companies.

LOCAL CALL

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

LOCAL CALLING AREA

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

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

Describes the signalling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

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

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms *continued*

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.

OFF-NET SERVICE

Service provided by the Company that is carried in part on the Company's network.

(N)

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(N)

ON-NET SERVICE

Service provided by the Company that is carried entirely on the Company's network.

(N)

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(N)

*Certain material previously found on this page is now located on Page 19.1*

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Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms *continued*

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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(M)

*Material now found on this page was previously located on Page 19.*

Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms *continued*

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 *continued*

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.

Section 1 - APPLICATION OF PRICE LIST

1.2 Definition of Terms *continued*

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.

VERSIPAK

Service provided to qualified Customers that allows the grouping of rate components to meet the Customer's needs.

(N)  
|  
|  
(N)

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 *continued*

2.2 PROTECTION OF PROPRIETARY INFORMATION *continued*

- 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 *continued*

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 *continued*

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.



Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.4 USE OF FACILITIES AND SERVICE *continued*

2.4.2 Limitations on Liability *continued*

(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.

(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.

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*Certain material previously found on this page is now located on Page 28.1.*

Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.4 USE OF FACILITIES AND SERVICE *continued*

2.4.2 Limitations on Liability *continued*

(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.

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, servants, or employees.

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*Material now found on this page was previously located on Page 28.*

Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.4 USE OF FACILITIES AND SERVICE *continued*

2.4.2 Limitations on Liability *continued*

(D) Liability of the Company *continued*

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 *continued*2.4 USE OF FACILITIES AND SERVICE *continued*2.4.5 Directory Errors *continued*

- 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 *continued*

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 *continued*

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.

Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.6 PAYMENT FOR SERVICE RENDERED *continued*

2.6.2 Deposits *continued*

(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.

Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.6 PAYMENT FOR SERVICE RENDERED *continued*

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.

Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.6 PAYMENT FOR SERVICE RENDERED *continued*

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 *continued*

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 *continued*

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.



Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.8 SUSPENSION OR TERMINATION OF SERVICE *continued*

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 *continued*

2.8 SUSPENSION OR TERMINATION OF SERVICE *continued*

2.8.2 Termination For Cause Other Than Nonpayment *continued*

(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 and Subsection (C) below.

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.8 SUSPENSION OR TERMINATION OF SERVICE *continued*

2.8.2 Termination For Cause Other Than Nonpayment *continued*

(C) Cancellation of Order for Service

(N)

If the Customer cancels its order for service prior to the service due date, a Cancel Order Charge will apply.

<u>Time of Cancellation</u>	<u>Cancel Order Charge</u>
Prior to completion of Design Layout Record	\$100.00 per circuit
After completion of Design Layout Record, but prior to Firm Order Confirmation	\$250.00 per circuit
After completion of Firm Order Confirmation, but prior to Plant Test Date	\$400.00 per circuit plus Company expenses
After completion of Plant Test, but prior to Due Date	\$500.00 per circuit plus Company expenses

(N)

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.8 SUSPENSION OR TERMINATION OF SERVICE *continued*

2.8.2 Termination For Cause Other Than Nonpayment *continued*

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

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

1. The use of facilities or service of the Company without payment of 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 *continued*

2.8 SUSPENSION OR TERMINATION OF SERVICE *continued*

2.8.2 Termination For Cause Other Than Nonpayment *continued*

(C) Abandonment or Unauthorized Use of Facilities

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

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.8 SUSPENSION OR TERMINATION OF SERVICE *continued*

2.8.2 Termination For Cause Other Than Nonpayment *continued*

(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 *continued*

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 *continued*

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS *continued*

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.

*Certain material previously found on this page is now located on Page 44.0.1.*

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS *continued*

2.9.2 Telephone Number Changes

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 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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*Material now found on this page was previously located on Page 44.*

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

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 *continued*

2.11 ASSIGNMENT

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.

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2.12 NOTICES

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.

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

2.13 EXPEDITED DUE DATE SERVICE

2.13.1 General

Upon acceptance of the Customer's application for service, the Company will notify the Customer of the timeframe in which service will be installed.

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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

	Nonrecurring Charges	
Installation requested sooner than the Company-specified date but within the Company's standard service interval for the particular service	\$30.00 (N)	(T) ----- (T)
Installation requested sooner than the Company-specified date and outside the Company's standard service interval for the particular service	\$250.00 (I)	

Section 2 - GENERAL RULES AND REGULATIONS *continued*

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

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)

(N)

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

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.

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Section 2 - GENERAL RULES AND REGULATIONS *continued*

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 *continued*

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

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)

(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.

Section 3 - APPLICATION OF RATES *continued*

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 Company may require the Customer to pay a deposit prior to the restoration of the suspended service and facilities. 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. (T)



Section 3 - APPLICATION OF RATES *continued*

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 *continued*

3.4 CHARGES ASSOCIATED WITH PREMISES VISIT *continued*

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)  
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(N)

Section 3 - APPLICATION OF RATES *continued*

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 *continued*

## 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.

## 3.6.1 Credit for Interruptions

- (N)
- 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.

(N)

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Section 3 - APPLICATION OF RATES *continued*

3.7 DUE DATE CHANGE CHARGE

If the Customer requests a change in the due date for service (either to an earlier or later date), a Due Date Change charge will apply.

Per Due Date Change Request \$30.00 plus Company expenses

(N)  
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(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 Company's service area 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. (T)

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

4.1.2 Classes of Calls

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

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

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES *continued*

4.2 TIMING OF CALLS

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

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES *continued*

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 *continued*

4.4 REGULATIONS AND COMPUTATION OF MILEAGE

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

4.4.1 Originating Rate Center

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

4.4.2 Terminating Rate Center

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

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 *continued*4.4 REGULATIONS AND COMPUTATION OF MILEAGE *continued*4.4.3 Calculation of Mileage *continued*

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:

$$\sqrt{\frac{(V_1V_2)^2 + (H_1H_2)^2}{10}}$$

Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES *continued*

4.5 CALL CHARGES

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

Charges for all classes of calls may be to the calling station, to the called station when the called party agrees to accept the charges, to an authorized telephone number 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	\$0.0113

(B) Tampa

Mileage	Peak		Off-Peak	
	First 6 (T) Seconds	Each Additional 6 Second Increment	First 6 (T) Seconds	Each Additional 6 Second Increment
ALL	\$0.0070(R)	\$0.0070(R)	\$0.0070(R)	\$0.0700(R)

(T)

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES *continued*

4.5 CALL CHARGES

4.5.1 Usage Charges

(C) Daytona Beach

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	\$0.0113

(N)  
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(N)

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Section 4 - INTRALATA TOLL USAGE AND MILEAGE CHARGES *continued*

*\*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 *continued*

5.1 BUSINESS FEATURES *continued*

5.1.2 Description of Features *continued*

b. Call Forwarding *continued*

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 *continued*

5.1 BUSINESS FEATURES *continued*

5.1.2 Description of Features *continued*

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.

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.1 BUSINESS FEATURES *continued*

5.1.3 Rates and Charges

(A) Orlando

(T)

<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 *continued*

5.1 BUSINESS FEATURES *continued*

5.1.3 Rates and Charges *continued*

(B) Tampa

(T)

<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
	(D)	(D)
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 *continued*5.1 BUSINESS FEATURES *continued*5.1.3 Rates and Charges *continued*(C) Daytona Beach

<u>Service</u>	<u>Recurring Charges</u>	<u>Nonrecurring Charges</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
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

(N)

(N)

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Section 5 - SUPPLEMENTAL SERVICES *continued*

5.1 BUSINESS FEATURES *continued*

5.1.3 Rates and Charges *continued*

(B) Connection Charges

Connection charges apply when a Customer requests connection to one or more (T) 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.

(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.

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.2 SERVICE AND PROMOTIONAL TRIALS

5.2.1 General

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

5.2.2 Regulations

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

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.3 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 *continued*

5.3 BUSY VERIFICATION AND INTERRUPT SERVICE *continued*

5.3.3 Rates and Charges *continued*

C. Daytona Beach

Verification Charge, each request	\$1.65
Interrupt Charge, each request	\$1.25

(N)  
- - -  
(N)

Section 5 - SUPPLEMENTAL SERVICES *continued*

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.

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.4 DIRECTORY ASSISTANCE SERVICE

5.4.4 Rates and Charges *continued*

A. Orlando

Per query \$0.25

Directory Assistance Call Completion  
charge per call completed \$0.30

B. Tampa

Per query \$0.40

Directory Assistance Call Completion  
charge per call completed \$0.30

C. Daytona Beach

Per query \$0.25

(N)  
|  
|  
(N)

Section 5 - SUPPLEMENTAL SERVICES *continued*

## 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	\$0.80	(I)
Operator Dialed Calling Card	\$1.75	
Person to Person	\$3.25	(I)
Third Number Billed	\$1.75	(I)
Collect	\$1.75	(I)
All other Operator Assistance	\$1.75	(I)

(B) Tampa

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

(C) Daytona Beach

Customer Dialed Calling Card	\$0.80
Operator Dialed Calling Card	\$1.75
Person to Person	\$3.25
Third Number Billed	\$1.75
Collect	\$1.75
All other Operator Assistance	\$1.75

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Section 5 - SUPPLEMENTAL SERVICES *continued*

5.6 BLOCKING SERVICE *continued*

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.

(M)

(M)

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

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Section 5 - SUPPLEMENTAL SERVICES *continued*

5.6 BLOCKING SERVICE, *continued*

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)

(T)  
 |  
 (T)

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Section 4 - SUPPLEMENTAL SERVICES *continued*

5.6 BLOCKING SERVICE *continued*

5.6.3 Rates and Charges *continued*

(C) (Recurring and Nonrecurring Charges), *continued*

2. Tampa

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

3. Daytona Beach

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

(N)  
-----  
(N)

Section 4 - SUPPLEMENTAL SERVICES *continued*

5.7 [RESERVED FOR FUTURE USE]

(D)

(D)

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.7 [RESERVED FOR FUTURE USE]

(D)

(D)

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.8 LISTINGS

5.8.1 General

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

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 *continued*

5.8 LISTINGS *continued*

5.8.2 Composition of Listings *continued*

(A) Name *continued*

1. Business Service *continued*

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 *continued*

5.8 LISTINGS *continued*

5.8.2 Composition of Listings *continued*

(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."

Section 5 - SUPPLEMENTAL SERVICES *continued*

5.8 LISTINGS *continued*

5.8.2 Composition of Listings *continued*

(C) Address

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.

(T)

(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.

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Section 5 - SUPPLEMENTAL SERVICES *continued*

5.8 LISTINGS *continued*

5.8.3 Types of Listings

- (A) Main Listing: (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. (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. (T)

- (B) Premium Listings: (T)

  - 1. Additional Listings (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 *Asame as@* or *Asee@* 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.

  - 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 facilitating the use of the service.



Section 5 - SUPPLEMENTAL SERVICES *continued*

5.8 LISTINGS *continued*

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

Section 5 - SUPPLEMENTAL SERVICES *continued*5.8 LISTINGS *continued*

## 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	\$ 0.00
Additional Listing	\$1.00	\$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 *continued*

5.8 LISTINGS *continued*

5.8.4 Rates for Additional Listings for Business

(C) Daytona Beach

TYPE OF LISTING	Business			
	Recurring		Nonrecurring	
Main Standard Listing	\$0.00		\$0.00	
Additional Main Listing	\$0.00		\$0.00	
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	

(N)

(N)

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Section 5 - SUPPLEMENTAL SERVICES *continued*

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 *continued*

5.9 NON-PUBLISHED SERVICE *continued*

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

(C) Daytona Beach

Monthly Recurring Charge	\$ 2.10
Nonrecurring Charge	\$ 5.00

(N)  
 |  
 (N)

Section 5 - SUPPLEMENTAL SERVICES *continued*

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.

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

(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

(C) Daytona Beach Non-listed service charges:

Monthly Recurring Charge	\$ 1.00
Nonrecurring Charge	\$ 5.00

(N)  
|  
(N)

Section 5 - SUPPLEMENTAL SERVICES *continued*

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.

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.
- (F) Charges will be credited for calls completed to a wrong number, incomplete connections, or calls with unsatisfactory transmission.

5.11.3 Rates and Charges

- (A) Orlando Business Monthly Recurring Charge \$11.00
- (B) Tampa Business Monthly Recurring Charge \$11.00
- (C) Daytona Beach Business Monthly Recurring Charge \$ 0.00 (N)

Section 5 - SUPPLEMENTAL SERVICES *continued*

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 *continued*

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) Orlando

Each completed Local Recorded Announcement Call \$0.12

(B) Tampa

Each completed Local Recorded Announcement Call \$0.12

(C) Daytona Beach

Each completed Local Recorded Announcement Call \$0.12

(N)  
|  
(N)

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

Section 5 - SUPPLEMENTAL SERVICES, continued

5.14 REMOTE CALL FORWARDING *continued*

5.19.3 Rates and Charges *continued*

(C) Daytona Beach

This service is not available in this market.

(N)  
|  
(N)

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

5.15 HUNTING

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

C. Daytona Beach

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

(N)  
|  
(N)



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

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

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

5.17 DISASTER ROUTING SERVICE

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 Central Office.

(T)

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.

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

5.17 DISASTER ROUTING SERVICE, (cont'd.)

5.17.2 Rates and Charges, per number rerouted

	Per Trunk Group Rerouted	
	Nonrecurring	Monthly Recurring
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)

(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 *continued*

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  
Business Expansion Service (N)  
Expanded Exchange 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 or VersiPaK Customers may be eligible for certain discounts as specified in the following paragraphs.

To the extent facilities are available, services offered under this tariff are provided by the company on an On-Net basis. Unless otherwise noted, pricing for services offered under this Price List reflect the On-Net price for such services. Where service is provided on an Off-Net basis, additional charges may apply.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

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 and VersiPaK Customers may be eligible for discounted rates as indicated.

(T)

Each Basic Business Line has the following characteristics:

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

(M)

*Certain material previously found on this page is now located on Page 85.0.1.*

(M)

Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.1 Business Access Line Service *continued*

(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 or VersiPaK 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
-----------	---------

Per initial or additional line sold  
to qualified IBL or VersiPak Customers  
per Service Order

\$ 0.00

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

(M)

(T)

(T)

(M)

*Material now found on this page was previously located on Page 85.*

Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.1 Business Access Line Service *continued*

(B) Flat Rate Business Access Line Service *continued*

2. Tampa

Monthly Recurring Charges:

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

Per Line sold to qualified IBL Customers

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

(T)

Nonrecurring Connection Charge

Per line:	\$58.65
-----------	---------

Per initial or additional line sold  
 to qualified IBL Customers  
 per Service Order

\$ 0.00

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 *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.1 Business Access Line Service *continued*

(B) Flat Rate Business Access Line Service *continued*

3. Daytona Beach

(N)

Monthly Recurring Charges:

Month-to-Month	\$24.03
12 Months	\$22.83
24 Months	\$20.43
36 Months	\$19.22

Nonrecurring Connection Charge	
Per line:	\$47.60

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

(N)

Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*6.2 SERVICE DESCRIPTIONS AND RATES *continued*6.2.1 Business Access Line Service *continued*

## (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

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 Customers

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 as described in Section 3 of this Price List.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.1 Business Access Line Service *continued*

(C) Message Rate Business Access Line Service *continued*

(N)

3. Daytona Beach

Monthly Recurring Charge:

- Monthly rate \$11.00

- per message rate \$ 0.10

Per Line\* Nonrecurring Connection Charge: \$47.60

(N)

\* In addition to the nonrecurring charges listed above, Service Order charges apply as described in Section 3 of this Price List.

Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.1 Business Access Line Service *continued*

(D) [Reserved for Future Use]

(M)

(M)

*Material previously found on this sheet is now located on Sheet 92.21.2.*

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

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. The Customer may purchase individual telephone numbers for use with Inward and Two-Way Trunks for additional charges as set forth in Section 6.2.4. (T)

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 and VersiPak Customers may be eligible for discounts as indicated. (T)

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).

(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.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.2 Analog PBX Trunk Service *continued*

(B) Recurring and Nonrecurring Charges

1. Orlando

a.	Analog Flat Access Trunks			(T)
	Each Trunk:	<u>Recurring</u>	<u>Nonrecurring</u>	
		<u>Charges</u>	<u>Charges</u>	
	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 or VersiPaK 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			
	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		

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.2 Analog PBX Trunk Service *continued*

(B) Recurring and Nonrecurring Charges *continued*

2. Tampa

	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
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		
24 Month Term-On Net		\$ 0.00
36 Month Term-On Net		\$46.30
24 Month Term-Off Net		\$41.20
36 Month Term-Off Net		\$62.25
		\$53.35

(M)

(M)

*Material now found on this page was previously located on Sheet 88.*

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*6.2 SERVICE DESCRIPTIONS AND RATES *continued*6.2.2 Analog PBX Trunk Service *continued*(B) Recurring and Nonrecurring Charges *continued*2. Tampa *continued*

	<u>Recurring Charges</u>	<u>Nonrecurring Charges</u>
Analog Message Access Trunks		
Each Trunk:		
Month-to-Month	\$28.00	\$51.50
12 Month Term	\$25.20	\$51.50
24 Month Term	\$23.80	\$51.50
36 Month Term	\$22.40	\$51.50
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	
24 Month Term-Off Net	\$40.00	
36 Month Term-Off Net	\$37.30	
Message Usage Charge - Per Call	\$0.09	

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.2 Analog PBX Trunk Service *continued*

(B) Recurring and Nonrecurring Charges *continued*

3. Daytona Beach

a.	Analog Flat Access Trunks			(N)
	Each Trunk:	<u>Recurring</u>	<u>Nonrecurring</u>	
	Month-to-Month	Charges	Charges	
	12 Month Term	\$48.00	\$50.00	
	24 Month Term	\$46.20	\$50.00	
	36 Month Term	\$41.30	\$50.00	
		\$38.90	\$50.00	
b.	Analog Message Access Trunks			
	Each Trunk:	\$11.55	\$50.00	
	Message Usage Charge			
	Per Call:	\$ 0.10		
c.	Analog Measured Access Trunks			
	Each Trunk:	\$11.55	\$50.00	
	Message Usage Charge			
	Per Minute:	\$ 0.035		

(N)

(N)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

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. The Customer may purchase individual telephone numbers for use with Inward and Two-Way Trunks for additional charges as set forth in Section 6.2.4. (T)

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 or VersiPaK 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.

(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.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.3 PBX Digital Trunk Service *continued*

(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

a.	Digital Facility	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>	
	(per DS1 24 channel capacity) Charge applies for 18 or less trunks/channels	\$245.10	\$315.00	
b.	Digital Flat Access Trunks: Per Channel			
	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 or VersiPaK 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:			
	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		

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.3 PBX Digital Trunk Service *continued*

(C) Recurring and Nonrecurring Charges *continued*

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

	ICB	ICB
Month to Month		
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 *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.3 PBX Digital Trunk Service *continued*

(C) Recurring and Nonrecurring Charges *continued*

2. Tampa

(T)

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

	<u>Recurring Charges</u>	<u>Nonrecurring Charge</u>	
Per initial or additional Trunk sold to qualified IBL Customers		\$0.00	N)
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)

*Certain material now found on this page was previously located on Sheet 90.1.*

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.3 PBX Digital Trunk Service *continued*

(C) Recurring and Nonrecurring Charges *continued*

3. Daytona Beach

	<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
b. Digital Flat Access Trunks: Per Channel		
Month to Month	\$38.90	\$50.00
12 Month	\$37.50	\$50.00
24 Month	\$33.85	\$50.00
36 Month	\$32.00	\$50.00
60 Month	\$29.85	\$50.00
c. Digital Message Access Trunks:		
Per Channel	\$17.95	\$50.00
Message Usage/Call	\$ 0.10	
d. Digital Measured Access Trunks:		
Per Channel	\$17.95	\$50.00
Measured Usage/Minute	\$0.035	

(N)

(N)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.4 Individual Telephone Numbers

(T)

(A) Description

Inward and Two-Way Trunks may be equipped with multiple individual telephone numbers. This allows a PBX user to have incoming calls reach a specific end user or department by bypassing the assistance of an attendant. This feature may require PBX software not provided by the Company.

(T)

(T)

(D)

(D)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.4 Individual Telephone Numbers *continued*

(B) Recurring and Nonrecurring Charges Per Number

1.	<u>Orlando</u>	Recurring <u>Charges</u> \$0.50	Nonrecurring <u>Charges</u> \$0.35
2.	<u>Tampa</u>	Recurring <u>Charges</u> \$0.35	Nonrecurring <u>Charges</u> \$0.35
3.	<u>Daytona</u>	Recurring <u>Charges</u> \$0.50	Nonrecurring <u>Charges</u> \$0.35

*Requests for large quantities of numbers (more than 100) will be handled on an individual case basis.*

(T)



SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

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. Individual Telephone Numbers Service may be associated with the service types of inward only or two-way directionality. (T)

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. Individual Telephone Numbers 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. (T)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

A. Description of Service *continued*

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*. The Company will provide high capacity PRI service to qualified ISPs on an individual case basis. (T)

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. Individual Telephone Numbers Service may be associated with IMPS applications. One or more IMPS PRI groups can be combined to create an IMPS PRI serving arrangement. (T)

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.

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

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 *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

E. Limitations

1. PRI is available only where facilities, equipment, and operating conditions permit. The Customer is responsible for providing compatible ISDN equipment and determining compatibility of each regular and optional feature associated with its application and equipment.
2. A PRI Service Arrangement must be configured so as to not disrupt call completion in the PRI serving central office. The Company has the right upon notice to the Customer, to change arrangements to protect network integrity.
3. Individual B channels can transmit and receive voice and/or data calls up to 64 Kbps within a PRI Serving Arrangement. Calls placed to or from outside the PRI Serving Arrangement, or over the public switched network where SS7 Signaling and/or 64 Kbps Clear Channel capabilities are not deployed will be limited to 56 Kbps throughput.
4. All Customer provided equipment used to interface with PRI is required to conform with the Technical Reference Specifications as used by the Company and found in the switch vendors Technical References and subsequent revisions.
5. The Company does not guarantee any specific data transmission rates for applications that traverse any portion of another carrier's network or for the Customer's end-users who originate transmission or receive transmission from any point not located on the Company's own network. In the event that the Customer requests the Company to isolate bandwidth or other telecommunications affecting trouble that is subsequently determined to be located in another telecommunications provider's network, the Customer may be responsible for reimbursing the Company for all time and materials expense related to the trouble isolation activity.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

F. Connections

1. All PRI connections shall be made through equipment furnished by the Customer. The responsibility of the Company shall be limited to the furnishing of service up to and including the network demarcation point on the Customer=s premises. The connection of Customer-provided equipment shall be on a Company-provided standard interface or its equivalent.
2. The Customer is responsible for testing its equipment or facilities to ensure that when connected to the Company=s PRI Service, such equipment or facilities are operating properly and, further, that the cause of any service difficulty reported by the Customer to the Company results from the operation of equipment or facilities provided by the Company.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

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.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

H. Types of PRI Group Services

(N)

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.

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

I. Types of PRI Group Services *continued*

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. Standard PRI Service Features (T)

The following features are available at not additional cost. Features are available as facilities permit.

1. Calling Number Delivery (T)

This feature allows the delivery of the calling number on the Customer's station equipment. The Customer is responsible for acquisition of CPE required to use this feature. (T)

2. Calling Number Transmission (N)

This feature allows the Customer to send the calling number to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.6. (N)

3. Calling Name Transmission (N)

This feature allows the Customer to send the calling name to the called party's station equipment. The Customer can restrict transmission through the use of Caller ID Blocking Service as described in Section 5.6. (N)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

I. Types of PRI Group Services *continued*

4. E911 CPN Management

This feature allows a Customer to send its calling number to the E911 dispatcher or PSAP during an emergency call.

(N)

(N)

5. CARE CPN Management

Using this feature, the Company will transmit the Customer's telephone number to the Customer's long distance provider. Requests to transmit individual telephone number or CPN information will be handled on an individual case basis.

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(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

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

1. Calling Name Delivery

(T)

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. Additional Trunk Groups

(T)

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 *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

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

4. [Reserved for Future Use] (D)  
|  
(D)

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.

6. Two B-Channel Transfer (N)  
  
This feature, applicable to Two-Way PRI Service, allows the Customer to receive a call on one B channel and transfer it to an external number using a second B channel. Upon transfer, both B channels are released. (N)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges

1. [Reserved for Future Use]

(D)

(D)

2. [Reserved for Future Use]

(D)

(D)

3. [Reserved for Future Use]

(D)

(D)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

4. Orlando

a. Standard Flat Service

Nonrecurring Charges - Initial

ISDN PRI Group 1	\$2,000.00
ISDN PRI Group 2	\$2,000.00
ISDN PRI Group 3	\$2,000.00

Nonrecurring Charges - Each Additional

ISDN PRI Group 1	\$2,000.00
ISDN PRI Group 2	\$2,000.00
ISDN PRI Group 3	\$2,000.00

<u>Recurring Charge</u>	<u>Month to</u>	<u>12</u>	<u>24</u>	<u>36</u>	<u>60</u>
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI Group 1	\$1,300.00	\$1,200.00	\$1,100.00	\$1,000.00	\$1,000.00
ISDN PRI Group 2	\$1,350.00	\$1,250.00	\$1,150.00	\$1,050.00	\$1,050.00
ISDN PRI Group 3	\$1,300.00	\$1,200.00	\$1,100.00	\$1,100.00	\$1,000.00

(N)

(N)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

4. Orlando *continued*

b. ISDN PRI Data Service *continued*

Nonrecurring Charges - Initial

ISDN PRI Data Group 1	\$2,000.00
ISDN PRI Data Group 2	\$2,000.00
ISDN PRI Data Group 3	\$2,000.00

Nonrecurring Charges - Each Additional

ISDN PRI Data Group 1	\$2,000.00
ISDN PRI Data Group 2	\$2,000.00
ISDN PRI Data Group 3	\$2,000.00

<u>Recurring Charge</u>	<u>Month to</u>	<u>12</u>	<u>24</u>	<u>36</u>	<u>60</u>
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI Data Group 1	\$780.00	\$780.00	\$700.00	\$600.00	\$600.00
ISDN PRI Data Group 2	\$830.00	\$830.00	\$750.00	\$650.00	\$650.00
ISDN PRI Data Group 3	\$780.00	\$780.00	\$700.00	\$600.00	\$600.00

(N)

(N)

SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

4. Orlando *continued*

c. ISDN PRI IMPS Service

Nonrecurring Charges – Initial

ISDN PRI IMPS Group 1	\$2,000.00
ISDN PRI IMPS Group 2	\$2,000.00
ISDN PRI IMPS Group 3	\$2,000.00

Nonrecurring Charges – Each Additional

ISDN PRI IMPS Group 1	\$2,000.00
ISDN PRI IMPS Group 2	\$2,000.00
ISDN PRI IMPS Group 3	\$2,000.00

	Month to	12	24	36	60
<u>Recurring Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI IMPS Group 1	\$780.00	\$780.00	\$700.00	\$600.00	\$600.00
ISDN PRI IMPS Group 2	\$830.00	\$830.00	\$750.00	\$750.00	\$650.00
ISDN PRI IMPS Group 3	\$780.00	\$780.00	\$700.00	\$700.00	\$600.00

(N)

(N)



SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

5. Tampa

a. Standard Flat Service

Nonrecurring <u>Charges - Initial</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
ISDN PRI Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	
ISDN PRI Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
Nonrecurring <u>Charges-Each Add'l</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
ISDN PRI Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	
ISDN PRI Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
<u>Recurring Charge</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI Group 1	\$1,300.00	\$775.00	\$700.00	\$650.00	ICB	
ISDN PRI Group 2	\$1,350.00	\$775.00	\$700.00	\$650.00	ICB	(T)
ISDN PRI Group 3	\$1,300.00	\$775.00	\$700.00	\$650.00	ICB	(T)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

5. Tampa *continued*

b. ISDN PRI Data Service

Nonrecurring <u>Charges - Initial</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI Data Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
ISDN PRI Data Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	
ISDN PRI Data Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	 (T)
Nonrecurring <u>Charges-Each Add'l</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI Data Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
ISDN PRI Data Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	
ISDN PRI Data Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	 (T)
<u>Recurring Charge</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI Data Group 1	\$780.00	\$775.00	\$700.00	\$650.00	ICB	
ISDN PRI Data Group 2	\$830.00	\$775.00	\$700.00	\$650.00	ICB	(T)
ISDN PRI Data Group 3	\$780.00	\$775.00	\$700.00	\$650.00	ICB	 (T)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

5. Tampa *continued*

c. ISDN PRI IMPS Service

Nonrecurring <u>Charges - Initial</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI IMPS Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
ISDN PRI IMPS Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	
ISDN PRI IMPS Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	 (T)
Nonrecurring <u>Charges-Each Add'l</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI IMPS Group 1	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	(T)
ISDN PRI IMPS Group 2	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	
ISDN PRI IMPS Group 3	\$2,000.00	\$650.00	\$500.00	\$450.00	ICB	 (T)
<u>Recurring Charge</u>	Month to <u>Month</u>	12 <u>Months</u>	24 <u>Months</u>	36 <u>Months</u>	60 <u>Months</u>	
ISDN PRI IMPS Group 1	\$780.00	\$775.00	\$700.00	\$650.00	ICB	
ISDN PRI IMPS Group 2	\$830.00	\$775.00	\$700.00	\$650.00	ICB	(T)
ISDN PRI IMPS Group 3	\$780.00	\$775.00	\$700.00	\$650.00	ICB	 (T)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

6. Daytona Beach

a. Standard Flat Service

Nonrecurring  
Charges - Initial

ISDN PRI Group 1	\$2,000.00
ISDN PRI Group 2	\$2,000.00
ISDN PRI Group 3	\$2,000.00

Nonrecurring  
Charges-Each Add'l

ISDN PRI Group 1	\$2,000.00
ISDN PRI Group 2	\$2,000.00
ISDN PRI Group 3	\$2,000.00

<u>Recurring Charge</u>	<u>Month to</u>	<u>12</u>	<u>24</u>	<u>36</u>	<u>60</u>
	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI Group 1	\$1,300.00	\$1,200.00	\$1,100.00	\$1,000.00	\$1,000.00
ISDN PRI Group 2	\$1,350.00	\$1,250.00	\$1,150.00	\$1,050.00	\$1,050.00
ISDN PRI Group 3	\$1,300.00	\$1,200.00	\$1,100.00	\$1,000.00	\$1,000.00

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(N)

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

5. Daytona Beach *continued*

b. ISDN PRI Data Service

Nonrecurring

Charges - Initial

ISDN PRI Data Group 1	\$2,000.00
ISDN PRI Data Group 2	\$2,000.00
ISDN PRI Data Group 3	\$2,000.00

Nonrecurring

Charges - Each Add'l

ISDN PRI Data Group 1	\$2,000.00
ISDN PRI Data Group 2	\$2,000.00
ISDN PRI Data Group 3	\$2,000.00

	Month to	12	24	36	60
<u>Recurring Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI Data Group 1	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI Data Group 2	\$830.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI Data Group 3	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

6. Daytona Beach *continued*

c. ISDN PRI IMPS Service

Nonrecurring  
Charges - Initial

ISDN PRI IMPS Group 1	\$2,000.00
ISDN PRI IMPS Group 2	\$2,000.00
ISDN PRI IMPS Group 3	\$2,000.00

Nonrecurring  
Charges-Each Add'l

ISDN PRI IMPS Group 1	\$2,000.00
ISDN PRI IMPS Group 2	\$2,000.00
ISDN PRI IMPS Group 3	\$2,000.00

	Month to	12	24	36	60
<u>Recurring Charge</u>	<u>Month</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>	<u>Months</u>
ISDN PRI IMPS Group 1	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI IMPS Group 2	\$830.00	\$775.00	\$700.00	\$650.00	\$650.00
ISDN PRI IMPS Group 3	\$780.00	\$775.00	\$700.00	\$650.00	\$650.00

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.5 Primary Rate ISDN (PRI) Service *continued*

K. Rates and Charges *continued*

7. Optional PRI Service Features

	Recurring <u>Charge</u>	Nonrecurring <u>Charge</u>
Calling Name Delivery	\$0.00	\$0.00
Additional Trunk Groups (up to 3)	\$0.00	\$0.00
Call by Call	\$0.00	\$0.00
B Channel Bonding	\$0.00	\$0.00
Two B-Channel Transfer	\$0.00	\$0.00

8. Move, Change and Restore Charges

Per Move	\$2,000.00
Per Change	\$ 100.00
Per Restoral	\$2,000.00

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SECTION 6 - BUSINESS NETWORK SWITCHED SERVICES *continued*

6.2 SERVICE DESCRIPTIONS AND RATES *continued*

6.2.6 Expanded Exchange Service

Expanded Exchange Service (EES) allows Customers to have local two-way switched services from a rate center different from where they are physically located. Historically referred to as "foreign exchange service,," EES is provided via dedicated facilities for the "foreign" rate center from the Customer's premises to the Company switching facility.

EES may be provided only from rate centers where the Company offers switched services.

EES is provisioned by trunk group (where available).

EES is charged in addition to the facility charge.

(N)

(N)

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SECTION 7 – PROMOTIONAL OFFERINGS

7.1 SPECIAL PROMOTIONS

The Company may from time to time engage in special promotional trial service offerings of limited duration (not to exceed ninety days on a per Customer basis for non-optional, recurring charges) designed to attract new subscribers or to increase subscriber awareness of a particular tariff offering. Requests for promotional offerings will be presented to the Commission for its review in accordance with rules and regulations established by the Commission, and will be included in the Company's Price List.

(N)  
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(N)

SECTION 7 – PROMOTIONAL OFFERINGS *continued*

7.2 BEST CHOICE PROMOTION

One of the following two promotional options is available to new and existing Customers through March 30, 2002.

1. Customers who order VersiPak or Integrated Business Line Service and enter into a 24 month term agreement prior to March 30, 2002 will receive the service at the 36-month term rate.

Or

2. Customers who order Digital Trunk Service, ISDN PRI Two-Way Service or Basic Business Line Service prior to March 30, 2002 will receive the following discounted rate:

- Sign a contract for a 12 month term and get pricing at the 24 month term rate;
- Sign a contract for a 24 month term and get pricing at the 36 month term rate; or
- Sign a contract for a 36 month term and get pricing at the 60 month term rate.

This promotion is valid through March 30, 2002.

(N)

(N)

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Date Issued: January 8, 2002

Date Effective: January 9, 2002

Issued By: Carolyn Marek, Vice President - Regulatory Affairs  
233 Bramerton Court  
Franklin, Tennessee 37069  
(615) 376-6404

FLL0201

SECTION 7 – PROMOTIONAL OFFERINGS *continued*

7.3 SATISFACTION GUARANTEE PROMOTION

This promotion is available to new and existing Customers who enter into a new term agreement with the Company of not less than 36 months and where capabilities exist for any of the following services:

Integrated Business Line, VersiPak, ISDN PRI Two-Way, Digital Trunks, Dedicated Internet Access T1, Dedicated Web Hosting, InterLATA Private Line T1 (off-net specifically excluded) or IntraLATA Private Line T1.

If the Customer is not satisfied with the Company's service and notifies the Company in writing within 90 days of inception of the applicable service, the Customer may cancel that service without incurring termination charges. The Company will reimburse the Customer up to \$750 per T-1 for the nonrecurring and/or access charges and/or long distance PIC charges the Customer incurred or will incur upon switching to another provider. Termination liability charges will be applied for cancellation of service after the first ninety (90) days of service.

This promotion is available to Customers who entered into a new term agreement as described above from December 1, 2001 through March 30, 2002.

(N)

(N)

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Date Issued:	January 8, 2002	Date Effective:	January 9, 2002
Issued By:	Carolyn Marek, Vice President - Regulatory Affairs 233 Bramerton Court Franklin, Tennessee 37069 (615) 376-6404		

*FLL0201*

SECTION 7 – PROMOTIONAL OFFERINGS *continued*

7.4 "Mission Possible" Promotion

The following "Mission Possible" promotion packages are available to Customers who subscribe to the Company's Integrated Business Line or VersiPak service between April 4 and July 31, 2002. Service must be installed no later than August 30, 2002. Each package can include voice, Internet and toll service. The Customer may mix any combination of voice and Internet channels within each package. Voice channels can include business lines, trunks or any combination thereof. Customers must maintain the product channel minimums and maximums for their particular package throughout the contract term. Customers purchasing a Mission Possible promotion package will receive Combined Caller ID, Call Forwarding, Call Waiting and Hunting services at no extra charge. Additional charges may apply where service is provided on an Off-Net basis.

(N)

Flat Service Packages

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Max	36 Months	21 – 24	\$875
Mid	36 Months	16 – 20	\$775
Mini	36 Months	8 – 15	\$580

Measured Rate Service Packages

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Max	36 Months	21 – 24	\$820
Mid	36 Months	16 – 20	\$720
Mini	36 Months	8 – 15	\$520

Message Rate Service Packages

<u>Package</u>	<u>Term</u>	<u>Number of Channels</u>	<u>Monthly Recurring Charge</u>
Max	36 Months	21 – 24	\$820
Mid	36 Months	16 – 20	\$720
Mini	36 Months	8 – 15	\$520

(N)

SECTION 7 – PROMOTIONAL OFFERINGS *continued*

7.5 "Free 4 Thirty"

Qualified new End-User, non-carrier Customers who purchase the Company's services pursuant to a 24-month term agreement will receive a voucher to be used for one month's service. The Customer who purchases services for a term of 36 months will receive a voucher for 1.5 months service. The Customer who purchases services for term of 60 months will receive a voucher for two months service. This offer is subject to the termination liability provisions specified in this tariff. In the event the contract is breached, the voucher is rendered null and void.

The following terms and conditions apply to this offer:

1. This offer is available only to new end-user Customers. Wholesale and carrier Customers are not eligible to participate.
2. This offer is available on a first-come, first-serve basis to the first 150 Customers. The Company reserves the right to limit the number of Customers to which this offer is extended.
3. Contracts must be executed before September 10, 2002.
4. The amount of the voucher will equal the regular monthly recurring charges for the services ordered at the time the contract is executed. Nonrecurring move/change/restore charges, connection charges, measured and/or message usage charges, toll charges, directory assistance charges, Customer-originated trace charges, off-net charges, taxes, surcharges and franchise fees are not included.

(N)

(N)

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Date Issued: June 11, 2002  
Issued By: Carolyn Marek, Vice President - Regulatory Affairs  
233 Bramerton Court  
Franklin, Tennessee 37069  
(615) 376-6404

Effective: June 12, 2002

FLL0207

SECTION 7 – PROMOTIONAL OFFERINGS *continued*

7.5 "Free 4 Thirty" *continued*

5. The Company will specify the month in which the voucher may be redeemed. (N)
  - For the Customer signing a 24-month contract, the redemption period will be the first month of service.
  - For the Customer signing a 36-month contract, the first voucher must be redeemed and applied to the first month of service. The voucher for the remaining half-month of service must be redeemed and applied to the thirteenth month of the contract.
  - For the Customers signing a 60-month contract, the first voucher must be redeemed and applied to the first month of service. The second voucher must be redeemed and applied to the thirteenth month of service. The Company will specify the redemption dates upon execution of the contract.
6. Termination of the service contract will result in the assessment of term liability charges as specified in this tariff. Termination of the service contract during the redemption period will result in the cancellation of the Customer's voucher(s). To the extent a Customer has already redeemed its voucher(s), the redemption value will be added to the amount of the term liability.
7. The Customer must notify the Company immediately in the event of a lost or stolen voucher. Failure to notify the Company in a timely manner will result in the cancellation of the voucher. Vouchers not redeemed during the specified redemption period will be declared null and void.
8. This offer may not be used with any other Time Warner Telecom promotion. (N)

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Date Issued: July 3, 2002  
Issued By: Carolyn Marek, Vice President - Regulatory Affairs  
233 Bramerton Court  
Franklin, Tennessee 37069  
(615) 376-6404

Effective: July 4, 2002

FLL0209

SECTION 7 – PROMOTIONAL OFFERINGS *continued*

## 7.6 "More Than Local" Promotion

The Company will offer 1+ and Toll Free 8XX toll services at a flat rate of \$0.049 per minute for Customers who sign a 12-, 24- or 36-month contract on or before September 30, 2002. The following terms apply:

1. Customers must purchase or currently subscribe to one or more of the following Company services: Digital Trunk; ISDN PRI; Business Line; Integrated Business Line; or VersiPak.
2. This offer is available to new Customers, existing Customers who do not currently subscribe to the Company's toll services and to existing Customers whose current toll services contract is up for renewal.
3. Contract must be executed by close of business September 30, 2002. Service must be installed by October 31, 2002.
4. Offer includes 1+ and Toll Free 8XX Intrastate, Interstate and IntraLATA domestic toll services. Calls from the mainland United States to Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, international locations (including Canada and Mexico) and Hawaii intra-island calling are excluded.
5. Offer does not apply to Switchless Long Distance, Calling Card or Operator Services/Directory Assistance usage.
6. Offer does not apply to additional Customer locations that are Remote/Switchless in nature.
7. No volume commitment is required.

(N)

(N)

Date Issued: July 3, 2002  
 Issued By: Carolyn Marek, Vice President - Regulatory Affairs  
 233 Bramerton Court  
 Franklin, Tennessee 37069  
 (615) 376-6404

Effective: July 4, 2002

FLL0209

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

Florida Tariff No. 1  
First Revised Sheet 1  
Cancels Original Sheet 1

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TITLE PAGE  
FLORIDA INTERLATA TELECOMMUNICATIONS TARIFF  
OF  
**TIME WARNER TELECOM OF FLORIDA, L.P.**

(T)

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of resold interLATA communication services provided by Time Warner Telecom of Florida, L.P. with principal offices located at 2301 Lucien Way, Suite 300, Maitland, Florida 32751. This tariff applies for services furnished within the State of Florida. This tariff 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.

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ISSUED: September 7, 2000

EFFECTIVE: September 8, 2000

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
P.O. Box 210706  
Franklin, TN 37069  
(615) 673-1191

FLI0004 TMS



**CHECK SHEET**

The sheets listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date of the bottom of this page.

<b>SHEET</b>	<b>REVISION</b>		<b>SHEET</b>	<b>REVISION</b>
1	First		27.3	First
2	Eleventh	*	27.4	Original
3	Original		27.5	First
4	First		27.6	Original
5	Original		27.7	Original
6	Original		27.8	Original
7	Original		27.9	Original
8	Second		27.10	Original
9	Third		28	Original
10	Third		29	Second
11	First		30	Fourth
12	First		30.0.1	First
13	Second		30.1	Fourth
14	First		30.2	Original
15	First		30.2.1	Original
16	First		30.3	Original
16.1	First		30.4	Original
17	Second		30.5	Original
18	First		30.6	Original
19	First		30.6.1	Original
20	First		30.7	Original
21	First		30.8	Original
22	First		30.9	Original
23	Second		30.10	Original
24	Original		30.11	Original
25	Original		30.12	Original
26	Second		31	First
27	Fourth		32	Original
27.1	Third		33	Original
27.2	Second		34	Original
			35	Original

\* Indicates new or revised sheet with this filing.

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EFFECTIVE: July 4, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
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 Franklin, TN 37069  
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ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
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FLI0210

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ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
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FLI9801.TMS

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**SYMBOLS SHEET**

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

D - Delete or Discontinue

I - Change Resulting in an Increase to a Customer's Bill

M - Moved from another Tariff Location

N - New

R - Change Resulting in a Reduction to a Customer's Bill

T - Change in Text or Regulation but no Change in Rate or Charge.

---

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ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
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**TARIFF FORMAT SHEETS**

**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 tariff. 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. the FPSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff pages in effect. Consult the check sheet for 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).
- 2.1.1.A.1.(a).I.

**D. Check Sheets** - When a tariff filing is made with the FPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the FPSC.

---

ISSUED: February 19, 1998

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ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.1 Abbreviations**

The following abbreviations are used herein only for the purposes indicated below:

C.O.	-	Central Office
FCC	-	Federal Communications Commission
FPSC	-	Florida Public Service Commission
IXC	-	Interexchange Carrier
LATA	-	Local Access and Transport Area
LEC	-	Local Exchange Carrier
MTS	-	Message Telecommunications Service
PBX	-	Private Branch Exchange

---

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EFFECTIVE: February 20, 1998

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued***

**1.2 Definitions**

**Authorized User** - A person, firm, corporation or other entity who is authorized by the Customer to be connected to the service of the Customer under the terms and regulations of this tariff.

**Carrier** - Used throughout this tariff to refer to Time Warner Telecom of Florida, L.P. unless otherwise clearly indicated by the context. (T)

**Company** - Used throughout this tariff to refer to Time Warner Telecom of Florida, L.P. unless otherwise clearly indicated by the context. (T)

**Customer** - Any person, firm, partnership, corporation, or other entity which uses telecommunications services under the provisions and regulations of this tariff and is responsible for payment of charges.

**Day Rate Period** - After 8:00 am to, but not including, 5:00 pm Monday through Friday.

**Dedicated Access Origination/Termination** - Where originating or terminating access between the Customer and the interexchange carrier is provided on dedicated on dedicated circuits. The cost of these dedicated circuits is billed by the access provider to the Customer.

**Dedicated Long Distance** - The direct dial service over the Company's carrier's digital network via a DS1 connection between the Company's switch and the carrier's nearest hub.

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Carrier under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

**Evening, Night and Weekend Rate Period** - Applies to that portion of a call occurring from 5:00 PM to, but not including, 8:00 AM, Monday through Friday and all day on Saturday and Sunday.

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ISSUED: September 7, 2000

EFFECTIVE: September 8, 2000

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
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FL10004.TMS

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**SECTION 1.0 - TECHNICAL TERMS AND ABBREVIATIONS, *continued***

**1.2 Definitions, *continued***

**Holiday Rates** - Holiday rates apply to that portion of a call occurring on Company recognized holidays. The Holiday Rate is equivalent to the Evening, Night and Weekend Rates. Holiday Rates apply on New Year's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**Integrated Business Line Service (IBL)** - Service provided to Customers that allows the grouping of rate components to meet a Customer's specific needs.

**Off-Net** – Services provided by the Company which are carried in part on the Company's network. (N)

**On-Net** – Services provided by the Company which are carried entirely on the Company's network. (N)

**Serving Wire Center** - A specified geographic point from which the vertical and horizontal coordinate is used in calculation of airline mileage. (N)  
(N)

**Switched Access Origination/Termination** - Where origination or terminating access between the Customer and the interexchange is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

**Switched Services** - Services provided to Customers that utilize Time Warner switching equipment or Access Service for the origination of interLATA toll calls.

**Switchless Services** - Services provided to Customers that utilize another carriers' switching equipment or Access Service for the origination of interLATA toll calls.

**V & H Coordinates** - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purposed of rating calls.

**VersiPaK** – Service provided to Customers that allows the grouping of rate components to meet a Customer's specific needs. (N)

(N)

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ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0105.TMS



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**SECTION 2.0 - RULES AND REGULATIONS**

**2.1 Undertaking of the Company**

This tariff is applicable to the provision by the Company of interLATA telecommunications services within the State of Florida. The Company's services and facilities are furnished for communications originating at specified points within the state of Florida. The service would either be provided via a switched or switchless environment and is available twenty-four (24) hours per day, seven (7) days per week. (T)  
(T)

The Company arranges for installation, operation, and maintenance of the communications services provided in this tariff for Customers in accordance with the terms and conditions set forth under this tariff.

When authorized by the Customer, the Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities to allow connection of a Customer's location to such other carrier's facilities. The Customer shall be responsible for all charges due for such service arrangement. (N)  
|  
|  
(N)

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

The selling of interexchange communication service to uncertificated interexchange resellers is prohibited.

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ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
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Franklin, TN 37069  
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FL10105.TMS S

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SECTION 2.0 - RULES AND REGULATIONS, *continued*

**2.2 Limitations**

- 2.2.1 Service is offered subject to the availability of facilities and provisions of this tariff.
- 2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control, or when the Customer is using service in violation of the law or the provisions of this tariff.
- 2.2.3 All facilities provided under this tariff are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.
- 2.2.5 Customers reselling or rebilling services must have a Certificate of Public Convenience and Necessity as an interexchange carrier for the Florida Public Service Commission.
- 2.2.6 The Company will not port or transfer the Customer's telephone number(s) to any other carrier unless and until the Customer satisfies all outstanding invoices due and payable to the Company.

(N)  
|  
(N)

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ISSUED: February 1, 2001

EFFECTIVE: February 2, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0101

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SECTION 2.0 - RULES AND REGULATIONS, *continued*

**2.3 Liabilities of the Company**

**2.3.1** The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in the transmission occurring in the course of furnishing service or facilities, and not caused by the negligence of its employees or its agents, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the aforementioned faults in transmission occur.

**2.3.2** The Company shall be indemnified and held harmless by the Customer against:

- A.** claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities. (T)
- B.** All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by the Company. (T)

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ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FL10105.TMS

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.4 Credit Allowances for Interruption of Service**

Credit allowance for service interruptions is limited to the charge for the initial minimum billing period for re-establishing the interrupted connection. A credit allowance will be given for any fixed monthly charges, upon written request of the Customer to the business office, for interruptions of 30 minutes or more.

(T)  
(T)

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ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0105 TMS

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.5 Disconnection of Service by Carrier**

The Company (Carrier), upon 5 working days written notice to the Customer may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:

- 2.5.1 Non-payment of any sum due to carrier for regulated service for more than thirty days beyond the date of rendition of the bill for such service.
- 2.5.2 A violation of any regulation governing the service under this tariff.
- 2.5.3 The Company has given the Customer notice and has allowed a reasonable time to comply with any rule, or remedy, and deficiency as stated in Rule 25-4-113, F.A.C., Refusal or Discontinuance of Service by Company.
- 2.5.4 Service may be suspended by the Company, without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Customer travel cards when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore services as soon as it can be provided without undue risk, and will upon request by the Customer, assign new travel card codes to replace ones that have been deactivated.

---

ISSUED: August 31, 1998

EFFECTIVE: September 1, 1998

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI9802.TMS

**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.5 Disconnection of Service by Carrier, *continued***

- 2.5.5 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, The Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
- 2.5.6 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such services.
- 2.5.7 For periods of inactivity over sixty (60) days.

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ISSUED: August 31, 1998

EFFECTIVE: September 1, 1998

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
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FLI9802.TMS

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SECTION 2.0 - RULES AND REGULATIONS, *continued*

**2.6 Deposits**

The Company, to safeguard its interests, will require a Customer to make a cash deposit, or to post a bond, prior to the provision of long distance service, to be held by the Company as guarantee for payment of future charges.

Deposits will not be requested based on race, sex, creed, national origin, marital status, age, number of dependents, condition of physical handicap, source of income, or geographical area of business.

A cash deposit may not exceed the estimated charges applicable to a two month period of service. The payment of a cash deposit in no way relieves the Customer from complying with the Company's requirement for the prompt payment of bills.

After the Customer has established a twelve-month prompt payment record, the cash deposit will be refunded or credited to the Customer's account at the Customer's written request. Should the Customer's service be terminated prior to the completion of the term of the contract, the amount of the cash deposit will be forfeited.

The Company retains the right to assess additional cash deposit amounts should the Customer's billing history prove to be greater than originally estimated. Should a Customer fail to pay the additional amount, service could be terminated at the discretion of the Company.

The Company, when a Customer is terminating service before completion of the contract term, may apply the deposit to the satisfaction of overdue charges.

During the full contract period when the cash deposit is held, if required by the State Commission, simple annual interest will be added to the cash deposit amount collected. The rate of interest accrued will be based on identified Commission guidelines. Interest will be paid until the cash deposit is credited to the Customer's account or is refunded by the Company.

*\*Certain material previously found on this page is now located on Page 16.1.*

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ISSUED: August 31, 1998

EFFECTIVE: September 1, 1998

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI9802.TMS

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.7 Advance Payments**

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

**2.8 Taxes and Surcharges**

All federal, state and local taxes and surcharges are listed as separate line items and are not included in the quoted rates. (T)

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.9 Billing of Calls**

- 2.9.1 The Customer is responsible for payment of all charges for services and equipment furnished by the Company to the Customer or to an Authorized User of the Customer. All charges due are payable to the Company or to the Company's authorized billing agent. Any objections to billed charges must be reported to the Company or its billing agent within two months after receipt of bill. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate. (T)  
| (T)
- 2.9.2 The Customer shall be responsible for all calls placed by or through Customer's equipment by any person, including all charges placed using the Company's calling card services. Customers are responsible for the security and usage of all calling cards. The Customer is responsible for all calls placed via their authorization code as a result of the Customer's intentional or negligent disclosure of the authorization code. Customers may be required to accept a calling card number change if the Customer claims that unauthorized calls were made using his/her assigned number. (T)  
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**2.10 [Reserved for Future Use]**

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.11 [Reserved For Future Use]**

**2.12 Cancellation by Customer**

**2.12.1** The Customer may cancel service by providing notice to the Company.

**2.12.2** If the Customer terminates service prior to completion of a term commitment plan, the Customer will be liable for charges for the balance of the term based on an average of all previous months' usage. If the Customer's service is terminated prior to the completion of a term commitment plan, the amount of cash deposit for long distance service will be applied to termination charges.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.13 Use of Service**

**2.13.1** Service may be used for any lawful purpose by the Customer or by any End User.

**2.13.2 [Reserved for Future Use]**

**2.13.3** Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.

**2.13.4 [Reserved for Future Use]**

**2.13.5 [Reserved for Future Use]**

**2.14 [Reserved for Future Use]**

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.15 Terminal Equipment**

Company's facilities and service must be used with or terminated in Customer-provided terminal equipment or systems, such as PBXs, key systems, multiplexers, repeaters, signaling sets, teleprinters, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the Customer. Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of Company's service.

**2.16 Applicable Law**

This tariff shall be subject to and construed in accordance with Florida law.

**2.17 Assignment or Transfer**

All service provided under this tariff is directly or indirectly controlled by the Company and the Customer may not transfer or assign the use of service without the express prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of service. All terms and conditions contained in this Tariff shall apply to all such permitted transferees or assignees, as well as all conditions of service.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.18 Cost of Collection and Repair**

Customer is responsible for any and all costs incurred in the collection of monies due the Company including legal and accounting expenses.

**2.19 Restoration of Service**

Restoration of service shall be accomplished in accordance with Florida PSC rules and regulations.

**2.20 Tests, Pilots, Promotional Campaigns and Contests**

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winner of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time the Company may waive all processing fees for a Customer. Such promotions will be filed by the Company in this tariff.

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**SECTION 2.0 - RULES AND REGULATIONS, *continued***

**2.21 [Reserved for Future Use]**

**2.22 Credit Requirements**

The Company reserves the right to deny or cancel service to entities which do not meet the Company's credit requirements or for whom credit information is not available.

**2.23 Liability for Calling Card Fraud**

The Customer is liable for the unauthorized use of the Company's service obtained through the fraudulent use of a Company calling card, provided that the unauthorized use occurs before the Company has been notified.

The Customer's liability for unauthorized use shall not exceed the lesser of \$50 or the amount of services obtained by unauthorized use prior to notification to the Company.

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**DESCRIPTION OF SERVICE**

**3.1 Timing of Calls**

**3.1.1 Calculation of Usage Charges**

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Long distance usage charges are based on actual usage. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "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 by automatic timing equipment in the network. Chargeable time does not include time lost because of faults or defects in the connection.

**3.1.2 [Reserved for Future Use]**

**3.1.3 Per Call Billing Charges**

Billing will be rounded up to the nearest penny for each call.

**3.1.3 Uncompleted Calls**

No charges apply to incomplete calls.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.2 Calculation of Distance**

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 the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" commonly used in the industry.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.3 Minimum Call Completion Rate**

Customers can expect a call completion rate of not less than 95% during peak use periods for Feature Group D 1+ dialing. The call completion rate is calculated as the number of calls completed (including calls completed to a busy line or to a line which remains unanswered by the called party) divided by the number of calls attempted.

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SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*

3.4 [Reserved for Future Use]

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*****3.5 Service Offerings**

The Company offers a variety of telecommunications service to its Customers. Intrastate service is offered in conjunction with interstate and local service. To the extent that facilities are available, services offered under this tariff are provided by the Company on an On-Net basis. Unless otherwise noted, pricing for services offered under this tariff reflect the On-Net price for such services. Where service is provided on an Off-Net basis, additional charges may apply.

**3.5.1 TIGR InterLATA Calling Service****A. General Description**

TIGR InterLATA Calling Service is a usage-based interLATA long distance service that is usage rated and is billed in six (6) second increments. Service is available to Customers over the Company's switched or switchless access lines.

This service can also be provided as a dedicated on-net direct dial service over the Company's carrier's digital network utilizing a DS1 connection between the Company's switch and the carrier's nearest hub. All off-net services will be handled on a contractual basis only.

**B. Call Timing**

The minimum call duration and rounding of calls for measurement and billing purposes is six (6) seconds. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Fractional cents will be rounded to the next higher cent.

**C. Terms of Service**

The rates for TIGR InterLATA Calling Service are based on volume and/or established one (1) year, two (2) year, or three (3) year term contracts for Time Warner Telecom business Customers. Upon expiration of a term contract, the service term will automatically renew at the same terms and conditions for successive one (1) month terms unless either party notifies the other thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service. (T)

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.5 Service Offerings, *continued***

**3.5.2 TIGR 8XX Toll Free Service**

**A. General Description**

TIGR 8XX Toll Free Service is usage rated and billed in six (6) second increments. Call charges are billed to the Customer and not to the party originating the call.

**B. Call Timing**

The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additional fractional cents will be rounded off to the nearest higher cent, unless specified otherwise in this tariff.

**C. Terms of Service**

The rates for TIGR 8XX Toll Free Service are based on volume and/or established one (1) year, two (2) year, or three (3) year contracts for the Company's business Customers. Upon expiration of a term contract, the service term will automatically renew at the same terms and conditions for successive one (1) month terms unless either party notifies the other thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service. (T)

**D. Nonrecurring Charge**

A nonrecurring charge applies per toll free number.

**E. Monthly Recurring Charge for Toll Free Directory Listing**

A monthly recurring charge applies per toll free directory listing.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*****3.5 Service Offerings, *continued*****3.5.3 TIGR Calling Card Service****A. General Description**

TIGR Calling Card Service is provided to Customers for use when away from their established locations. The Company will issue calling cards to Customers. These cards allow Customers to place and to re-originate telephone calls (to place a new call without hanging-up and re-dialing the 8XX access number). Access to the service is gained by dialing a Company-designated toll free access number (i.e 8XX-NXX-XXXX) and then entering a Company-provided personal identification number (PIN) and the called telephone number, including the area code.

The Company, by written notice to the Customer, may discontinue service to a Company Calling Card PIN if that PIN has not been used for a period of 120 days.

**B. Call Timing**

TIGR Calling Card Service is billed in six (6) second increments. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additional fractional cents will be rounded off to the nearest higher cent. Unless otherwise specified in this tariff, the duration of each call for bill purposes will be rounded off to the nearest higher increment.

**C. Terms of Service**

The rates for TIGR Calling Card service are based on established one (1) year, two (2) year, or three (3) year term contracts for Time Warner Telecom business Customers. Upon expiration of a term contract, the service term will automatically renew at the same terms and conditions for successive one (1) month terms unless either party notifies the other thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service. (T)

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SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*

3.5 Service Offerings, *continued*

3.5.3 TIGR Calling Card Service, *continued*

E. Additional TIGR Calling Card Features

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1. Audiotext

Audiotext allows Customers to access news, weather, sports, financial news, and other fun features, by utilizing and Information Services Option available when dialing the special access number.

2. Voice Message Store and Forward

Voice Message Delivery (Message Store and Forward) allows the Customer to communicate with others by sending "voice messages", digital recordings of your voice that are stored for future delivery. All voice message delivery features are accessed and controlled with the 12 keys on a touch-tone telephone (0-0,\*,#), Voice instructions or menus provide on-line help for all systems features.

F. Additional TIGR Calling Card Service

A. Operator Assistance

Operator Assistance services are available to Customers needing assistance with long distance dialing by dialing 0+ or 0-. Operator services include collect calling, third party billed, and person-to-person calls.

3.5.4 [Reserved for Future Use]

*All material on this page is new – Material previously found on this Page is now located on Sheet 27.9.*

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*****3.5 Service Offerings, *continued*****3.5.5 Pay Telephone Surcharge**

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), a per call charge is applicable to all calls that originate from any domestic pay telephone used to access the Company's services. A charge applies to each call originated from a pay telephone.

**3.5.6 Directory Assistance**

A directory assistance charge applies per call to Directory Assistance. The Customer may make two requests for a telephone number per call. The directory assistance charge applies regardless of whether the operator is able to supply the requested number. Directory assistance charges are not included in other usage charges.

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SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*

3.5 Service Offerings, *continued*

3.5.7 [Reserved for Future Use]

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*Material previously found on this page is now located on Sheet 27.10 and Sheet 30.12.*

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Grandfathered Services**

The following services are available to Customers of record as of October 15, 2001.

**3.6.1 TimeOut (1+ Dialing) Service**

**A. General Description**

TimeOut (1+ Dialing) Service is an interLATA long distance service that is usage rated and is billed in six (6) second increments. Service is available to Customers over the Company's switched or switchless access lines. No minimum volume commitment is required.

This service can also be provided as a dedicated on-net direct dial service over the Company's carrier's digital network utilizing a DS1 connection between the Company's switch and the carrier's nearest hub. All off-net services will be handled on a contractual basis only.

**B. Call Timing**

The minimum call duration and rounding of calls for measurement and billing purposes is six seconds. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Fractional cents will be rounded to the next higher cent.

**C. Terms of Service**

The rates for TimeOut (1+ Dialing) Service are based on established one (1) year, two (2) year, or three (3) year term contracts for Time Warner business Customers. Upon expiration of a term contract, the service term will automatically renew at the same terms and conditions for successive one year terms unless either party notifies the other thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service.

**NOTE:** Off-net provisioning will require additional mileage and/or back haul charges to be added.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*****3.6 Grandfathered Services, *continued*****3.6.2 TimeLine 8XX (Toll Free) Service****A. General Description**

TimeLine 8XX (Toll Free) Service is usage rated and billed in six (6) second increments. Call charges are billed to the Customer and not to the party originating the call. Rates are based on contract terms.

**B. Call Timing**

The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additional fractional cents will be rounded off to the nearest higher cent, unless specified otherwise in this tariff.

**C. Terms of Service**

The rates for TimeLine 8XX (Toll Free) Service are based on established one (1) year, two (2) year, or three (3) year contracts for the Company's business Customers. Upon expiration of a term contract, the service term will automatically renew at the same terms and conditions for successive one year terms unless either party notifies the other thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service.

**D. Nonrecurring Charge**

A nonrecurring charge applies per toll free number.

**E. Monthly Recurring Charge for Toll Free Directory Listing**

A monthly recurring charge applies per toll free directory listing.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued*****3.6 Grandfathered Services, *continued*****3.6.3 TimeCard (Calling Card) Service****A. General Description**

TimeCard (Calling Card) Service is provided to Customers for use when away from their established locations. The Company will issue to Customers Company Calling Cards which will allow Customers to place telephone calls and to re-originate calls, a feature which allows a Customer to place a new call without hanging-up and re-dialing the 8XX access number. Access to the service is gained by dialing a Company-designated toll free access number (i.e 8XX-NXX-XXXX) and then entering a Company-provided personal identification number (PIN) and the called telephone number, including the area code.

The Company, by written notice to the Customer, may discontinue service to a Company Calling Card PIN if that PIN has not been used for a period of 120 days.

**B. Call Timing**

TimeCard (Calling Card) Service is usage sensitive and billed in six (6) second increments. The duration of each call will be rounded off to the nearest higher increment for billing purposes. Additional fractional cents will be rounded off to the nearest higher cent. Unless otherwise specified in this tariff, the duration of each call for bill purposes will be rounded off to the nearest higher increment.

**C. Terms of Service**

The rates for TimeCard (Calling Card) service are based on established one (1) year, two (2) year, or three (3) year term contracts for Time Warner Telecom business Customers. Upon expiration of a term contract, the service term will automatically renew at the same terms and conditions for successive one year terms unless either party notifies the other thirty (30) days prior to the expiration of the then current term that it wishes to terminate the service.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Grandfathered Services, *continued***

**3.6.3 TimeCard (Calling Card) Service, *continued***

**E. Additional TimeCard (Calling Card) Features**

**1. Audiotext**

Audiotext allows Customers to access news, weather, sports, financial news, and other fun features, by utilizing and Information Services Option available when dialing the special access number.

**2. Voice Message Store and Forward**

Voice Message Delivery (Message Store and Forward) allows the Customer to communicate with others by sending "voice messages" digital recordings of your voice that are stored for future delivery. All voice message delivery features are accessed and controlled with the 12 keys on a touch-tone telephone (0-0,\*,#), Voice instructions or menus provide on-line help for all systems features.

**F. Additional TimeCard (Calling Card) Service**

**A. Operator Assistance**

Operator Assistance services are available to Customers needing assistance with long distance dialing by dialing 0+ or 0-. Operator services include collect calling, third party billed, and person-to-person calls.

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**SECTION 3.0 - DESCRIPTION OF SERVICE, *continued***

**3.6 Grandfathered Services, *continued***

**3.6.4 Perfect Ten Toll Option**

**A. General Description**

Perfect Ten Toll Option offers discounted toll rates to Customers who also subscribe to the Company's internet service. Calls are billed in one minute increments. The minimum call duration for billing purposes is one minute. Fractional cents are rounded up to the next full penny.

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**SECTION 4.0 - RATES****4.1 General**

Each Customer is charged individually for each call placed through the Company. Charges may vary by product type, time of day, day of week and call duration.

**4.2 Special Rates for the Handicapped****4.2.1 Directory Assistance**

There shall be no charge for up to fifty (50) calls per billing cycle from lines or trunks serving individuals with disabilities. The Company shall charge the prevailing tariff rates for every call in excess of fifty (50) within a billing cycle.

**4.2.2 Hearing and Speech Impaired Persons**

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

**4.2.3 Telecommunications Relay Service**

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay service calls by fifty (50) percent off the otherwise applicable rate for a voice nonrelay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted sixty (60) percent off the otherwise applicable rate for a voice nonrelay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

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**SECTION 4.0 - RATES, *continued***

**4.3 Determining Applicable Rate in Effect**

For the initial billing period, the rate applicable at the start of chargeable time at the calling station applies. For increment billing periods, the rate applicable is that rate which is in effect at the calling station when the additional minute(s) begin.

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**4.4 Payment of Charges for Calls**

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**4.4.1 Late Payment Charges**

Interest charges of 1.5% per month will be assessed on all unpaid balances more than thirty days old.

**4.4.2 Return Check Charges**

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

**4.5 Restoration of Service**

A reconnection fee of \$25.00 per occurrence is charged when service is reestablished for Customers who have been disconnected for nonpayment.

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SECTION 4.0 - RATES, *continued*

## 4.6 TIGR InterLATA Calling Service

## 4.6.1 Switched 1+ Dialing

Monthly Volume <u>Minutes</u>	Term <u>Years</u>	Per Minute <u>Rate</u>
0 – 7,500	1	\$0.067
0 – 7,500	2	\$0.065
0 – 7,500	3 or more	\$0.063
7,501 – 15,000	1	\$0.063
7,501 – 15,000	2	\$0.061
7,501 – 15,000	3 or more	\$0.059
15,001 – 35,000	1	\$0.059
15,001 – 35,000	2	\$0.057
15,001 – 35,000	3 or more	\$0.055
35,001 – 75,000	1	\$0.055
35,001 – 75,000	2	\$0.053
35,001 – 75,000	3 or more	\$0.051
75,001 – or more	1	\$0.051
75,001 – or more	2	\$0.049
75,001 – or more	3 or more	\$0.047

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SECTION 4.0 - RATES, *continued*

4.6 TIGR InterLATA Calling Service, *continued*

4.6.2 Switchless Services

<u>Term</u>	<u>Per Minute Rate</u>
0 – 1 Year	\$0.110
2 Years	\$0.105
3 or More Years	\$0.100

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EFFECTIVE: October 16, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0105 TMS

SECTION 4.0 - RATES, *continued*

4.6 TIGR InterLATA 1+Dialing, *continued*

(M)(N)

4.6.3 Dedicated On-Net

Monthly Volume <u>Minutes</u>	Term <u>Years</u>	Per Minute <u>Rate</u>
0 – 50,000	1	\$0.059
0 – 50,000	2	\$0.057
0 – 50,000	3 or more	\$0.055
50,001 – 100,000	1	\$0.055
50,001 – 100,000	2	\$0.053
50,001 – 100,000	3 or more	\$0.051
100,001 – 150,000	1	\$0.051
100,001 – 150,000	2	\$0.049
100,001 – 150,000	3 or more	\$0.047
150,001 or more	1	\$0.047
150,001 or more	2	\$0.045
150,001 or more	3 or more	\$0.043

(M)(N)

*All material on this page is new – Material previously found on this page is now located on Sheet 30.11 and 30.8.*

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ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
 233 Bramerton Court  
 Franklin, TN 37069  
 (615) 376-6404

**SECTION 4.0 - RATES, *continued***

**4.6 TIGR InterLATA 1+Dialing Service, *continued***

**4.6.4 VersiPaK and IBL Rates**

The following rates apply to qualified VersiPaK and IBL Customers

Monthly Volume <u>Minutes</u>	Term <u>Years</u>	Per Minute <u>Rate</u>
0 – 10,000	2	\$0.061
0 – 10,000	3	\$0.059
0 – 10,000	5	\$0.057
10,001 – 20,000	2	\$0.057
10,001 – 20,000	3	\$0.055
10,001 – 20,000	5	\$0.053
20,001 or more	2	\$0.053
20,001 or more	3	\$0.051
20,001 or more	5	\$0.049

(N)

(N)

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233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

SECTION 4.0 - RATES, *continued*

4.6 TIGR InterLATA 1+Dialing Service, *continued*

4.6.5 TIGR 1+ FlexCall Service

The following rates apply to qualified VersiPaK and IBL Customers

Monthly Packaged <u>Minutes</u>	Term <u>Years</u>	Monthly <u>Recurring</u> <u>Charge</u>	Each Additional <u>Minute of Use</u>
3,000	2	\$171.00	\$0.061
3,000	3	\$165.00	\$0.059
3,000	5	\$159.00	\$0.057
8,000	2	\$440.00	\$0.059
8,000	3	\$424.00	\$0.057
8,000	5	\$408.00	\$0.055
13,000	2	\$689.00	\$0.057
13,000	3	\$663.00	\$0.055
13,000	5	\$637.00	\$0.053
18,000	2	\$918.00	\$0.055
18,000	3	\$882.00	\$0.053
18,000	5	\$846.00	\$0.051

*Packaged minutes refer to intrastate and/or interstate minute.*

*Does not include intraLATA traffic.*

*One package per T-1.*

*Package cannot be shared across multiple locations.*

*Packaged minutes can be shared across Company dial tone services at the same location.*

(N)

(N)

ISSUED: April 15, 2002

EFFECTIVE: April 16, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

SECTION 4.0 - RATES, *continued*

4.7 TIGR 8XX (Toll Free) Service

4.7.1 Switched Services

Monthly Volume <u>Minutes</u>	Term <u>Years</u>	Per Minute <u>Rate</u>
0 – 7,500	1	\$0.067
0 – 7,500	2	\$0.065
0 – 7,500	3 or more	\$0.063
7,501 – 15,000	1	\$0.063
7,501 – 15,000	2	\$0.061
7,501 – 15,000	3 or more	\$0.059
15,001 – 35,000	1	\$0.059
15,001 – 35,000	2	\$0.057
15,001 – 35,000	3 or more	\$0.055
35,001 – 75,000	1	\$0.055
35,001 – 75,000	2	\$0.053
35,001 – 75,000	3 or more	\$0.051
75,001 – or more	1	\$0.051
75,001 – or more	2	\$0.049
75,001 – or more	3 or more	\$0.047

(N)  
-----  
(N)

ISSUED: April 15, 2002

EFFECTIVE: April 16, 2002

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233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

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SECTION 4.0 - RATES, *continued*

4.7 TIGR 8XX (Toll Free) Service, *continued*

4.7.2 Switchless Services

<u>Term</u>	<u>Per Minute Rate</u>
0 – 1 Year	\$0.110
2 Years	\$0.105
3 or More Years	\$0.100
Monthly Recurring Charge Per 8XX Number Directory Listing	\$15.00
Nonrecurring Charge per 8XX Number	\$30.00

(N)

(N)

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ISSUED: April 15, 2002

EFFECTIVE: April 16, 2002

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233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

SECTION 4.0 - RATES, *continued*

4.7 TIGR 8XX (Toll Free) Service, *continued*

4.7.3 Dedicated On-Net

Monthly Volume <u>Minutes</u>	Term <u>Years</u>	Per Minute <u>Rate</u>
0 – 50,000	1	\$0.059
0 – 50,000	2	\$0.057
0 – 50,000	3 or more	\$0.055
50,001 – 100,000	1	\$0.055
50,001 – 100,000	2	\$0.053
50,001 – 100,000	3 or more	\$0.051
100,001 – 150,000	1	\$0.051
100,001 – 150,000	2	\$0.049
100,001 – 150,000	3 or more	\$0.047
150,001 or more	1	\$0.047
150,001 or more	2	\$0.045
150,001 or more	3 or more	\$0.043
 Monthly Recurring Charge		
Per 8XX Number Directory Listing		\$15.00
Nonrecurring Charge per 8XX Number		\$30.00

(N)

(N)

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233 Bramerton Court  
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(615) 376-6404

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**SECTION 4.0 - RATES, *continued*****4.7 TIGR 8XX (Toll Free) Service, *continued*****4.7.4 VersiPaK and IBL Rates**

The following rates apply to qualified VersiPaK and IBL Customers.

Monthly Volume <u>Minutes</u>	Term <u>Years</u>	Per Minute <u>Rate</u>
0 – 10,000	2	\$0.061
0 – 10,000	3	\$0.059
0 – 10,000	5	\$0.057
10,001 – 20,000	2	\$0.057
10,001 – 20,000	3	\$0.055
10,001 – 20,000	5	\$0.053
20,001 or more	2	\$0.053
20,001 or more	3	\$0.051
20,001 or more	5	\$0.049
Monthly Recurring Charge		
Per 8XX Number Directory Listing		\$15.00
Nonrecurring Charge Per 8XX Number		\$30.00

(N)

(N)

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EFFECTIVE: October 16, 2001

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233 Bramerton Court  
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FLI0105 TMS



**SECTION 4.0 - RATES, *continued***

**4.7 TIGR 8XX (Toll Free) Service, *continued***

**4.7.5 TIGR 8XX FlexCall Service**

The following rates apply to qualified VersiPaK and IBL Customers

Monthly Packaged <u>Minutes</u>	Term <u>Years</u>	Monthly <u>Recurring</u> <u>Charge</u>	Each Additional <u>Minutes of Use</u>
3,000	2	\$171.00	\$0.061
3,000	3	\$165.00	\$0.059
3,000	5	\$159.00	\$0.057
8,000	2	\$440.00	\$0.059
8,000	3	\$424.00	\$0.057
8,000	5	\$408.00	\$0.055
13,000	2	\$689.00	\$0.057
13,000	3	\$663.00	\$0.055
13,000	5	\$637.00	\$0.053
18,000	2	\$918.00	\$0.055
18,000	3	\$882.00	\$0.053
18,000	5	\$846.00	\$0.051

*Packaged minutes refer to intrastate and/or interstate minutes.*

*Does not include intraLATA traffic.*

*One package per T-1.*

*Package cannot be shared across multiple locations.*

*Packaged minutes can be shared across Company dial tone services at the same location.*

(N)

(N)

ISSUED: April 15, 2002

EFFECTIVE: April 16, 2002

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233 Bramerton Court  
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(615) 376-6404

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**SECTION 4.0 - RATES, *continued***

**4.8 TIGR Calling Card Service**

**4.8.1 Per Minute Rate**

1 Year	\$0.185 Per Minute
2 Years	\$0.175 Per Minute
3 Years	\$0.169 Per Minute

**4.8.2 TIGR Calling Card Features**

- Audio Text	\$0.25 Per Minute
- Message Store and Forward	\$0.75 Per Minute
- Operator Assistance	\$0.55 Per Minute
- Payphone Surcharge	\$0.30 Per Call

(N)

(N)

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ISSUED: April 15, 2002

EFFECTIVE: April 16, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0204

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**SECTION 4.0 - RATES, *continued***

**4.9 Pay Telephone Surcharge**

A charge applies to each call originated from a pay telephone.

Per call charge: \$0.30 (R)

(M)

(M)

**4.10 Directory Assistance**

Per call charge: \$0.85 (I)

(M)

(M)

*Material now found on this page was previously located on Sheet 30.1.*

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ISSUED: April 15, 2002

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233 Bramerton Court  
Franklin, TN 37069  
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FLJ0204

SECTION 4.0 - RATES, *continued*

4.11 Grandfathered Service

(N)

4.11.1 TimeOut (1+ Dialing) Service

(M)

A. Switched

Per Minute Charge

1 Year	\$0.0825
2 Year	\$0.0800
3 Year	\$0.0750

With Integrated Business Line Service Package\*

Per Minute Charge

2 Year	\$0.0750
3 Year	\$0.0650

B. Dedicated On-Net

Per Minute Charge

1 Year	\$0.0650
2 Year	\$0.0600
3 Year	\$0.0550

C. TimeOut (1+ Dialing) Service Long Distance Access Facility

<u>Recurring</u>	<u>Nonrecurring</u>
\$300.00	\$500.00

*\*Note - Rates for One (1) year, Four (4) Years, or Five (5) Years on a term contract will be determined on an individual case basis.*

(M)

*Material now found on this Page was previously located on Sheet 30.*

ISSUED: October 15, 2001

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233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

SECTION 4.0 - RATES, *continued*

4.11 Grandfathered Service, *continued*

(N)

4.11.2 TimeLine 8XX (Toll Free) Service

(M)

A. Per Minute Rate

	<u>Per Minute Charge</u>
1 Year	\$0.0825
2 Year	\$0.0800
3 Year	\$0.0750

With Integrated Business Line Service Package\*

	<u>Per Minute Charge</u>
2 Year	\$0.0750
3 Year	\$0.0650

B. Nonrecurring Charge

A nonrecurring charge applies per toll free number

Charge per number: \$30.00

C. Monthly Recurring Charge for Toll Free Directory Listing

Monthly charge per listing: \$15.00

*\*Note - Rates for One (1) year, Four (4) Years, or Five (5) Years on a term contract will be determined on an individual case basis*

(M)

*Material now found on this Page was previously located on Sheet 30.0.1.*

ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

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233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FL10105.TMS

**SECTION 4.0 - RATES, *continued***

**4.11 Grandfathered Service, *continued***

(N)

**4.11.3 TimeCard (Calling Card) Service**

(M)

**A. Per Minute Rates**

1 Year	\$0.30
2 Year	\$0.30
3 Year	\$0.30

With Integrated Business Line Service Package\*

2 Year	\$0.27
3 Year	\$0.27

**B. TimeCard Features**

**1. Audiotext**

Per Minute Rate: \$0.25

**2. Voice Message Store and Forward**

Per Minute Rate: \$0.75

**C. Additional TimeCard (Calling Card) Services**

**1. Operator Assistance**

Per Minute Rate \$0.55

*\*Note – Rates for One (1) Year, Four (4) Years, or Five (5) Years on a term contract will be determined on an individual case basis.*

(M)

*Material now found on this Page was previously located on Sheet 30.1.*

ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

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Franklin, TN 37069  
(615) 376-6404

FLJ0105.TMS

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SECTION 4.0 - RATES, *continued*

4.11 Grandfathered Service, *continued*

(N)

4.11.4 Perfect Ten Toll Option

(M)

Rate Per Minute

\$0.05

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|  
|  
(M)

*Material now found on this page was previously located on Sheet 27.5*

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ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

**SECTION 4.0 - RATES, *continued***

**4.12 Special Promotions**

(T)

The Company will, from time to time, offer special promotions to its Customers waiving certain charges. These promotions will be approved by the FPSC with specific starting and ending dates.

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ISSUED: October 15, 2001

EFFECTIVE: October 16, 2001

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0105.TMS



**SECTION 4.0 - RATES, *continued***

**4.12 Special Promotions**

**4.12.1 FlexCall Promotion**

The following FlexCall long distance package is available to Customers who subscribe to the Company's Integrated Business Line or VersiPak service between April 4 and July 31, 2002. Service must be installed no later than August 30, 2002. Only domestic long distance and toll free service are included in this promotion. If the Customer's usage exceeds the defined package minutes, a per minute rate will be charged for each additional minute. If the Customer does not use the entire amount of the packaged minutes, the monthly recurring charge remains the same. The unused minutes do not carry forward to the next month. Multiple packages may be combined. One package per customer location.

<u>Term (Months)</u>	<u>Package Minutes</u>	<u>Monthly Recurring Charge</u>	<u>Charge per Additional Minute</u>
24	3,000	\$150	\$0.050
36	3,000	\$145	\$0.048
24	8,000	\$385	\$0.048
36	8,000	\$370	\$0.046
24	13,000	\$600	\$0.046
36	13,000	\$580	\$0.045
24	18,000	\$800	\$0.044
36	18,000	\$770	\$0.043

(N)

(N)

ISSUED: March 22, 2002

EFFECTIVE: April 4, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

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**SECTION 4.0 - RATES, *continued***

**4.12 Special Promotions**

**4.12.2 "Free 4 Thirty"**

Qualified new End-User, non-carrier Customers who purchase the Company's services pursuant to a 24-month term agreement will receive a voucher to be used for one month's service. The Customer who purchases services for a term of 36 months will receive a voucher for 1.5 months service. The Customer who purchases services for term of 60 months will receive a voucher for two months service. This offer is subject to the termination liability provisions specified in this tariff. In the event the contract is breached, the voucher is rendered null and void.

The following terms and conditions apply to this offer:

1. This offer is available only to new end-user Customers. Wholesale and carrier Customers are not eligible to participate.
2. This offer is available on a first-come, first-serve basis to the first 150 Customers. The Company reserves the right to limit the number of Customers to which this offer is extended.
3. Contracts must be executed before September 10, 2002.
4. The amount of the voucher will equal the regular monthly recurring charges for the services ordered at the time the contract is executed. Nonrecurring move/change/restore charges, connection charges, measured and/or message usage charges, toll charges, directory assistance charges, Customer-originated trace charges, off-net charges, taxes, surcharges and franchise fees are not included.

(N)

(N)

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ISSUED: June 11, 2002

EFFECTIVE: June 12, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0206

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**SECTION 4.0 - RATES, *continued*****4.12 Special Promotions****4.12.2 "Free 4 Thirty", *continued***

5. The Company will specify the month in which the voucher may be redeemed.
  - For the Customer signing a 24-month contract, the redemption period will be the first month of service.
  - For the Customer signing a 36-month contract, the first voucher must be redeemed and applied to the first month of service. The voucher for the remaining half-month of service must be redeemed and applied to the thirteenth month of the contract.
  - For the Customers signing a 60-month contract, the first voucher must be redeemed and applied to the first month of service. The second voucher must be redeemed and applied to the thirteenth month of service. The Company will specify the redemption dates upon execution of the contract.
6. Termination of the service contract will result in the assessment of term liability charges as specified in this tariff. Termination of the service contract during the redemption period will result in the cancellation of the Customer's voucher(s). To the extent a Customer has already redeemed its voucher(s), the redemption value will be added to the amount of the term liability.
7. The Customer must notify the Company immediately in the event of a lost or stolen voucher. Failure to notify the Company in a timely manner will result in the cancellation of the voucher. Vouchers not redeemed during the specified redemption period will be declared null and void.
8. This offer may not be used with any other Time Warner Telecom promotion.

(N)

(N)

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ISSUED: June 11, 2002

EFFECTIVE: June 12, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FL10206

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**SECTION 4.0 - RATES, *continued*****4.12 Special Promotions, *continued*****4.12.3 "More Than Local" Promotion**

The Company will offer 1+ and Toll Free 8XX toll services at a flat rate of \$0.049 per minute for Customers who sign a 12-, 24- or 36-month contract on or before September 30, 2002. The following terms apply:

1. Customers must purchase or currently subscribe to one or more of the following Company services: Digital Trunk; ISDN PRI; Business Line; Integrated Business Line; or VersiPak.
2. This offer is available to new Customers, existing Customers who do not currently subscribe to the Company's toll services and to existing Customers whose current toll services contract is up for renewal.
3. Contract must be executed by close of business September 30, 2002. Service must be installed by October 31, 2002.
4. Offer includes 1+ and Toll Free 8XX Intrastate, Interstate and IntraLATA domestic toll services. Calls from the mainland United States to Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, international locations (including Canada and Mexico) and Hawaii intra-island calling are excluded.
5. Offer does not apply to Switchless Long Distance, Calling Card or Operator Services/Directory Assistance usage.
6. Offer does not apply to additional Customer locations that are Remote/Switchless in nature.
7. No volume commitment is required.

(N)

(N)

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ISSUED: July 3, 2002

EFFECTIVE: July 4, 2002

ISSUED BY: Carolyn Marek, Vice President Regulatory Affairs-Southeast Region  
233 Bramerton Court  
Franklin, TN 37069  
(615) 376-6404

FLI0210







All filers must complete this section.

File data as of:

Please review instructions before completing form.

T-428 P 013/022 F-608

303 542 4403

FROM-TIME WARNER TELECOM

13:45

AUG-02-02

D-Redacted

- 1. Filing status
- 2. Company
- 3. Indicate the category that best describes the operations covered by this filing.
- 4. Filers must report separate data for ILEC and non-ILEC operations. Use the following drop-down box to indicate whether this worksheet contains data for ILEC or for non-ILEC operations.
- 5. Use the following drop-down box to select your company, parent or controlling entity name. Select "not shown" if it is not in the list. See instructions Section IV-B-1 for information on preparing file names.   
If you selected "not shown" above, then provide the following:
- 6. State.
- 7. Contact person (person who prepared the data contained below).
- 8. Contact person telephone number and e-mail address.  
phone   
e-mail
- 9. Indicate whether this is an original or revised filing.
- 10. Indicate whether you request non-disclosure of some or all of the information in this file because you believe that this information is privileged and confidential and public disclosure of such information would likely cause substantial harm to the competitive position of the filer.
- 11. If you requested non-disclosure in line 10, indicate if this is your complete or redacted file.

Reminders:

- 1) Ensure files are virus free by using up-to-date virus detection software. Filers are encouraged to submit files via e-mail (address: FCC477@fcc.gov).
- 2) If you are filing original or revised data for an earlier semi-annual reporting period, do not use this particular form (which is only for data as of December 31, 2001). See reminder 4.
- 3) You may not insert or delete columns or rows, move cells, or edit text or numbers outside the cells provided for data entries. Files that cannot be opened in EXCEL97, files whose structure has been altered, and files with improper names will have to be refiled.
- 4) If you have questions about the form, contact the Common Carrier Bureau, Industry Analysis Division at (202) 418-0940; via e-mail at 477INFO@fcc.gov; or via TTY at (202) 418-0484.
- 5) You must submit a Certification Statement signed by an officer of your company. A single statement may cover all files submitted. See Instructions sections IV & V.
- 6) If you request non-disclosure of some data, you must file a public version of the form with such information redacted. See Instructions sections IV.B and IV.C for information on preparing a redacted file.
- 7) Name your files as specified in Instructions section IV.B.1. To assist you, complete this Cover Page to generate an "example" name, below. Replace the character "#" in this example name with a sequence number as specified in the instructions. This number should be "1" unless using "1" would cause you to submit more than one file with the identical file name.

Example

OMB NO: 3060-0816

EXPIRATION DATE: 11/30/2003



Time Warner Telecom of Florida, LP non-ILEC operations for Florida December 31, 2001

Complete Part I if you and all affiliates (including commonly controlled entities) provide 250 or more broadband lines or wireless channels in the state over your own facilities or over lines you provisioned as broadband. See instructions for definitions of "own facilities", "broadband", "end user", and "residential and small business".

If you provide data in Part I, you must provide in Part V a list containing the 5-digit Zip Codes of the end-user locations in which you provide the broadband services reported herein. See instructions.

Data as of December 31, 2001

A. Lines and wireless channels of broadband service that you provided over your own facilities, or over UNE loops or other lines and wireless channels that you obtained from other service providers and equipped as broadband, categorized by technology at the end-user location.

(a) Total one-way and two-way (full) broadband lines and wireless channels	Percentages of lines and wireless channels reported in (a)				
	(b) % of (a) used by residential & small business customers	(c) % of (a) provided over your own facilities	(d) % of (a) provided (i.e. billed directly) to end users	(e) % of (a) providing customers greater than 200 kbps in both directions	(f) % of (a) providing customers greater than 2 mbps in both directions
1 - 1. Asymmetric xDSL.					
1 - 2. Other traditional wireline including symmetric xDSL.					
1 - 3. Coaxial carrier systems including hybrid fiber-coaxial systems.					
1 - 4. Optical carrier (fiber to the end user).					
1 - 5. Satellite.					
1 - 6. Terrestrial wireless fixed.					
1 - 7. Terrestrial wireless mobile.					
1 - 8. All other technologies, such as distribution over electric power lines.					

Note: In Part I, report actual counts. Do not report voice-grade equivalent measures.

F-508 P. 014/022 T-428 303 542 4403 FROM-TIME WARNER TELECOM 13-45 AUG-02-02

Time Warner Telecom of Florida, LP, non-ILEC operations for Florida, December 31, 2001

Complete Part II if you and all affiliates (including commonly controlled entities) provide 10,000 or more voice-grade equivalent lines or wireless voice-grade equivalent channels used for local exchange or exchange access service in the state. See instructions for definitions of "voice telephone service", "voice-grade equivalent lines", "residential and small business", "owned facilities", "COLO switching centers", and "end users".

If you provide data in Part II, you must provide in Part V a list containing the 5-digit Zip Codes of the end-user locations in which you provide the wireline or fixed wireless voice grade services reported herein. See instructions.

Data as of December 31, 2001

(a) Total voice-grade equivalent lines and voice-grade equivalent wireless channels in service	Percentages of lines and wireless channels reported in (a)				
	(b) % of (a) used for residential & small business service	(c) % of (a) provided over your own facilities	(d) % of (a) provided over UNE loops	(e) % of (a) in ILEC COLO switching centers	

A. Voice telephone service provided to end users.

II - 1. Total lines and channels you provided to end users.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

B. Voice telephone service provided to other communications carriers, categorized by:

II - 2. Lines and channels that you provided under a Total Service Resale arrangement. See instructions.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

II - 3. Lines and channels you provided under other resale arrangements, such as resold Centrex.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

C. UNE loops, special access lines, and those private lines that connect to carriers, categorized by:

(a) Total lines and wireless channels
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II - 4. Lines and channels that you provided under a UNE loop arrangement, where you do not provide switching for the line.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

II - 5. Lines and channels that you provided under a UNE loop arrangement, where you also provided switching for the line.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

II - 6. Special access lines not provided as broadband and private lines that connect an end-user premises to a telecommunications common carrier and is not provided as broadband.

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------	------------	------------

D. Total wireline voice-grade equivalent lines & fixed wireless voice-grade equivalent channels in service.

Percentage of channels reported in (a), carried over the following types of facilities categorized by the technology used in the part of the line or wireless channel at the end-user location

(f) Cable coaxial	(g) Wireless	(h) All other including traditional wireline
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II - 7. Total lines and channels provided. [line II-1+line II-2 + line II-3]

[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------

OMB NO: 3050-0816  
EXPIRATION DATE: 11/30/2003

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Time Warner Telecom of Florida, LP non-ILEC operations for Florida December 31, 2001

Complete Part III if you and all affiliates (including commonly controlled entities) serve 10,000 or more mobile voice telephony subscribers in the state over your own facilities. See instructions for definitions of "mobile voice telephony subscribers" and "owned facilities".

Data as of December 31, 2001

A. Mobile voice telephony subscribers in service and served over your own facilities.

(a) Network telephone service subscribers	(b) Percentage of (a) provided (i.e. billed directly) to end users
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III - 1. Cellular, PCS & other mobile telephony.

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Time Warner Telecom of Florida, LP non-ILEC operations for Florida December 31, 2001

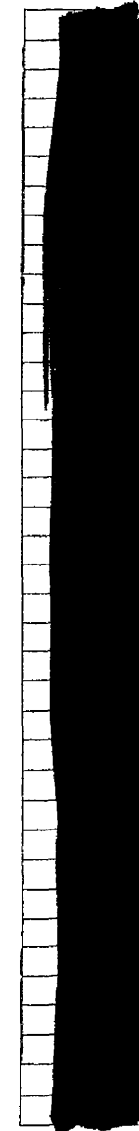
Filers completing Part I or Part II must supply a list of 5-digit Zip Codes in which the filer has at least one customer. Do not provide customer counts by Zip Code.

Data as of December 31, 2001

V - 1. 5-digit Zip Codes in the state in which you provide service to end-user locations:

(a) Broadband service	(b) Wireline & fixed wireless exchange telephone
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FROM-TIME WARNER TELECOM

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