

**CTC Communications Corp.
d/b/a EarthLink Business**

Issued by: Vice President, Tax
1375 Peachtree Street, Level A
Atlanta, Georgia 30309
Issued: September 22, 2011

Delaware P.S.C. Tariff No. 11
Original Title Page

Effective: September 27, 2011

ACCESS TELECOMMUNICATIONS SERVICES

This tariff, CTC Communications Corp. d/b/a EarthLink Business Delaware P.S.C. Tariff No. 11, replaces in its entirety, CTC Communications Corp. d/b/a One Communications P.S.C. Delaware Tariff No. 6, which is currently on file with the Commission.

CTC COMMUNICATIONS CORP.
D/B/A EARTHLINK BUSINESS

1375 Peachtree Street, Level A
Atlanta, Georgia 30309

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO ACCESS SERVICES

WITHIN

THE STATE OF DELAWARE

ACCESS TELECOMMUNICATIONS SERVICES

DESCRIPTION OF TARIFF

This Tariff applies to the Access Services furnished by CTC Communications Corp. d/b/a EarthLink Business (The "Company") between one or more points in the State of Delaware. This tariff is on file with the Delaware Public Service Commission and copies may be inspected during normal business hours at One Communication's principal place of business.

**CTC Communications Corp.
d/b/a EarthLink Business**

Issued by: Senior Regulatory Counsel
4001 Rodney Parham Rd.
Little Rock, AR 72212
Issued: June 29, 2021

Delaware P.S.C. Tariff No. 11
6th Revised Page 1
Cancels 5th Revised Page 1

Effective: July 1, 2021

ACCESS TELECOMMUNICATIONS SERVICES

CHECK SHEET

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

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ACCESS TELECOMMUNICATIONS SERVICES

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CTC Communications Corp.
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EXPLANATION OF SYMBOLS

- (R) to signify a rate Reduction.
- (I) to signify a rate Increase.
- (C) to signify a Change in Regulation affecting application of rate.
- (T) to signify a Text change in regulation but no change in rate.
- (D) to signify a Discontinued Rate or Regulation.
- (M) to signify a Move of tariff material to a different page or location on a page.
- (N) to signify New Material

SECTION 1 - DEFINITIONS

Certain terms used generally throughout this tariff are defined below.

Advance Payment: Part or all of a payment required before the start of service.

Asynchronous Transmission Mode (ATM): A high-speed switching technique that uses fixed type cells to transmit voice, video and data over fiber optic cabling.

Automatic Number Identification (ANI): Allows the automatic transmission of a caller's billing account telephone number to a local exchange company, interexchange carrier or a third party subscriber. The primary purpose of ANI is to allow for billing of toll calls.

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

Broadband: A data transmission scheme where multiple transmissions including voice, data and video share a communications path.

Byte: A grouping of Bits. A Byte may or may not be directly translatable into information meaningful to the user.

Committed Information Rate (CIR): The speed of transmission guaranteed between a customer's site and the frame relay network.

Communications Services: The Company's intrastate data and voice ATM switched telecommunications services offered for both limited intraLATA and interLATA use.

Company: CTC Communications Corp. d/b/a EarthLink Business, the issuer of this tariff.

Customer or Subscriber: The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the Company's regulations.

D.P.S.C.: The Delaware Public Service Commission

DSX-1 Panel: Distribution equipment used to terminate and administer DS1 (1.544 Mbps) circuits.

Dual Tone Multi-Frequency (DTMF): The pulse type employed by tone dial station sets.

Duplex Service: Service which provides for simultaneous transmission in both directions.

SECTION 1 - DEFINITIONS (CONT'D.)

Ethernet: A local area network protocol defined by the IEEE. It defines how data is transmitted on and retrieved from local area computer networks.

Federal Communications Commission (FCC): Independent government agency that develops and implements policy concerning interstate and international communications.

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Frame Relay: A public, primarily data network service for local area network to local area network connections.

Gateway: A device which allows equipment with different protocols to communicate with each other.

Integrated Access Device (IAD): Installed at Customer's location, this equipment converts voice and data traffic into ATM Cells.

Integrated Communications Network (ICN): The Company's facilities-based network which utilizes ATM switching protocol to provide uncompressed PVC based voice connectivity, variable CIR, Full Port CIR and Hybrid Frame Relay/ATM service, dedicated internet access and videoconferencing connectivity services.

Kbps: Kilobits per second, denotes thousands of bits per second.

Key System: A Key system is an on-site telephone system geared to under 100 telephone organizations. Like a PBX, a Key System switches calls to and from the public network and within the user's organization.

Local Access and Transport Area (LATA): A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Local Area Network (LAN): Located on an individual organization's premises, a LAN enables computer devices to communicate with each other.

SECTION 1 - DEFINITIONS (CONT'D.)

Local Exchange Carrier (LEC): Denotes any individual, partnership, association, joint-stock company, trust or corporation engaged in providing switched communication within an exchange.

Master Service Agreement: The master document executed by the Customer and the Company under which all Company services are provided. The Master Services Agreement sets forth the general terms and conditions under which services will be provided.

Mbps: Megabits, denotes millions of bits per second.

Multi-Frequency (MF): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Multiplexing: A technique whereby multiple devices can share one telephone line.

Permanent Virtual Circuit (PVC): A point to point connection through the Company's ICN connecting two locations.

Private Branch Exchange (PBX): A computerized on-site telephone system located on a Customer's premises which routes calls both within an organization and from the outside world to people within the organization.

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

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

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SECTION 1 - DEFINITIONS (CONT'D.)

Service Addendum: The written request for a specific Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Addendum by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date. Service Addenda are incorporated into the terms of the Master Service Agreement.

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers or several Customer locations.

Toll VoIP-PSTN Traffic - The term Toll VoIP-PSTN Traffic denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over PSTN facilities, which originates and/or terminates in Internet Protocol (IP) format. Toll VoIP-PSTN Traffic originates and /or terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

(N)
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(N)

Two Way: A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

User or End User: A Customer, Joint User, or any other person authorized by a Customer to use service provided under this tariff.

VOIP PROVIDER - For the purposes of this Tariff, any service provider, including but not limited to carriers, that originates and/or terminates traffic in Internet protocol ("IP") format.

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VOIP PROVIDER PARTNER - any VoIP Provider that uses the Company's services to exchange traffic with the PSTN.

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VOIP-PSTN TRAFFIC - traffic exchanged between the Company and a Customer in Time-Division-Multiplexing format that originates and/or terminates in IP format.

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(N)

Wide Area Network (WAN): Connects computers which are located in different cities, states and countries.

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish intrastate data and voice communications service to Business Customers pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Delaware.

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

2.1.2 Obligations of the Company

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

The Company's obligation to furnish facilities and services 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 is to 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 services where the circumstances are such that the proposed use of the facilities or services 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 services previously rendered pursuant to this Tariff until the indebtedness is satisfied.

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Shortage of Equipment or Facilities

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

2.1.4 Terms and Conditions

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

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Terms and Conditions (Cont'd.)

- D. Service may be terminated upon written notice to the Customer if:
 - 1. the Customer is using the service in violation of this tariff;
 - 2. or, the Customer is using the service in violation of the law.
- E. This tariff shall be interpreted and governed by the laws of the State of Delaware without regard for its choice of laws provision.
- F. Any other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.
- G. To the extent that either the Company or any other Telephone Company exercises control over the available cable pair, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its' customers. At the reasonable request of either party, the Company and the other Telephone Company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Liability of the Company

- A. Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representatives, or use of these services or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6.
- B. Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.6, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Liability of the Company (Cont'd.)

D. The Company shall not be liable for any claims for loss or damages involving:

1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
2. Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
3. Any unlawful or unauthorized use of the Company's facilities and services;

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Liability of the Company (Cont'd.)

D. (Cont'd.)

4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services with Customer-provided facilities or services,
5. Breach in the privacy or security of communications transmitted over the Company's facilities;
6. Fault or negligence of the Customer or the failure or malfunction of Customer-provided equipment or facilities;
7. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph A. of this Subsection 2.1.5.

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Liability of the Company (Cont'd.)

D. (Cont'd.)

8. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof.
9. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
10. Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company;
11. Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this Tariff.

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Liability of the Company (Cont'd.)

- E. The Company shall be indemnified, defended and held harmless by the Customer or end user from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any Company or Customer equipment or facilities or service provided by the Company.
- F. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section 2.1.5(F) as a condition precedent to such installations.

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Liability of the Company (Cont'd.)

- G. The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- H. Except as otherwise stated in this Tariff, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
- I. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

2.1.6 Notification of Service-Affecting Activities

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

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.7 Provision of Equipment and Facilities

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

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.7 Provision of Equipment and Facilities (Cont'd.)

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

1. The transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
2. The reception of signals by Customer-provided equipment.
3. Network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.1.8 Non-Routine Installation

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

SECTION 2 - REGULATIONS (CONT'D.)

2.1 Undertaking of the Company (Cont'd.)

2.1.9 Special Construction

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

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

2.1.10 Ownership of Facilities

Title to all facilities, other than inside wiring on the Customer's side of the demarcation point, provided in accordance with this tariff remains in the Company, its agents or contractors.

SECTION 2 - REGULATIONS (CONT'D.)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and D.P.S.C. regulations, policies, orders, and decisions.
- 2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4 A customer, joint user, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

SECTION 2 - REGULATIONS (CONT'D.)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

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

SECTION 2 - REGULATIONS (CONT'D.)

2.3 Obligations of the Customer (Cont'd.)

2.3.1 General (Cont'd.)

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

SECTION 2 - REGULATIONS (CONT'D.)

2.3 Obligations of the Customer (Cont'd.)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- A. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- B. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

SECTION 2 - REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels

2.4.1 General

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

2.4.2 Station Equipment

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

SECTION 2 - REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.3 Interconnection of Facilities

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

SECTION 2 - REGULATIONS (CONT'D.)

2.4 Customer Equipment and Channels (Cont'd.)

2.4.4 Inspections

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

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements

2.5.1 Payment for Service

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

A. Taxes

The Customer is responsible for payment of any Federal excise taxes, state, and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoice.

2.5.2 Billing and Collection of Charges

A. Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the date specified 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.

B. Customer bills for telephone service are due on the date specified on the bill. A Customer is in default unless payment is made within thirty (30) days following the issuance of the bill. If payment is not received within thirty (30) days of a bill's issuance, a late payment charge of one and one-half percent (1.5%) may be applied to all amounts previously billed under this Tariff, excluding one (1) month's local service charge, but including arrears and unpaid charges. The cumulative total of late payment charges shall not exceed eighteen percent (18%) per year.

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

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

- C. Late payment charges do not apply to those portions (and only those portions) of any unpaid balances that are associated with disputed amounts. Undisputed amounts on the bill are subject to late payment charges if unpaid and carried forward to the next bill.
- D. Late payment charges do not apply to final accounts.
- E. Late payment charges do not apply to government agencies in the State of Delaware.
- F. The Customer will be assessed a charge of twenty-five dollars (\$25.00) for each check submitted by the Customer to the Company which a financial institution refuses to honor. This charge is in addition to any charges assessed the Customer by any financial institution.
- G. The Company will pay interest on Customer overpayments that are not refunded within ninety (90) days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for services is made because of erroneous Company billing. The Customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the Customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be greater of the unadjusted Customer deposit interest rate or the Company's applicable Late Payment Charge.

Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the Customer's overpayment was originally recorded to the Customer's account by the Company.
- H. If service is disconnected by the Company in accordance with Section 2.5.5 following and later restored, restoration of service will be subject to all applicable installation charges.

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.3 Advance Payments

To safeguard its interests, the Company may require a Customer to make an advance payment before services and facilities are furnished. The advance payment will not exceed an amount equal to the non-recurring charge(s) and one (1) month's charges for the service or facility. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated non-recurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill. An advance payment may be required in addition to a deposit.

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.4 Deposits

- A. To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges in accordance with the rules of the Delaware Public Service Commission. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:
1. Two month's charges for a service or facility which has a minimum payment period of one month.
 2. The charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in the event that a termination charge is applicable.

Each applicant from whom a deposit is collected will be given a receipt of deposit and a circular containing the terms and conditions applicable to deposits, in accordance with the Rules and Regulations prescribed by the Delaware Public Service Commission pertaining to Customer deposits.

- B. A deposit may be required in addition to an advance payment.
- C. Deposits held will accrue interest at a rate calculated in accordance with the Rules and Regulations of the D.P.S.C.
- D. If the amount of the 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.

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.4 Deposits (Cont'd.)

- E. The Company will refund a Customer deposit plus accrued interest:
1. Within forty-five (45) days of discontinuance of service;
 2. Upon the Customer having established a good payment record, showing that the Customer:
 - a. has paid invoices for service for the first four (4) years of service following payment of the deposit without having had service discontinued for nonpayment of bills within the last two (2) years;
 - b. has paid all invoices without having had more than two (2) occasions within the last twelve (12) months in which a bill was not paid in a reasonable period after it became due;
 - c. is not presently delinquent in the payment of invoices;
 - d. has not presented a bad check in payment of invoices within the last two (2) years; and
 - e. has not had any detrimental credit information recorded within the last two (2) years.
 3. Upon request, if the Customer has established acceptable credit and provided the Customer does not owe any outstanding invoices for the service and meets the criteria set forth in subsection 2. above.
 4. At the option of the Company.

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.5 Discontinuance of Service

- A. Upon nonpayment of any undisputed amounts owing to the Company for more than thirty (30) days following issuance of a bill for the amount due, the Company may, by giving ten (10) days prior written notice to the Customer discontinue or suspend service without incurring any liability.
 - 1. Except for emergency situations, suspension or termination of service for nonpayment will not commence on Saturday, Sunday, a bank holiday or any other holiday observed by the Company.
- B. Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving ten (10) days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- C. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company may, by giving requisite prior written notice to the Customer discontinue or suspend service without incurring any liability.

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.5 Discontinuance of Service (Cont'd.)

- D. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- E. Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- F. Upon the Company's discontinuance of service to the Customer under Section 2.5.5(A) or 2.5.5(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable (discounted to present value at six percent).

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.6 Cancellation of Application for Service

- A. Applications for Service are noncancellable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where, prior to cancellation by the Customer, the Company incurs expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C. Special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of installation, engineering, labor and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D. The special charges described in this Section 2.5.6 will be calculated and applied on a case-by-case basis.

2.5.7 Changes in Service Requested

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

Issued by: Vice President, Tax
1375 Peachtree Street, Level A
Atlanta, Georgia 30309
Issued: September 22, 2011

Effective: September 27, 2011

ACCESS TELECOMMUNICATIONS SERVICES

SECTION 2 - REGULATIONS (CONT'D.)

2.5 Payment Arrangements (Cont'd.)

2.5.8 Taxes

Appropriate state, local and municipal sales taxes and surcharges will be charged on services.

All state and local taxes (i.e. gross receipts tax, sales tax, municipal utilities tax) and surcharges may be listed as separate line items and may not be included in the quoted rates. Customers shall be responsible for any applicable taxes.

SECTION 2 - REGULATIONS (CONT'D.)

2.6 Allowances for Interruptions in Service

Interruptions in service, which are not due to the negligence of, or noncompliance 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 in 2.6.1 for the part of the service that the interruption affects.

2.6.1 Credit for Interruptions

- A. A credit will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff . 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 inoperative.
- B. For calculating credit allowances, every month is considered to have thirty (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 credit will receive a credit.

SECTION 2 - REGULATIONS (CONT'D.)

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.2 Limitations on Allowances

No credit allowance will be made for:

- A. Interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- B. Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
- C. Interruptions due to the failure or malfunction of non-Company equipment;
- D. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. Interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- F. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- G. Interruption of service due to circumstances or causes beyond the control of Company.

SECTION 2 - REGULATIONS (CONT'D.)

2.6 Allowances for Interruptions in Service (Cont'd.)

2.6.3 Cancellation For Service Interruption

Cancellation or termination for service interruption is permitted only if any circuit experiences a single continuous outage of eight (8) hours or more or cumulative service credits equaling sixteen (16) hours in a continuous twelve (12) month period. The right to cancel service under this provision applies only to the single circuit which has been subject to the outage or cumulative service credits.

2.7 Use of Customer's Service by Others

2.7.1 Resale and Sharing

Any service provided under this tariff may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable Delaware Public Service Commission regulations governing such resale or sharing. Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

2.7.2 Joint Use Arrangements

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

SECTION 2 - REGULATIONS (CONT'D.)

2.8 Minimum Period of Service

The minimum period of service is one (1) month except as otherwise provided in the Tariff. Customers must pay the regular tariffed rate for the services they subscribe to for the minimum period of service. If a Customer disconnects service before the end of the minimum service period, that Customer is responsible for paying the regular rates for the remainder of the minimum service period. When the service is moved within the same building, to another building on the same premises, or to a different premises entirely within the local exchange area, the period of service at each location is accumulated to calculate if the Customer has met the minimum period of service obligation.

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

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

SECTION 2 - REGULATIONS (CONT'D.)

2.9 Cancellation of Service

2.9.1 If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), the Customer agrees to pay to the Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.5.2, all costs, fees and expenses reasonably incurred in connection with:

- A. All non-recurring charges reasonably expended by the Company to establish service to the Customer; plus,
- B. Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus,
- C. All recurring charges specified in the applicable Service Order tariff for the balance of the then current term.

Notwithstanding the foregoing, in the event of early termination by a Business Customer receiving service pursuant to a term agreement, additional cancellation or termination charges may apply.

2.10 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company, (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

SECTION 2 - REGULATIONS (CONT'D.)

2.11 Notices and Communications

- 2.11.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.11.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.11.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third (3rd) business day following placement of the notice, communication or bill with the US Postal Service or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- 2.11.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

SECTION 2 - REGULATIONS (CONT'D.)

2.12 Disputed Bills

Customer questions, complaints and disputes regarding billing or service provided by the Company may be referred to the Company's customer service department in writing at 1375 Peachtree Street, Level A, Atlanta, Georgia 30309 or by calling the Company at 1-800-883-6300.

If a dispute is not received by the Company within thirty (30) 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. If objection results in a refund to the Customer, such refund will be with interest at the greater of the adjusted Customer deposit interest rate or the Company's applicable Late Payment Charge.

If the Customer and Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the D.P.S.C. in accordance with the Commission's rules and procedures. The address of the Commission is as follows:

Delaware Public Service Commission
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, Delaware 19904

When 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 (2) months after the bill is rendered.

SECTION 3 - CARRIER COMMON LINE

3.1 General

3.1.1 Description

- A. Where the Customer has obtained switched access service as set forth in Section 6, following, the use of end users' Company provided common lines is necessary in order for the customer to access end users to furnish intrastate communications. Carrier Common Line Access Service provides that function. Carrier Common Line Access also provides for the use of switched access service originating from a WAL.
 - 1. Where the Customer is provided with switched access service under this tariff, the Company will provide the use of Telephone Company common lines by a customer for access to end users.
- B. All line side connections provided in the same access group will be limited to the same features and operating characteristics.
- C. All Trunk side connections provided in the same access group will be limited to the same features and operating characteristics.
- D. A telephone number is not provider with carrier common line access.
- E. Detail billing is not provided with carrier common line access.
- F. Directory listings are not included in the rates and charges for carrier common line.
- G. Intercept arrangements are not included in the rates and charges for carrier common line access.

SECTION 3 - CARRIER COMMON LINE (CONT'D.)

3.2 Responsibility of the Customer

3.2.1 Reselling MTS / MTS Type Service

- A. Where the customer is reselling MTS and / or MTS type service(s) on which the carrier common line and switched access charges have been assessed, the customer shall obtain FGB or FGD service for originating and / or terminating access in the local exchange.

1. Such access groups arrangements whether single lines or trunks or multiline hunt groups or trunk groups will have carrier common line access charges applied.

3.2.2 Customer Facilities

- A. The Customer facilities at the premises of the ordering Customer shall provide the necessary on hook and off hook supervision.

3.2.3 Billing Dispute

- A. If a billing dispute arises concerning the customer provided monthly of originating 800 and / or 900 access, as specified in Section 3.4.1; the Company will request not more than once a year, that the customer provide the Telephone Company the data used to develop the report, within 30 days of the Company's request.

SECTION 3 - CARRIER COMMON LINE (CONT'D.)

3.3 Application of Rates of Charges

3.3.1 Description

- A. The carrier common lines access rates and charges apply to intrastate switched access service access minutes in accordance with the rate regulations as set forth in this section. The access minutes for all switched access subject to carrier common line charges will be multiplied by the per minute rate to determine the charges.
 - 1. The originated per minute charge(s) apply to all originating access minutes of use.
 - 2. The terminating per minute charge(s) apply to all terminating access minutes of use.
 - 3. In the eastern and western LATAs, carrier common line access charges, except for 800 and 900 access services minutes, are subject to time differentiated rating based in a peak or off-peak schedule as set forth in Section 6.6.4, following.
- B. When access to the local exchange is required to provide a customer service (e.g., MTS / WATS - type, telex, Data, etc. . .) that uses resold Interexchange Carrier's private line service, switched access service rates and regulations will apply except when such access to the local exchange is required for the provision of an enhanced service. Carrier common line access rates and charges apply.
- C. The common channel signaling access STP link termination and STP port, as set forth in Section 6, following, are not subject to a carrier common line charge.

SECTION 3 - CARRIER COMMON LINE (CONT'D.)

3.3 Application of Rates of Charges (Cont'd.)

3.3.2 Determination of Charges

- A. When carrier common line access is provided in association with the FGB service in Company offices that are not equipped for measurement capabilities, assumed average intrastate access minutes will be used to determine carrier common line access charges.
- B. When actual access minutes are used to determine carrier common line charges they will be accumulated using call detail recorded by the Company equipment.
 1. The Company measuring and recording equipment will be associated with end office or local tandem switching equipment and will record originating access minutes and terminating access minutes where answer supervision is received.
 2. The accumulated access minutes will be summed on a line by line basis, by line group or end office, whichever type of account is used by the Company, for each customer and then rounded to the nearest minute.
- C. Apportionment - When the Customer reports interstate and intrastate use of switched access service, the carrier common line access minutes developed by the Company, will be multiplied by the originating and / or terminating intrastate percentages of use reported by the customer, as specified in Section 6.5.2. The result will then be used to determine the carrier common line charges.
 1. The access minutes for all switched access service subject to carrier common line charges will be multiplied by the per minute rate to determine the charges.

SECTION 4 - BILLING NAME AND ADDRESS SERVICE

4.1 General

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Company.

BNA Service is provided for the sole purpose of permitting the Customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone. The Customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

BNA Service provided on a manual basis only. Information will be provided by voice telecommunications, fax, or mail, as appropriate.

BNA information is furnished for sent-paid, collect, bill to third party, 700 and 900 messages and messages charged to a calling card that is resident in the Company's data base.

SECTION 4 - BILLING NAME AND ADDRESS SERVICE (CONT'D.)

4.2 Undertaking of the Company

- 4.2.1 A request for information on telephone numbers should be mailed or faxed to the Company. The Company will provide the response by first class U.S. Mail within ten (10) business days, unless other arrangements are mutually agreed to between the Company and the Customer.
- 4.2.2 The Company will specify the format in which requests are to be submitted.
- 4.2.3 The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Company's records, including non-published and non-listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Company will provide an indicator on the confidential records.
- 4.2.4 The Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- 4.2.5 The Company shall use reasonable efforts to provide accurate and complete lists. The Company makes not warranties, expressed or implied, as to the accuracy or completeness of these lists.

SECTION 4 - BILLING NAME AND ADDRESS SERVICE (CONT'D.)

4.3 Obligations of the Customer

- 4.3.1 With each order for BNA Service, the Customer shall identify the authorized individual and address to receive the BNA information.
- 4.3.2 The Customer shall institute adequate internal procedures to insure that BNA information, including that related to non-published and non-listed telephone numbers, is used only for the purpose set forth in this Tariff and BNA information is available only to those Customer personnel or agents with a need to know the information. The Customer must handle all billing name and address information designated as confidential by the Company in accordance with the Company's procedures concerning confidential information. The Company will provide to the Customer a statement of its procedures concerning confidential information upon request.
- 4.3.3 The Customer shall not publicize or represent to others that the Company jointly participates with the Customer in the development of the Customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of the BNA Services.

SECTION 4 - BILLING NAME AND ADDRESS SERVICE (CONT'D.)

4.4 Rate Regulations

- 4.4.1 Service Establishment Charges apply for the initial establishment of BNA Service on a manual basis.
- 4.4.2 A charge applies for each request for BNA information for a telephone number on a manual basis. The Company will keep a count of the requests processed, and will bill the Customer in accordance with these counts whether or not the Company was able to provide BNA information for all requests.
- 4.4.3 When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.

SECTION 5 - ACCESS SERVICE ORDER

5.1 General

An Access Service Order is used by the Company to provide a Customer Access Service. A Customer may order any number of services of the same type and between the same premises on a single Access Order. All details for services for a particular order must be identical except for those for multipoint service.

When placing an order for Access Service, the Customer shall provide to the Company the order information required in Section 5.2 in addition to the following:

- Customer name and premises address(es).
- Billing name and address (when different from Customer name and address).
- Customer contact name(s) and telephone number(s) for the following provisioning activities: order negotiation, order confirmation, interactive design, installation and billing.

5.2 Ordering Requirements

When ordering Switched Access service, the Customer must specify whether the service is to be provided as:

- Direct Trunked Transport to the end office,
- Direct Trunked Transport to a tandem which connects with Common Transport from the tandem to the end office, or
- Common Transport to the end office.

When all or a portion of service is ordered as Direct Trunked Transport, the Customer must specify the type and quantity of Direct Trunked Transport Facility (i.e., High Capacity DS1).

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.2 Ordering Requirements (Cont'd.)

The Customer must also specify the type of Entrance Facility to be used for Switched Access (e.g., Voice Grade or High Capacity). For High Capacity Entrance Facilities, the Customer must specify the facility assignment and the channel assignment for each trunk.

- 5.2.1 For Feature Group B Switched Access Service, the Customer shall specify the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and the Local Transport and Local Switching options desired. When ordering FGB trunks to an access tandem, the Customer must also provide the Company an estimate of the amount of traffic to be generated to and/or from each end office subtending the access tandem to assist the Company in the effort to project further facility requirements.

In addition, the Customer shall also specify for terminating only access, whether the trunks are to be arranged in trunk group arrangements or provided as single trunks.

- 5.2.2 For Feature Group D Switched Access Service, the Customer shall specify the number of busy hour minutes of capacity (BHMC) from the Customer's premises to the end office by traffic type. This information is used to determine the number of transmission paths. The Customer shall also specify the Local Transport and Local Switching options. Customers may, at their option, order FGD by specifying the number of trunks and the end office when direct routing to the end office is desired or the access tandem switch when routing is desired via an access tandem switch and the Local Transport and Local Switching options desired. When ordering by trunk quantities rather than BHMC quantities to an access tandem, the Customer must also provide the Company an estimate of the amount of traffic it will generate to and/or from each end office subtending the access tandem to assist the Company in its own efforts to project further facility requirements.

When a Customer orders FGD in trunks, the Customer is responsible to assure that sufficient access facilities have been ordered to handle its traffic.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.2 Ordering Requirements (Cont'd.)

5.2.3 For 800 Data Base Access Service, the Customer shall order the service in accordance with the preceding provisions set forth for Feature Group D. If the Customer desires any of the optional features available with Toll Free 800 Series Data Base Service, the Customer shall so specify on the order for service.

5.2.4 When a Customer orders collocation in an end office and/or access tandem with Company provided Switched Access Service(s), the Customer must specify the collocated fiber optic facilities or microwave interconnection location involved. The Customer must also specify the particular end office or access tandem location involved, which must be the end office in which the Switched Access Service(s) originate or terminate, or an Access Tandem in which such service(s) are switched.

5.3 Access Order Service Date Intervals

Access Service is provided with one of the following Service Date Intervals:

- Standard Interval
- Negotiated Interval
- Advance Order Interval

To the extent Access Service can be made available with reasonable effort, the Company will provide Access Service in accordance with the Customer's requested interval, subject to the following conditions.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.3 Access Order Service Date Intervals (Cont'd.)

5.3.1 Standard Interval

A schedule of Standard Intervals applicable for Switched Access Services and is as follows:

Feature Groups B and D	Standard Interval
1 to 4 Trunks	28 Days
5 to 8 Trunks	30 Days

If a Customer requests that installation be done outside of normal scheduled work hours, and the Company agrees to this request, the Customer may be subject to applicable Additional Labor Charges.

A Service Date Change Charge as set forth in Section 10.5.1 following, will apply for the change in service date on a pending Standard Interval Access Order.

5.3.2 Negotiated Interval

The Company will negotiate a service date interval with the Customer when:

- A. There is no Standard Interval for the service, or;
- B. The quantity of Access Services orders exceeds the quantities specified in the Standard Intervals, or;
- C. The Customer requests a service date beyond the applicable Standard Interval service date except as set forth in (C) following.

ACCESS TELECOMMUNICATIONS SERVICES

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.3 Access Order Service Date Intervals (Cont'd.)

5.3.2 Negotiated Interval (Cont'd.)

The Company will offer a service date based on the type and quantity of Access Services the Customer has requested. The Negotiated Interval may not exceed by more than six (6) months the Standard Interval service date, or, when there is no Standard Interval, the Company offered service date. All services for which rates are applied on an individual case basis are provided with a Negotiated Interval.

Common Channel Signaling Access (CCSA) links will be provided on a Negotiated Interval. New or existing FGD trunks ordered with the SS7 signaling option will be provided on a Negotiated Interval.

The addition and/or deletion of an 800 Access Service six (6) digit Customer identification NXX is provided with a Negotiated Interval. The addition of an 800 Access Service ten digit Customer identification record to the 800 Access Service data base or the deletion of an 800 Access Service ten digit Customer identification record from the 800 Access Service data base is provided with a Negotiated Interval.

Initial establishment of service where Customer is:	Maximum Interval
- Not yet provided with any FGB or FGD service in the LATA	6 months
- in the LATA	Provided FGB or FGD service 90 Days

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.3 Access Order Service Date Intervals (Cont'd.)

5.3.3 Advance Order Interval

When placing an Access Order, a Customer may request an Advance Order Interval for a service date of twelve (12) to twenty-four (24) months from the Application Date for the following services:

- A minimum of twenty-four (24) voice grade equivalent Switched Access Service lines or trunks or 720 BHMCs

Orders for less than the minimum quantities will be accommodated under Standard or Negotiated Interval provisions.

Advance Order Interval Access Orders are subject to all ordering conditions of Standard and Negotiated Interval Access Orders except for the following:

A. Advance Payment

A nonrefundable Advance Payment will be calculated as follows:

Advance Payment (Nonrefundable) the minimum (Nonrefundable) monthly charge for the minimum period plus the applicable Nonrecurring Charges for the services ordered.

This Advance Payment is due ten (10) working days from the date the Company confirms acceptance of the order, or on the Application Date, whichever date is the later date. If the Advance Payment is not received by such payment date, the order will be canceled.

When the Access Services are connected on the service date, the Advance Payment will be applied, as a credit, to the Customer's billed service charges. When there has been a decrease in the number of services originally ordered, as set forth in 5.3.3.B following, only the portion of the Advance Payment for services actually installed will be credited.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.3 Access Order Service Date Intervals (Cont'd.)

5.3.3 Advance Order Interval (Cont'd.)

B. Cancellation or Partial Cancellation of an Advance Order Interval Access Order

When the Customer cancels an Access Order, the order will be withdrawn. The Advance Payment will not be credited or refunded.

Any decrease in the number of ordered Access Services will be treated as a partial cancellation, and the portion of the Advance Payment for the services canceled will not be credited or refunded.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.4 Access Order Modifications

The Customer may request a modification of its Access Order at any time prior to notification by the Company that service is available for the Customer's use or prior to the service date, whichever is later.

Any increase in the number of Switched Access Service lines, trunks or busy hour minutes of capacity or STP Access signaling connections will be treated as a new Access Order (for the increased amount only).

5.4.1 Service Date Change Charge

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than thirty (30) calendar days. When, for any reason, the Customer indicates that service cannot be accepted for a period not to exceed thirty (30) calendar days, and the Company accordingly delays the start of service, a Service Date Change Charge will apply. If the Customer requested service date is more than thirty (30) calendar days after the original service date, the order will be canceled by the Company and reissued with the appropriate cancellation charges applied.

A Service Date Change Charge will apply, on a per order per occurrence basis, for each service date changed. The applicable charge is as set forth in Section 10.5, following.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.4 Access Order Modifications (Cont'd.)

5.4.2 Partial Cancellation Charge

Any decrease in the number of ordered Switched Access Service lines, trunks or busy hour minutes of capacity ordered with a Standard or Negotiated Interval Access Order will be treated as a partial cancellation and the charges as set forth in Section 5.5.2(A) following will apply. Partial cancellation charges do not apply to Advance Order Interval Access Orders.

5.4.3 Design Change Charge

The Customer may request a design change to the service ordered. A design change is any change to an Access Order which requires engineering review. Design changes do not include a change of Customer premises, end user premises, end office switch, Feature Group type except for changes to Feature Group D. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge is set forth in Section 10.5 following in addition to Additional Engineering may apply. If a change of service date is required, the Service Date Change Charge will also apply.

5.4.4 Expedited Order Charge

A. When placing an Access Order for services(s) for which Standard Intervals exist, a Customer may request a service date that is prior to the Standard Interval service date. A Customer may also request an earlier service date on a pending Standard, Negotiated or Advance Order Interval Access Order. If the Company agrees to provide service on an expedited basis, an Expedited Order Charge will apply, as set forth in 10.5, following.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.4 Access Order Modifications (Cont'd.)

5.4.4 Expedited Order Charge (Cont'd.)

- B. If the Company receives a request for an expedited service date at the time a standard interval access order is placed, the expedited order charge is calculated by summing all the NRCs associated with the access order and then dividing by the number of days in the standard interval. The charge is then applied on a per day improvement basis, per order but in no event will exceed 50% of the total NRCs of the associated with the access order.
- C. If the Companies subsequently unable to meet an agreed upon expedited service date no expedited order charge will apply unless the missed service date was caused by the customer, the customer's agent or patron.
- D. When the Company receives a request for expediting a pending standard interval or negotiated interval access order, the expedited order charge is based in the extent to which the access order has been processed at the time the Company agrees to the service date improvement. In no event shall the charge exceed 50% of the total NRCs associated with the access order. In order to determine the expedited order charge, the Company would proceed as follows.
 - 1. Determine the next critical date to be completed on the order.
 - 2. Determine what percent of the provisioning activity is not yet completed.
 - 3. Apply the percentage to the sum of all NRCs associated with the order.
 - 4. Apply the per day charges on a per day of improvement basis, per order.
 - 5. When the request for expediting occurs subsequent to the issuance of the access order a service date change charge also applies.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.5 Cancellation of an Access Order

5.5.1 A Customer may cancel an Access Order for the installation of service at any time prior to notification by the Company that service is available for the Customer's use or prior to the service date, whichever is later. The cancellation date is the date the Company receives written or verbal notice from the Customer that the order is to be canceled. The verbal notice must be followed by written confirmation within ten (10) days. If a Customer or an end user is unable to accept Access Service within thirty (30) calendar days after the original service date, the Customer has the choice of the following options:

- The Access Order shall be canceled and charges set forth in (B) following will apply, or
- Billing for the service will commence.

If no cancellation request is received within the specified thirty (30) calendar days, billing for the service will commence. In any event, the cancellation date or the date billing is to commence, as applicable, shall be the thirty-first (31st) day beyond the original service date of the Access Order.

5.5.2 When a Customer cancels a Standard or Negotiated Interval Access Order for the installation of service, a Cancellation Charge will apply as follows:

- A. When the Customer cancels an Access Order, a charge equal to the estimated provisioning costs incurred at a particular date for the service ordered by the Company shall apply.
- B. If the Company misses a service date for a Standard or Negotiated Interval Access Order by more than thirty (30) days, due to circumstances such as acts of God, governmental requirements, work stoppages and civil commotions, the Customer may cancel the Access Order without incurring cancellation charges.

SECTION 5 - ACCESS SERVICE ORDER (CONT'D.)

5.6 Minimum Period

- 5.6.1 The minimum period for which Access Service is provided and for which charges are applicable, is one month.
- 5.6.2 The following changes will be treated as a discontinuance of the existing service and an installation of a new service. All associated nonrecurring charges will apply for the new service.

The changes listed below are those which will be treated as a discontinuance and installation of service and for which a new minimum period will be established.

- A. A move to a different building.
 - B. A change in type of service.
 - C. A change in Switched Access Service Interface Group.
 - D. Change in Switched Access Service traffic type.
 - E. Change in Company-provided Switched Access Service to a Collocated Interconnection arrangement or vice versa.
 - F. Change to an existing Feature Group D Service to include the provision of 64 kbps Clear Channel Capability.
- 5.6.3 When Access Service is disconnected prior to the expiration of the minimum period, charges are applicable for the balance of the minimum period.

The Minimum Period Charge for monthly billed services will be determined as follows:

For Switched Access Service, the charge for a month or fraction thereof is equal to the applicable minimum monthly charge for the capacity.

All applicable nonrecurring charges for the service will be billed in addition to the Minimum Period Charge.

SECTION 6 - SWITCHED ACCESS SERVICE

6.1 Description

6.1.1 General

Switched access service, which is available to customers for their use in originating and terminating communications, provides a two point electrical communications path between a customer's premises and an end user's premises. It provides for the use of common terminating, switching and trunking facilities and both common subscriber plant and unshared subscriber plant (i.e., WALs) of the Telephone Company. Switched Access Service provides for the ability to originate calls from an user's premises to a customer's premises, and to terminate calls from a customer's premises to an end user's premises in the LATA where it is provided.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.1 Description (Cont'd.)

6.1.2 Service Structure

- A. Switched access service is provided in service arrangements called Feature Groups (FG s) which are differentiated by their technical characteristics, (e.g., line side vs. trunk side connection at the Company entry switch), and in the manner in which end user accesses them in originating calling (e.g., with or without an access code). The FG s are identified as FGB and FGD. Each feature group requires local transport facilities and the appropriate local switching functions. 800 Database and 900 database access services are available through the use of the trunk side feature groups.
1. FGs are arranged for either originating, terminating or two-way calling, based on the customer end office switching capacity ordered. The Company will determine the type of calling to be provided unless the customer requests that a different of directional calling is to be provided. In such cases, the Company will work cooperatively with the customer to determine the direction.
 - a. Originating Calling - permits the delivery of calls from the telephone exchange service locations to customer's premises
 - b. Terminating Calling - permits the delivery of calls from the customer's premises to telephone exchange service locations.
 - c. Two-way calling - permits the delivery of calls in both directions, but not simultaneously

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.1 Description (Cont'd.)

6.1.3 Manner of Provision

- A. Lines, Trunks and Busy Hours of Capacity (BHMCs) - Switched access is furnished in either quantities of lines or trunks, or, for tandem switched transport, in BHMCs. BHMCs and trunks are differentiated by type and directionality of traffic carried over a switched access service arrangement. Differentiation of traffic is necessary for the Company to properly design switched access service to meet the traffic carrying requirement of the customer.
 - 1. FGB is provided on a per trunk basis
 - 2. FGD is provided on a BHMC basis for tandem switched transport only and may also be provided to customers on a per trunk basis as set forth in Section 5.2, preceding.
- B. Transmission Specifications - there are three transmission specifications (i.e., types A, B, or C) for the provision of feature groups. The specifications provided are dependent on the interface group and the routing of the service (i.e., whether the service is routed directly to the end office or via an access tandem), as specified in Sections 6.2, 6.3 and 6.4, following.
- C. Facilities and Routing - any customer may request that the facilities used to provide switched access service be specially routed.
- D. Testing - At no additional charge, the Company will, at the customer's request, cooperatively test, at the time of installation, loss, C-message noise, 3 tone slop, dc continuity and operational signaling. When the local transport is provided with interface group 2,6,7, and 9 and the local transport termination is two-wire (there is a four wire to two wire conversion in local transport), balance parameters (equal level echo path loss may also be tested).

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.1 Description (Cont'd.)

6.1.4 Traffic Type

- A. The major traffic types are originating, terminating and directory assistance. When ordering capacity for FGB or FGD access, the customer must at a minimum specify such access capacity in terms of originating traffic type and / or terminating traffic type.
- B. Originating Traffic represents access capacity within a LATA for carrying traffic from the end user to the customer. Because some customers may want to further segregate their originating FGB and FGD traffic into separate trunk groups or because segregation may be required by technical limitations. When ordering the following originating traffic types of access capacity, FGD customer's must specify the specific traffic type being ordered.
 - 1. Domestic.
 - a. Domestic traffic type represents access capacity for carrying only domestic traffic other than 800, 900 and operator traffic.
 - 2. 800
 - 3. 900
 - 4. Operator
 - a. 800, 900 and operator traffic types represent access capacity for carrying, respectively only 800, 900 or operator traffic.
- C. Terminating Traffic - represents access capacity within a LATA for carrying traffic from the customer to the end user.
- D. Directory Assistance Traffic represents access capacity within a LATA for carrying directory assistance traffic from the customer to a directory assistance location.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service

6.2.1 General

- A. The functional components of switched access feature groups are local transport, local switching, and carrier common line, as described in Section 3, preceding.

6.2.2 Local Transport

- A. Local Transport provides the transmission facilities between the customer's premises and then end office switch(es) where the customer's traffic is switched to originate or terminate its communications.
- B. Local Transport is a two way voice frequency transmission path composed of facilities specified by the customer or for tandem switched transport, determined by the Telephone Company.
1. The two-way voice frequency transmission path permits the transport of calls in the originating direction (from the end user end office switch to the customer's premises) and in the terminating direction (from the customer's premises to the end office switch) but not simultaneously.
 2. The voice frequency transmission path may be comprised of any form or configuration of plant capable of and typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

- C. The Company will work cooperatively with the customer in order to determine the following.
 - 1. Whether the service is to be directly routed to an end office switch or through an access tandem switch.
 - 2. The directionality of service.
- D. For purposes of determining local transport mileage, distance will be measured from the wire center that normally serves the customer to the end office switch(es). Exceptions to the mileage measurement rules are set forth in Section 6.4.9, following.
 - 1. Notwithstanding, Section 6.2.2.A, the local transport mileage for access minutes which originate (i.e., FGD) from or terminate (i.e., FGB or FGD), to a WAL service will be calculated in an airline basis, using V&H coordinates method, between the WCO at which the WAL service terminates and the customer premises serving wire center for the FGB and FGD service provided. When the FGB usage originating from or terminating to a WAL service is transposed over a FGB trunk which assumed minutes of use are billed, the local transport mileage for such usage will be calculated in accordance with Section 6.4.9 as appropriate.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

E. Local Transport Rate Category

Local Transport Rate Category is comprised of the following:

1. Entrance Facility - the entrance facility is comprised of a standard channel termination rate for that portion of the voice frequency transmission path from the customer premises to the serving wire center.
 - a. The customer must order or have in place an entrance facility from the customer premises to the serving wire center of the customer premises for direct trunked facility or tandem switched transport.
 - b. An office channel termination rate will apply in lieu of the standard channel termination for each local transport entrance facility terminated at the customer's collocated premises. Company facilities or services will not be provided to connect collocated premises in different wire centers.
2. Interconnection Charge

The Interconnection charge provides for the interconnection with the Company switched access network.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

E. Local Transport Rate Category (Cont'd.)

3. Channel Mileage.

The local transport rate category, when provided as direct trunked transport, is comprised of channel a mileage rate. Channel mileage rate provides for that portion of the voice frequency transmission path from the serving wire center of the customer premises directly to an end office or an access tandem.

4. When provided as tandem switched transport, local transport is comprised of local transport termination, local transport facility and local transport tandem switching..

a. Local Transport Termination provides for that portion voice frequency transmission path at either the serving wire center of the customer premises or at the access tandem and the end office switch for traffic that is switched at an access tandem. Local transport termination for that portion of the voice frequency transmission path at a host end office and a remote switching system or a remote switching module.

b. Local Transport Facility provides for that portion of the voice frequency transmission path from either the serving wire center of the customer premises or the access tandem to an end office for traffic that is switched at an access tandem. It also provides for that portion of the voice frequency transmission path from the host end office to a remote switching system and a remote switching module.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

E. Local Transport Rate Category (Cont'd.)

4. (Cont'd.)

c. Local Transport Tandem Switching provides for the use of the Company tandem switching facilities. An operator pass-through charge and multiplexer charge will apply as appropriate.

5. Operator Access - If the customer provides operator services for end users for calls originating from a particular LATA and is capable of receiving calls passed through to it by the Company in that LATA, the Company will provide end users with access to the operators of a customer for operator assisted call completion as desired. The customer will be assessed an operator pass-through charge that will include the costs associated with handling the operator services pass-through

a. If the customer does not provide operator services for end users, at the option of the customer, the Company will provide end users with access to a customer designated operator services provider or to a Company provided announcement which will direct the end user to contact his or her pre-subscribed Interexchange Carrier for dialing instructions. For customers who opt to designate an operator services provider, only one operator service provider may be designated within a specific LATA. In either case, the operator pass-through charge will be assessed. However, when an operator services provider is designated by the customer to handle this traffic, the operator pass-through charge will be assessed on the operator services provider instead of the customer.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

E. Local Transport Rate Category (Cont'd.)

5. (Cont'd.)

- b. CCSA provides for the interconnection to the Company common channel signaling network using dedicated STP links and STP ports.
- c. Operator pass-through is provided on a mechanized and manual basis for intraLATA and interLATA calls.

F. Interface Groups

Interface groups are provided for terminating the local transport at the customer's premises. Five Interface groups are provided for terminating the local transport at the customer's non-collocated premises and two interface groups are provided for terminating the local transport at the customer's collocated premises, Each interface group provides a specified premises interface (e.g., two-wire, four-wire, DS1 etc.). Where transmission facilities permit, the individual transmission path between the customer's premises and the first point of switching may, at the option of the customer, be provided with optional features described herein.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

F. Interface Groups (Cont'd.)

1. As a result of the customer's access order and the type of entrance facilities serving the customer's premises, the need for signaling conversions or two-wire to four-wire conversions, or the need to terminate digital or high frequency facilities in channel bank equipment may require that Company equipment be placed at the customer's premises. For example, if a voice frequency interface is ordered by the customer and the Company facilities serving the customer's premises is digital, then Company channel bank equipment must be placed at the customer's premises in order to provide the voice frequency entrance facility ordered by the customer. For collocated arrangements, such equipment will be placed in Company space within the serving wire center, access tandem or remote node that serves the customer's collocated premises.
2. Only certain premises interfaces are available at the customer's premises. The premises interfaces associated with the interface groups may vary among feature groups. The various premises interfaces which are available with the interface groups and the feature groups which may be used are shown in Exhibits 6.2.2.F.1 through 6.2.2.F.5.
3. Transmission Specifications - Interface Group 1 is provided with Type C transmission specifications. Interface Groups 2, 6, 7 and 9 are provided Type A or B transmission specifications depending in the feature group and whether the access service is routed directly or through and access tandem. All interface groups are provided with data transmission parameters. Compatibility and interface requirements for use of switched access interface 9 are in accordance with the guidelines set forth in CB119/TA34.

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SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

F. Interface Groups (Cont'd.)

4. Signaling - Interface groups 1 and 2 are provided with loop supervisory signaling. When the interface is associated with FGB or FGD, such signaling, except for two-way calling (which is E&M Signaling), will be reverse battery signaling. Interface groups 6,7 and 9 are provided with individual transmission path bit stream supervisory signaling.
5. The SS7 signaling option is provided with FGD. These trunks may be provided using interface groups 1, 2, 6 and 9. CCSA signaling connections are provided using interface group 6.

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SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

G. Optional Features

Where transmission facilities and parameters permit, and where signaling conversion is required by the customer to meet its signaling needs capability, the Company will provide the customer non-chargeable supervisory signaling arrangement for each transmission path as follows. The optional supervisory signaling arrangements are not available in combination with SS7 signaling option.

1. For Interface Groups 1 and 2 - DX supervisory signaling, E&M Type 1 supervisory signaling, E&M Type 2 supervisory signaling or E&M Type 3 supervisory signaling.
2. For Interface Group 2 - SF supervisory signaling or tandem supervisory signaling.
3. For Interface Groups 6,7, and 9. - these interface groups at the option of the customer, may be provided with individual transmission path SF Supervisory Signaling where such signaling is available in Company central offices. Generally such signaling is available only where the entry switch provides analog, interface to the transport termination and a portion of the facility between the analog entry switch and the customer's premises is analog.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

- H. Other Non-Chargeable Local Transport Optional Features - are provided where transmission facilities permit, and are as follows.
1. Customer specified Entry Switch Receive Level allows the customer to specify the first point of switching. The range of transmission levels which may be specified as described in Technical Reference TR-NPL-000334. This available with interface groups 2,6,7, and 9 for FGB.
 2. Customer Specific Specification of Local Transport Termination allows the customer to specify, for FGB routed directly to an end office or access tandem, a four wire termination of the local transport at the entry switch in lieu of a Company selected two-wire termination. This is available only when the FGB arrangement is provided with Type B transmission specifications.
 3. Signaling System 7 Signaling option allows the customer to receive signals for a call setup out of band. This option is available with FGD. The option is provided with calling party number, charge number and carrier selection parameter as specified in section 6.2.4D, following

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

I. Chargeable Optional Features

1. Common Channel Signaling Access (CCSA) provides interconnection to the Company common channel signaling network using a dedicated STP link and STP port. The STP link provides the connection for the customer designated premises to the Company STP. The STP port provides the connection from the customer access to the Company SS7 Network. The STP link and STP Port are dedicated to the customer. Shared Use may also be provided.
 - a. Each CCSA STP link provides two-way digital transmission at a speed of 56 Kbps. The connection to the Company STP can be made from either the customer's signaling point which requires two 56 Kbps circuits or from the customer's STP which requires four 56 Kbps circuits. The design requirements for CCSA STP links are described in Technical Publication TR-TSV-000905.
 - b. The STP Locations are set forth in the NECA Tariff FCC No. 4.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.2 Local Transport (Cont'd.)

I. Chargeable Optional Features

1. (Cont'd.)

- c. Where the multiple STP pairs are deployed in a LATA, Company end offices or tandems are interconnected to only one STP pair. The Customer must route terminating traffic to the STP pair that serves the end office or tandem switch where the call is terminated. The customer may request that all of its terminating traffic in a LATA be routed to a single STP Pair, using the Telephone Company's SS7 signaling network to provide connection to the other STP pair in the LATA. If available capacity exists within the Telephone Company's SS7 signaling network and where technically feasible, the Company and the customer will mutually agree to the customer's use of a single STP pair in the LATA. In the event that the Company SS7 signaling network may be impaired as a result of changes in traffic requirements, the customer will then be notified that its use of a single STP pair in the LATA is no longer permitted and that it must order CCSA links to each STP pair in the LATA.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.3 Local Switching

- A. Local Switching provides the functions necessary to complete the transmission of switched access communications to and from end users serviced by the local end offices. The functions included are listed as follows.
1. Local End Office Switching - The common switching functions associated with the various Switched Access feature groups.
 2. Transport Termination - The line or trunk side arrangements which terminate the local transport facilities at end offices.
 3. Intercept - The termination of a call at a Company intercept operator or recording.
 4. Line Termination - The termination for the end user lines (common lines and WALs) terminating in the end office.
- B. WAL Service terminations are differentiated by line side vs. trunk side terminations, the standard WAL service arrangement is available with line side termination.
1. There are various types of originating, terminating and two-way line side terminations depending on the type of signaling associated with the WAL service (i.e., loop start or ground start). Line side terminations are available with either dial pulse or dual tone multi-frequency address signaling.
 2. There are also various types of originating only or terminating only WAL service trunk side termination that are available in lieu of standard line terminations. Trunk side terminations are provided only in association with certain WAL service termination optional features.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching

- A. Alternate Traffic Routing - End Office Alternate when Ordered in Trunks provides an alternate routing arrangement for customers who order in trunks and have access for a particular feature group to an end office via two routes: one route via an access tandem and one direct route. The feature allows the customer's originating traffic from an end office to be offered first to the direct trunk group and then overflow to the access tandem group. It is provided in suitably equipped end offices and available with FGB and FGD. It is not available with FGD provided from designated electro-mechanical end offices.

- B. Alternate Traffic Routing - Multiple Customer Premises provides the capability of directing traffic from an end office (or appropriately equipped access tandem) to a trunk group (the high usage group) to a customer designated premises until that group is fully loaded, and then delivering additional originating traffic (the overflowing traffic) from the same end office or access tandem to a different trunk group (the final group) to a second customer premises. The customer shall specify the last trunk CCS desired for high usage group. It is provided in suitably equipped end office or access tandem switched and is available with FGB and FGD.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching (Cont'd.)

- C. Automatic Number Identification (ANI) - Switched access service offering the optional feature, ANI, is provided under this tariff only to Cable TV companies for the sole purpose of facilitating billing for such companies and for Interexchange Carriers.
1. ANI provides the automatic transmission of a seven or a ten digit number and information digits to the customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature is an end office software function which is associated on a call by call basis with all individual transmission paths in a trunk group routed directly between an end office and a customer's premises; or where technically feasible, with all individual transmission paths in a trunk group between an access tandem and a customer's premises. Where ANI cannot be provided, (e.g., on calls from four-and party services), information digits will be provided to the customer.
 2. The seven digit ANI telephone number is available with FGB. With this feature group, technical limitations may exist in Company switching facilities which require ANI to be provided only on a directly trunked basis. ANI will be transmitted on all calls except those originating from multiparty lines and public telephone service lines using FGB or when an ANI failure has occurred. The ten digit ANI telephone number is available with FGD provided multi-frequency address signaling. The ten digit ANI telephone number consists of the NPA plus seven digit ANI Telephone number.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching (Cont'd.)

C. (Cont'd.)

3. The ten digit ANI telephone number will be transmitted on all calls except those identified as multiparty line or ANI failure, in which case only the NPA will be transmitted (in addition to the information digit described below).
 - a. The information digits identify
 - b. Telephone number is the station billing number
 - c. No special treatment is required.
 - d. Multiparty line telephone number is a four or eight party line and cannot be a identified number must be obtained by an operator or in some other manner.
 - e. ANI failure has occurred in the end office switch which prevents identification of the calling telephone number. The Telephone number must be obtained via an operator or in some other manner.
 - f. Hotel / motel originated call which requires room identification.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching (Cont'd.)

C. (Cont'd.)

3. (Cont'd.)

- g. Coinless station, hospital, inmate, etc. ., call which requires special screening or handling by the customer
 - h. Call is an automatic identified outward dialed call from the customer premises equipment. The ANI telephone number is listed telephone number of the customer and is not the telephone number of the calling party. These ANI information digits are available with FGB and FGD.
4. Additional ANI information digits are available with FGD. They include interLATA restricted telephone number is identified; the ANI telephone number is the listed telephone number is identified line; InterLATA restricted hotel / motel line; InterLATA restricted Coinless line; hospital; inmate; etc., line. These information digits will be transmitted as agreed to by the customer and the Telephone Company.
5. When SS7 signaling option is specified, the customer will be provided an ANI equivalent, the charge number feature, as specified in Section 6.2.4.D, following.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching (Cont'd.)

- D. Baud Advance Arrangement for Use with WAL Service - This option which is provided in association with two or more WAL service groups, provides for the automatic overflow of terminating calls to a WAL service group, when that group has exceeded its call capacity, to another WAL service group with a band designation equal to or greater than that of the overflowing WAL service group. This arrangement does not provide for call overflow from a group with a higher band designation to one with a lower one. This option is available with FGD.
- E. End Office End User Line Service Screening for Use with WAL Service - This option provides the ability to verify that a customer has dialed a called party address (by screening the called NOA and / or NXX on the basis of the geographical bands selected by the Telephone Company) which is in accordance with that end user's service agreement with the customer (i.e., WATS). This option is provided in all Company electronic end offices and where available, in electro-mechanical end offices in which WAL service is provided. It is available with FGD.
- F. Hunt Group Arrangement for Use With WAL Service - this option provides the ability to sequentially access one or more WAL Services (i.e., 800 service access lines) in the terminating direction, when the hunting number of the WAL service group is forwarded from the customer to the Telephone Company. This Feature is provided in the Telephone Company's end offices in which WAL service is provided. It is available with FGB and FGD.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching (Cont'd.)

- G. Nonhunting Number for Use with Hunt Group Arrangement or Uniform Call Distribution Arrangement for Use with WAL Service - this option provides an arrangement for an individual WAL Service within a multiline hunt or uniform call distribution group that provides access to those WAL services within the Hunt or the uniform call distribution group when it is idle or provides busy tone when it is busy, when the non-hunting number is dialed. Where available, this feature is only provided in Company electronic end offices in which WAL service is provided. It is available with FGB and FGD.

- H. Routing of IntraLATA Calls to the Company for Use with WAL Service - This option is available with either, originating only WAL service not equipped with the end office end user line service screening optional feature, or with two-way WAL service, provides that IntraLATA calls originating over such services by the end users dialing valid NXX codes in the LATA, time or weather announcement services of the Company, community information services of an information service provider, local operator assistance (0- and 0+), service codes (611 and 911), and directory assistance (411, 555-1212 and NPA 555-1212) will be routed to the facilities of the Company for completion. Calls placed by the end user's dialing the 950-0XXX or 950-1XXX will directed to the FGB customer. This option provides that interLATA calls originating from such services by the end user's dialing 0- will be directed to the FGD service of the customer providing the InterLATA operator services. This option is available with FGD.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.4 Local Switching Optional Features - Common Switching (Cont'd.)

- I. Service Class Routing - this option provides the capability of directing originating traffic from an end office to a trunk group to a customer designated premises, based in the line class of service (e.g., coin, multiparty or hotel / motel), service prefix indicator (e.g., 0- or 0+) or service access code (e.g., 800). It is provided in suitably equipped end office or access tandem switches and is available with FGD.
- J. Uniform Call Distribution Arrangement for Use with WAL Service - this option provides a type of multiline hunting arrangement which provides for an even distribution of terminating calls among the available WAL services in the Hunt Group. Where available, this feature is only provided in Company electronic end offices in which WAL service is provided. It is available with FGB and FGD.
- K. Up to Seven Digit Out-pulsing of Access Digits to Customer - this option provides for end office capability of providing up to seven digits of the uniform access code (950-XXX or 950 -1XXX) to the customer premises. The customer can request that only some of the access code be forwarded. The access code digits would be provided to the customer's premises using multi-frequency signaling, and transmission of the digits would precede the forwarding ANI if that feature were provided. It is available with FGB.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.5 Local Switching Optional Features - Transport Termination

- A. Operator Trunk Assist Feature - this option provides the operator functions in the end office to the customer's operator. These functions are operator released and operator attached. It is available with FGD and is provided as a trunk type of transport termination. This service is not available in combination with SS7 signaling option.
- B. Operator Trunk Full Feature - this option provides the operator functions available in the end office to the customer's operator for InterLATA use. These functions are, operator released, operator attached, coin collect, coin return and ringback. It is available with FGD and is provided as a trunk type of transport termination. This option is not available with SS7 signaling option.
- C. Rotary Dial Station Signaling - this option provides for the transmission of called party addresses from rotary dial stations to the customer's premises for originating calls. This option is provided in the form of a specific type of transport termination. It is available with FGB, only on a directly trunked basis.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.6 Local Switching Optional Features - WAL Service Terminations

A. WAL Service Terminations

WAL Service Terminations are available only on end offices designated as WSOs.

1. Answer Supervision provides for equipment at the end user premises that indicates that the called end user has answered, when such indication is provided by the interexchange carrier. When answer supervision is provided with two-wire WAL service, reverse battery-type supervision is also provided. This option is available with originating only two-wire WAL service for use with FGB and FGD.
2. E&M Supervisory Signaling - provides for E&M Type 1, Type 2, or Type 3 supervisory signaling in lieu of loop start or ground start supervisory signaling. When E&M supervisory signaling is provided, answer supervision is also provided for originating traffic. This option is available with four-wire originating, terminating and two-way only WAL service, for use with FGB and FGD.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.7 Local Switching Optional Features - SS7 Signaling Options

- A. Calling Party Number (CPN) - CPN provides for the automatic transmission of the calling party's ten digit telephone number to the customer's premises for calls originating in the LATA or from the customer's premises for calls terminating in the LATA. The ten digit telephone number consist of the NPA plus seven digit telephone number, which may or may not be the same number as the calling stations charge number. The feature is provided with FGD when ordered with the SS7 signaling option. The specific protocols for these options are contained in TR-TSV-000905.
- B. Charge Number (CN) - CN provides for the automatic transmission of the ten digit billing number of the calling station number and originating line information. This feature is provided with FGD when ordered with SS7 signaling option.
 - 1. The information digits shall only be used for billing and collection, routing and screening and completion of the originating subscriber's call or transaction. The information provided shall not be reused or resold without first notifying the originating telephone subscriber and obtaining affirmative consent of the subscriber for reuse or resale.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.7 Local Switching Optional Features - SS7 Signaling Options (Cont'd.)

B. (Cont'd.)

2. Unless the originating subscriber has given consent for the reuse or resale, any information provided shall not be used for any purpose other than the following.
 - a. Performing the services or transaction that are the subject of the originating subscriber's call.
 - b. Ensuring network performance security, and the effectiveness of the call delivery.
 - c. Compiling, using and disclosing aggregate information.
 - d. Complying with applicable laws.
3. The above restrictions shall not prevent the subscriber to the CN feature from using information acquired from a CN feature, such as the telephone number and billing information or information derived from analysis of the characteristics of calls received through the CN feature, to offer a product or service that is directly related to the products or services previously purchased by a customer of the CN feature subscriber.

- C. Carrier Selection Parameter (CSP) - CSP provides for the automatic transmission of signaling indicator which signifies to the customer whether the call being processed originated from a pre-subscribed end user of that customer. This feature is provided with FGD when ordered with SS7 Signaling Option.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.2 Functional Components of Service (Cont'd.)

6.2.7 Local Switching Optional Features - SS7 Signaling Options (Cont'd.)

- D. Carrier Identification Parameter (CIP) - provides for the transmission of CIC information to the customers on originating FGD service. CIP is available from suitably equipped end offices and access tandems, when the SS7 signaling option is specified. When CIP is provided, the switch will transmit, to the customer premises, the 3 or 4 digit CIC of the pre-subscribed line, or the CIC selected when the end user places a call using 10XXX or 101XXXX dialing. CIP is available on an originating basis as a chargeable optional feature with originating one or two way FGD trunk groups.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access

6.3.1 Feature Group B (FGB)

- A. FGB which is available to all customers, provides trunk side access to a Company end Office switched with an associated uniform 950B0XXX or 950-1XXX access code for non-900 access services traffic, for customer's use in originating and terminating communications. FGB when directly routed to an end office (i.e., provided without the use of a tandem switch), is provided at appropriately equipped Company electronic end office switches. When provided via Company designated access tandem switches, FGB switching is provided at Company electronic and electro-mechanical end office switches.
- B. FGB is provided as trunk side switching through the use of end office or access tandem switch trunk equipment. The Company will establish a trunk group or groups for the customer at end office switches or access tandem switches where FGB switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGB switching arrangement provided. Different types of FGB or switching arrangements may be combined in a single trunk group at the option of the Telephone Company.
- C. Uniform Access - Uniform Access is used for non-800 and non-900 access services FGB switching. The form of the code is 950-0XXX or 950-1XXX for carriers. One uniform access code will be assigned to the customer for the customer's domestic communications and another will be assigned to the customer for their international communications, if required. These uniform access will be the assigned access numbers of all non-800 and non-900 access FGB service provided to the customer by the Telephone Company. No access code is required for FGB switching to provide 800 and 900 access services where the Telephone numbers dialed by the customer's end user are in the form of 1+800+NXX+XXXX or 1+900+NXX+XXXX., respectively.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.1 Feature Group B (FGB) (Cont'd.)

- D. Terminating Access - FGB switching when used in the terminating direction, may be used to access valid NXXs in the LATA, time whether announcement services of the Telephone Company, community information services of an information service provider and other customers' services (by dialing the appropriate digits).
1. When directly routed to an end office, only those valid NXX codes served by that end office may be accessed.
 2. When routed through an access tandem, only those valid NXX codes served by end offices subtending the access tandem may be accessed.
 3. Call in the terminating direction will not be completed to 950-0XXX or 950-1XXX access codes local operator assistance (0- or 0+), directory assistance (411 where available and 555-1212), service codes (611 and 911 where available) or 10XXX or 101XXX access codes.
 4. FGB may not be switched, in the terminating direction, to FGB and FGD.
 5. The customer will also be billed additional non-access charges for calls to certain community information service for which rates are applicable under Company exchange service tariffs (e.g, 976 Dial-it Network Services).
 6. Non-access charges will also be billed for calls from FGB trunk to another customer's service in accordance with that customer's applicable service rates when the Company performs the billing function for that customer.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.1 Feature Group B (FGB) (Cont'd.)

- E. Signaling - the trunk side switch equipment is provided with wink start pulsing signals, and answer and disconnect supervisory signaling. FGB switching is provided with multi-frequency address signaling in both the originating and terminating directions. Except for FGB switching provided with ANI or rotary dial station signaling arrangements as set forth in section 6.2.4A and 6.2.4B, any other address signaling in the originating direction, if required by the customer, must be provided by the customer's end user using inband tone signaling techniques. Such inband tone address signals will not be regenerated by the Company and will be subject to the ordinary transmission capabilities of the local transport provided.
- F. Intercept Announcement - When all FGB switching arrangements are discontinued at an end office and / or in a LATA, an intercept announcement is provided. This arrangement provides, for a limited period of time, an announcement that the service associated with the number dialed has been disconnected.
- G. Transmission Specifications - FGB is provided with either Type B or Type C transmission specifications. The specifications for the associated parameter are guaranteed to the end office when routed directly or to the first point of switching routed via an access tandem.
 - 1. Type C transmission specifications are provided with interface group 1
 - 2. Type B is provided with interface groups 2, 6, 7 and 9
 - 3. Type DB data transmission parameter are provided with FGB to the first point of switching.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.1 Feature Group B (FGB) (Cont'd.)

- H. Testing Capabilities - FGB is provided, in terminating direction where equipment is available, with seven digit access to balance (100 type) test line and milliwatt (102 type) test line, nonsynchronous or synchronous test line, automatic transmission measuring (105 type) test line, loop around test line, short circuit test line and open circuit test line.
- I. Provisions of Other Services - The Interexchange Carrier will be provided with the routing of intraLATA calls to the Company for use of WAL service option, when a WAL service is provided in conjunction with FGB.
- J. Common Switching Optional Features
 - 1. Alternate Traffic Routing
 - 2. Automatic Number Identification (ANI)
 - 3. Hunt Group Arrangement for Use with WATS Access Line Service
 - 4. Non-hunting Number for the Use with Hunt Group Arrangement
 - 5. Uniform Call Distribution for Use with WATS Access Line Service
 - 6. Uniform Call Distribution Arrangement for use with WATS Access Line Service
 - 7. Up to 7 Digit Out- pulsing of Access Digits to Customer.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.1 Feature Group B (FGB) (Cont'd.)

K. Transport Termination Optional Features

1. Rotary Dial Station Signaling

L. Local Transport Optional Features

1. Customer Specific Entry Receive Level

2. Customer Specification of Local Transport termination and Supervisory Signaling, as specified in Section 6.2.2, preceding.

M. WATS Access Line Service termination Optional Features

1. Answer Supervision

2. E&M Supervisory Signaling

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD)

- A. FGD Access, which is available to all customers, provides trunk side access to Company end office switches with an associated 10XXX or 101XXXX access code for non-800 database and non-900 access services traffic, for the customer's use in originating and terminating communications. To originate non-800 database and non-900 intraLATA calls the 10XXX or 101XXXX access code must be dialed. FGD is provided at the Company designated end office switch(es) whether routed directly or through an access tandem switches. For FGD with the SS7 signaling option, the CCSA signaling connection is provided to Company designated STPs.
- B. FGD is provided with trunk side switching through the use of end office or access tandem switch trunk equipment. The Company will establish a trunk group or groups for the customer at the end office switches or access tandem switches where FGD switching is provided. When required by technical limitations, a separate trunk group will be established for each type of FGD switching arrangement provided. Different types of FGD or other switching arrangement may be combined in a single trunk group at the option of the Telephone Company.
- C. Uniform Access - The uniform access code for FGD switching is in the form 10XXX or 101XXXX. A single access code will be the assigned number of all FGD access provided to the customer by the Telephone Company. No access code is required for calls which originate from a WAL service.
 - 1. Where no access is required or available, the number dialed by the end user shall be a ten or eleven digit number for calls in the NANP. The form of the numbers dialed by the end user is NXX-XXXX, 0 or 1+NXX-XXXX, NPA+NXX-XXXX or 0 or 1+NPA+NXX-XXXX.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

C. (Cont'd.)

2. When the 10XXX or 101XXXX access code is used, FGD switching also provides for dialing the digit "A0" for access to the customer's operator, 911 for access to the Telephone Company's emergency reporting service or the end of dialing digit (#) for cut through access to the customer premises.

3. Calls originating over a WAL service by the end user's dialing 800 + NXX - XXXX, 900 + NXX - XXXX, 1 + 800 + NXX - XXXX or 1 + 900 + NXX - XXXX will be routed to the switched access service of the 800 or 900 service provider. Calls originating over a WAL service by the end user's dialing assigned NXXs, local operator assistance (0-), service codes (611 or 911), Directory Assistance (411 or 555-1212 or NPA+555-1212), 10XXX and 101XXXX access codes will not be completed. All other calls originating over a WAL service will be routed over the particular customer's FGD service used to provision the WAL service. These dialing provisions apply for WAL service not equipped with the option of, routing of IntraLATA calls over the Company for use with the WAL service.

D. Terminating Access - FGD switching, when used in the terminating direction, may be used to access valid NXXs in the LATA, time and weather announcement services of the Telephone Company, community information service of an Information Provider and other customer's services (by dialing the appropriate codes) when the services can be reached using valid NXXs codes.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

D. (Cont'd.)

1. When directly routed to an end office, only those valid NXX codes served by that office may be accessed. When routed through an access tandem, only those valid NXX codes served by offices subtending the access tandem may be assessed.
2. The customer will also be billed additional non-access charges for calls to certain community information services, for which rates are applicable under the Company exchange service tariffs.
3. Non-access charges will also be billed for calls from the FGD trunk to another customer's service in accordance with that customer's applicable service rates when the Company performs the billing function for that customer.
4. Calls in the terminating direction will not be completed to 950-0XXX or 950-1XXX access codes, local operator assistance (0- and 0+), service codes (611 and 911) and 10XXX or 101XXXX access codes. Calls will not be completed to directory assistance (411 and NPA+555-1212) unless the FGD switching is combined with directory assistance switching. FGD may not be switched in the terminating direction to FGB or FGD.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

- E. Redirection of End User Dialed Calls - When a customer has had FGB access in an end office and subsequently replaces the FGB access with FGD access, at the customer's request and where facilities permit, the Company will, for a period of ninety (90) days, direct the calls dialed by the customer's end users using the customer's previous FGB code to the customer's FGD access service. The customer must be prepared to handle normally dialed FGD calls as well as calls dialed with the FGB access code which require the customer to receive additional address signaling from the end user. Such calls will be rates as FGD.
- F. Signaling - The switch trunk is provided with wink-start pulsing signals and answer and disconnect supervisory signaling or without SS7 signaling option is specified. FGD may be provided, at the customer's option, with multi-frequency addressing or common channel signaling. With multi-frequency address signaling, up to twelve digits of the called party number dialed by the customer's end user dual tone multi-frequency or dial pulse address signals will be provided by Company equipment to the customer's premises where the switched access service terminates. Such address signals will be subject to the ordinary transmission capabilities of the local transport provided.
 - 1. With common channel signaling, up to 12 digits of the called party number dialed by the customer's end user dual tone multi-frequency or dial pulse address signals will be provided by the Company equipment to the customer's designated premises via a CCSA connection. The SS7 signaling option requires the customer to order CCSA links.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

- G. Transmission Specifications - FGD is provided with either Type A, B, or Type C transmission specifications. When routed directly to the end office, either Type B or C is provided. When routed to an access tandem, only Type A is provided.
1. Types A and B are provided with interface groups 2, 6, 7 and 9. Type A is provided on the transmission path from the access tandem to the end office.
 2. Type C is provided with interface group 1
 3. Type DA data transmission parameters are provided for the transmission path between the premises and the access tandem and between the access tandem and the end office. Type DB data transmission parameters are provided with FGD for the transmission path between the customer's premises and the end office when directly routed to the end office.
- H. Testing Capabilities - FGD is provided, in terminating direction where equipment is available, with seven digit access to balance (100 type) test line, milliwatt (102 type) test line, nonsynchronous or synchronous test line, automatic transmission measuring (105 type) test line, data transmission (107type) test line, loop around test line, short circuit test line and open circuit test line.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

I. Common Switching Options

1. Alternate Traffic Routing (not available in designated electro-mechanical end offices).
2. Automatic Number Identification (ANI).
3. Band Advance Arrangement for Use with WAL service.
4. Carrier Identification Parameter
5. End Office End User Line Service Screening for Use with WAL Service.
6. Hunt Group Arrangement for Use with WAL Service
7. Multiple Trunk Routing
8. Non-Hunting Number for Use with Hunt Group Arrangement
9. Routing of IntraLATA calls to the Company for Use with WAL service.
10. Service Class Routing
11. Uniform Call Distribution Arrangement for Use with WAL service
12. Uniform Call Distribution for Use with WAL service.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

J. Transport Termination Optional Features

1. Operator Trunk Assist Feature Arrangement
2. Operator trunk Full Feature Arrangement

K. Local Transport Optional Features

1. Common Channel Signaling
2. Signaling System 7
3. Supervisory Signaling

L. WAL Service Termination

1. Answer Supervision
2. E&M Supervisory

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.2 Feature Group D (FGD) (Cont'd.)

M. Other Optional Features

1. WAL Service 10XXX or 101XXXX Capability is available with either originating or terminating only or two-way WAL service not equipped with the optional Feature, end office end user line service.
 - a. Screening provides the capability for end users of such service to originate calls to FGD by dialing the appropriate 10XXX or 101XXXX access code. These calls will be routed to the switched access service customer so designated which provides FGD to the end office (WSO) form which WAL service is provided. When the 10XXX or 101XXXX is used, FGD switching also provides for the end-of-dialing (#) for cut through access to FGD customer's premises.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.3 800 Data Base Access Service

- A. 800 Data Base Access Service is a service offering utilizing trunk side switched access service. The service provides for the forwarding of end user dialed 800 calls to a Company service switching point which will initiate a query to the data base to perform the customer identification function. The call is forwarded to the appropriate customer based on the dialed 800 number. The customer has the option of having the dialed 800 number (i.e., 1-800-NXX-XXXX) or, if the 800 to POTS number translation feature is specified, a translated ten digit POTS number (i.e., NPA-NXX-XXXX) is delivered to the customer premises.
 1. An 800 customer identification charge described in 6.4.4, applies to customer who obtain 800 access services.
- B. No access code is required for 800 data base access service. When an 800+NXX-XXXX call is originated by an end user, the Company will perform the customer identification function based on the dialed digits to determine the customer location to which the call is to be routed. The customer identification function will be available at suitably equipped end offices or access tandem switches. If the call originates from an end office switch not equipped to provide the customer identification function, the call will be routed to an access tandem at which the function is available. Once the customer identification function has been established, the call will be routed to the customer. Calls originating from an end office switch not included in the customer's area of service for 800 data base will not be completed.
- C. The provision of 800 data base service requires access to the 800 Service management system through the following action:
 1. Direct access by the customer of other authorized party, to the 800 Service management system.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.3 800 Data Base Access Service (Cont'd.)

- D. The manner in which 800 data base access service is provisioned is dependent on the status of the end office from which the service is provided, and/or the status of the customer (i.e., MTS/WATS type provider). 800 data base access service may be provisioned at the customer's option as either FGB or FGD.
- E. Unless prohibited by technical limitations (e.g., different dialing plans), the customer's 800 data base access service traffic may, at the option of the customer, be combined in the same trunk group arrangement with the customer's non-800 access service traffic for the same the end office and of the same feature group type. Combining 800 data base service traffic with the customer's direct routed switch access service arrangements will be allowed only when the end office is equipped to perform the customer identification function. When required by technical limitation, a separate trunk group must be established for 800 data base access service.
- F. 800 Traffic carried over direct end office routed trunks is available only at end offices equipped with 800 access SSP functionality. 888 traffic carried over direct end office routed trunks is available only at end offices equipped with 888 access to SSP functionality. All such traffic originating from end offices not equipped with the appropriate SSP function must be routed via an access tandem at which the function is available and the 800 access service must be ordered accordingly. SSP locations are identified in the NECA Tariff No. 4.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.3 Description of Switched Access (Cont'd.)

6.3.3 800 Data Base Access Service (Cont'd.)

G. Optional Features

1. Alternate Routing Establishment allows the customer to create call processing logic for 800-NXX-XXXX dialed calls. In this manner the 800 data base access service can be customized to meet individual requirements. The feature may be used in combination with one or more routing options based upon customer specification and technical switch limitations.
 - a. The customer may segment the 800 calls based in the following options to choose different terminating destinations and / or multiple carriers: [a] NPA/NXX or specific telephone number of the calling party, [b] time of day, [c] day of the week, [d] specific days of the year (e.g., December 25), and [e] percentage of traffic (in 1% increments).
 - b. This feature, when based on NPA/NXX or specific telephone number of he calling party will be based on the ANI associated with the call. When based on the specific telephone number of the calling party, the availability of this feature is subject to the Telephone Company's ability of this feature to obtain full ten digit ANI of the calling party.
2. 800 to POTS Translation allows a customer to designate a ten digit POTS telephone number to be translation feature is ordered, the customer will be unable to determine that such calls originate as 800 calls unless the customer also orders the ANI optional feature.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company

6.4.1 Transmission Specifications

- A. The Company will, upon notification by the customer that the data parameters are not being met, conduct tests independently or in cooperation with the customer, and take any necessary action to insure that the data parameters are met.
- B. Each switched access service transmission path is provided with standard transmission specifications (Types A, B, and C). There are three types of transmission specifications. The standard for a particular transmission path is dependent on the switched access service arrangement, the entrance facility, the interface group and whether the service is directly routed or via an access tandem. Data transmission parameters are also provided with each switched access transmission path.

6.4.2 Network Management

- A. The Company will administer its network to insure the provision of acceptable service levels to all telecommunications users of the Telephone Company's network services. Generally, service levels are considered acceptable only when both end users and customers are able to establish connections with little or no delay encountered within the Telephone Company.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.2 Network Management (Cont'd.)

B. The Company maintains the right to apply protective controls (i.e., those actions such as call gapping, which selectively cancel the completion of traffic), over any traffic carried over its network, including that associated with a customer's Switched Access service. Generally such protective measures would only be taken as a result of occurrences such as failure or overload of Company or customer facilities, natural disasters, mass calling or national security demands.

1. In the event that the protective controls applied by the Company result in the complete loss of service by the customer, the customer will be granted credit allowance for service interruption as set forth in section 2.6.

6.4.3 Design and Traffic Routing of Tandem Switched Trunks

A. For tandem switched access service which is ordered on a BHMC basis, the Company shall design and determine the selection of facilities from the serving wire center of the customer premises to the access tandem, and to the subtending end offices.

1. The Company shall also decide if the capacity is to be providing originating only, terminating only, or two-way trunk groups.
2. The Company will decide whether trunk side access will be provided through the use of two-wire or four-wire trunk terminating equipment.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.3 Design and Traffic Routing of Tandem Switched Trunks (Cont'd.)

B. Selection of facilities and equipment and traffic routing of the service are based in standard engineering methods, available facilities and equipment, and the Company traffic routing plans.

1. If the customer desires routing and directionality different from that determined by the Telephone Company, the Company will work cooperatively with the customer in determining whether the service is to be routed directly to an end office or through an access tandem and also in determining the directionality of the service.

C. For tandem switched access service which is ordered on a per trunk basis, the customer desired trunk directionality and / or traffic routing of the switched access switch are specified on the customer's order for service.

1. The Company will determine the optimal network configuration based on the capacity ordered.

2. If the customer desires routing or directionality different from the optimal configuration determined by the Telephone Company, the Company will work cooperatively with the customer in determining the routing directionality of the service before establishing a firm order.

D. Design Layout Report

At the request of the customer, the Company will provide to the customer the makeup of the facilities and services provided from the customer's premises to the first point of switching. This information will be provided in the form of a design layout report. Design layout reports will also be provided for WAL service when specifically requested by the customer. The design layout report will be provided to the customer at no charge, and will be reissued or updated whenever these facilities are materially changed.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.4 Provision of Performance Data

- A. Subject to the availability, end to end service performance data available to the Company through its own service evaluation routines, may also be made available to the customer based on previously arranged interval and format.
1. These data provide information on overall end to end call completion and non-completion performance (e.g., customer equipment blockage, failure results and transmission performance).
 2. These data do not include service performance data which are provided under other tariff sections, (e.g., testing service results).
 3. If data is to be provided in other than paper format, the charges for such provisions will determined on an individual case basis.

6.4.5 Trunk Group Measurements Reports

Subject to availability, trunk group data in the form of usage in CCS, peg count and overflow, will be made available to the customer, based on previously agreed to intervals. Regulations pertaining to this report are also contained in Section 6.5.2, following.

6.4.6 Determination of Number of End Office Transport Terminations

For analog entry switches, a termination will be provided for each transmission path provided. For digital entry switches, an equivalent termination will be provided for each transmission path provided.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.7 Design Blocking Probability

The Company will monitor the facilities used in the provision of switched access service to meet the following blocking criteria.

- A. For FGB, the design blocking objective will be no greater than one percent between the point of termination at the customer's premises and the first point of switching when the traffic is directly routed without an alternate route. Standard traffic engineering methods will be used by the Company to determine the number of transmission paths required to achieve this level of blocking. In the event, of 900 access service media simulated calling, the design blocking objective of not greater than one percent cannot be guaranteed.
- B. For FGD, the design blocking objective will be no greater than one percent between the point of termination at the customer's premises and the end office switch, whether the is directly routed without an alternate route or routed via an access tandem. Standard traffic engineering methods as set forth in SR-EOP-000191, trunk traffic engineering concepts and applications will be used by the Company to determine the number of transmission paths required to achieve this level of blocking.
 - 1. In the event of 900 Access service media stimulated calling, the design blocking objective of no greater than one percent cannot be guaranteed.
 - 2. All service configurations will conform to the blocking objectives in this tariff except where the Company facility conditions cannot support the blocking objectives contained in this tariff; in such cases, blocking objectives that can be supported will be uniformly applied to all customers.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.7 Design Blocking Probability (Cont'd.)

- C. The Company will perform routine measurement functions for the capacity ordered, whether ordered in lines, trunks or BHMCs, in accordance with Company design blocking criteria, to assure that an adequate number of transmission paths are in service. The Company will recommend that additional capacity (i.e., BHMC, lines or trunks), be ordered by the customer when additional paths are required to reduce the measured blocking to the designed blocking level.
- D. Excessive Trunk Group Blocking

For FGD capacity ordered, the design blocking objective is assumed to have been met if the routine measurements show that the measured blocking does not exceed the thresholds. Excessive trunk group blocking occurs when the blocking thresholds are exceeded. The customer will be notified by the Company to increase its capacity (BHMC or quantities of trunks) when excessive trunk group occurs on groups carrying FGD traffic. If the order for sufficient additional capacity to handle the customer's traffic has not been received by the Company within fifteen days of the notification, the Company will bill the customer for each overflow in the excess of the following chargeable thresholds.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.7 Design Blocking Probability (Cont'd.)

D. (Cont'd.)

1. Chargeable Thresholds for Trunk Group Specified in Exhibit 6.4.7-1

- a. Trunk Group Size 1-2 Allowable Overflows, per trunk, per month 18
- b. Trunk Group Size 3-4 Allowable Overflows, per trunk, per month 19
- c. Trunk Group Size 5-6 Allowable Overflows, per trunk, per month 13
- d. Trunk Group Size 7-40 Allowable Overflows, per trunk, per month 10
- e. Trunk Group Size 41-139 Allowable Overflows, per trunk, per month 09
- f. Trunk Group Size 140-500 Allowable Overflows, per trunk, per month 08
- g. Trunk Group Size 501 + Allowable Overflows, per trunk, per month 07

2. Chargeable Thresholds for trunk Groups, Specified in Exhibit 6.4.7.-2

- a. Trunk Group Size 1-4 Allowable Overflows, per trunk, per month 10
- b. Trunk Group Size 5-6 Allowable Overflows, per trunk, per month 08
- c. Trunk Group Size 7-125 Allowable Overflows, per trunk, per month 06
- d. Trunk Group Size 126+ Allowable Overflows, per trunk, per month 05

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.7 Design Blocking Probability (Cont'd.)

A. Measured Blocking Thresholds in the Time Consistent Busy Hour for the Number of Average Business Day Measurements Per Trunk Group

1. For transmission paths carrying only first routed traffic direct between an end office and a customer's premises without an alternate route, and paths carrying only overflow traffic, the measured blocking thresholds are as follows.

Number of Transmission Paths Per trunk Group	15-20 Meas.	11-14 Meas.	7-10 Meas.	3-6 Meas.
2	0.070	0.080	0.090	0.140
3	0.050	0.060	0.070	0.090
4	0.050	0.060	0.070	0.080
5-6	0.040	0.050	0.060	0.070
7 or more	0.040	0.035	0.040	0.060

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.7 Design Blocking Probability (Cont'd.)

B. Measured Blocking Thresholds in the Time Consistent Busy Hour for the Number of Average Business Day Measurements Per Trunk Group

1. For transmission paths carrying only first routed traffic direct between an end office and a customer's premises via an access tandem, the measured blocking thresholds are as follows.

Number of Transmission Paths Per trunk Group	15-20 Meas.	11-14 Meas.	7-10 Meas.	3-6 Meas.
2	0.045	0.055	0.060	0.095
3	0.035	0.040	0.045	0.060
4	0.035	0.040	0.045	0.055
5-6	0.025	0.035	0.040	0.045
7 or more	0.020	0.025	0.030	0.040

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.8 Measuring Access Minutes

- A. Customer traffic to end offices will be measured (i.e., recorded) by the Company at the end office switch(es) or access tandem switch(es). Originating and terminating calls will be measured (i.e., recorded) by the Company to determine the basis for computing chargeable access minutes. When assumed minutes are used, the assumed minutes are the chargeable access minutes.
- B. Feature Group B Usage Measurement
 - 1. For non-800 or non-900 originating calls over FGB, usage measurements begins when the originating FGB entry switch receives answer supervision forwarded from the customer's point of termination, indicating the customer's equipment has answered.
 - 2. The measurement of originating non-800 or non-900 call usage over FGB ends when the originating FGB entry switch received disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's point of termination whichever is recognized first by the entry switch.
 - 3. For originating 800 or 900 calls over FGB, usage measurement begins when the originating FGB switch receives answer supervision from the customer's point of termination, indicating the called party has answered.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.8 Measuring Access Minutes (Cont'd.)

B. Feature Group B Usage Measurement (Cont'd.)

4. The measurement of originating 800 or 900 service call usage over FGB ends when the originating FGB entry switch receives disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's first point of termination, whichever is recognized first by the entry switch.
5. For terminating calls over FGB, usage measurements begins when the terminating FGB entry switch receives answer supervision for the Terminating end user's end office, indicating the terminating end user has answered.
6. The measurement of terminating call usage over FGB ends when the terminating FGB entry switch receives disconnect supervision from either the terminating end user's end office, indicating the terminating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.
7. When any or all the usage over an unmeasured FGB trunk originates from or terminates to a WAL service and the total FGB recorded at the WSO exceeds the assumed usage(s) set forth preceding, the recorded usage will be billed to the customer in lieu of the assumed usage.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.8 Measuring Access Minutes (Cont'd.)

F. Feature Group D Usage Measurement

For originating calls over FGD, except calls utilizing SS7 signaling option, usage measurement begins when the originating FGD entry switch receives the first wink start supervisory signal forwarded from the customer's point of termination. The measurement of originating call usage over FGD ends when the originating FGD entry switch receives disconnect supervision from either the originating end user's end office, indicating the originating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.

1. For terminating calls over FGD, the measurement of access minutes begins when the terminating FGD entry switch receives answer supervision from the terminating end user's end office, indicating the terminating end user has answered.
2. The measurement of terminating calls usage over FGD ends when the terminating FGD entry switch receives disconnect supervision from either the terminating end user's end office, indicating the terminating end user has disconnected, or the customer's point of termination, whichever is recognized first by the entry switch.
3. For calls originating FGD with the SS7 signaling option, usage measurement for direct trunks begins when the FGD entry switch sends an initial address message. Usage measurement for tandem trunks begins when the FGD entry switch receives an exit message.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.9 Determining Mileage Measurement

- A. The mileage to be used to determine the tandem switched local transport facility or direct trunked transport channel mileage monthly rate is calculated on the airline distance between the end office switch where the call carried by the local transport originates and terminates and the customer's serving wire center, except as forth in the following exceptions or in Section 6.2.2. The V&H coordinates method is used to determine mileage. This method is set forth in Section 6.4.9.B.
1. The tandem switched local transport facility mileage rate is shown in terms of per mile pre access minute. The rate billed is determined by first computing the mileage using the V& H Coordinates Method. If the calculation results in a fraction of a mile, always round up to the next whole mile before determining the mileage; then the mileage is multiplied by the appropriate local transport facility rate.
 2. The direct trunked transport channel mileage rate is shown in terms of fixed and per mile per month. To determine the rate to be billed, first compute the mileage using the V& H coordinates method. If the calculation results in a fraction of a mile, always round up to the next mile before determining the mileage, then multiply the mileage by the appropriate channel mileage per mile rate. The amount to be billed shall be the product of this calculation plus the appropriate fixed channel mileage rate.
 3. When hubs are involved, mileage is computed and rates applied separately for each section of the channel mileage, i.e., serving wire center of customer premises to a hub, hub to end office and / or hub to hub.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.9 Determining Mileage Measurement (Cont'd.)

A. (Cont'd.)

4. Mileage measurement for the CCSA STP Link Transport will be calculated on an airline basis, using the V&H coordinates method, between the serving wire center of the customer's SPOI and the Company STP.

B. Excepts to Mileage Measurement Rules

1. When the alternate traffic routing optional feature is provided with FGB and FGD to provide service from an end office to different customer premises locations, local transport access minutes will apportioned between two transmission routes used to provide this feature. For FGB and for FGD which is routed via an access tandem, such apportionment will be made using standard Company traffic engineering methodology, as set forth in SR-EOP-000191, trunk traffic engineering concepts and application and will be based in the last trunk CCS desired for the high usage groups, as specified in Section 6.4.2, preceding, and the relative capacity ordered to the end office, when the feature group is provided at an access tandem switch. For FGD which is directly routed, the apportionment will be based in the actual measured data which is recorded against the specific trunk group that carried a particular call. This apportionment will serve as the basis for the local transport facility mileage or channel mileage calculation. The customer will be billed based on this apportionment.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.4 Responsibility of the Telephone Company (Cont'd.)

6.4.9 Determining Mileage Measurement (Cont'd.)

B. (Cont'd.)

3. When the direct trunked transport or tandem switched transport is provided to a host office, local transport facility mileage for access minutes originating from or terminating at a remote switching system or remote switching module will be calculated on an airline basis between the host office and the NXX location as shown in the NECA Tariff FCC No. 4.
4. When terminating FGB is provided from multiple customer premises to an end office not equipped with measurement capabilities, the total local transport access minutes for that end office will be apportioned among the trunk groups accessing the end office in the basis of individual capacity, (i.e., busy hour minutes or trunks ordered for each of those trunk groups). The apportionment will serve as the basis for local transport facility mileage or channel mileage calculation. The customer will be billed on this apportionment.
5. When direct trunked transport is ordered to an access tandem, the channel mileage measurement will be calculated on an airline basis using the V & H coordinates method, from the access tandem to the end office.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.5 Obligations of the Customer

6.5.1 Facility Requirements

- A. When ordering switched access service, the customer must, at a minimum, specify the local transport entrance facility, either existing or new, to be used and whether direct trunked transport or tandem switched transport is to be furnished. When direct trunked transport is to be furnished, the customer must also specify the direct trunked transport to be used, either existing or new.

6.5.2 Report Requirements

- A. Customers are responsible for providing the following reports or notification to Telephone Company, when applicable.
1. Jurisdictional Reports - When a customer orders switched access service for both interstate and intrastate use, the customer is responsible for providing Jurisdictional Reports, from which charges will be apportioned.
 2. Code Screening Reports - When a customer orders service class routing, the report must indicate the number of trunks and / or the appropriate codes to be instituted in each end office or access tandem switch, for each of the arrangements ordered.
 3. Trunk Group Measurement Reports - With the agreement of the customer, trunk group data in the form of usage in CCS, peg count and overflow for its end of all access trunk groups, where technologically feasible, will be made available to the Telephone Company. This data will be used to monitor trunk group utilization and service performance and will be based in previously arranged intervals and format. Regulations pertaining to this report are also contained in Section 6.4.5, preceding.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.5 Obligations of the Customer (Cont'd.)

6.5.3 Supervisory Signals

- A. The customer's facilities shall provide the necessary on hook, off hook, answer and disconnect supervision.

6.5.4 Design of Switched Access Services

- A. When a customer orders switched access service on a per line basis, the customer shall take reasonable steps to assure that sufficient access services have been ordered to handle traffic.

6.5.5 Determination of Number of Transmission Paths

- A. For FGB and FGD when ordered on a per line or pre trunk basis the customer must specify the number of transmission paths in the order for service.
1. A transmission path is a communications path with the frequency bandwidth of approximately 300 to 3000 Hertz or a derived communications path of frequency bandwidth of approximately 300 to 3000 Hertz provided over a high frequency analog facility or a high speed digital facility between a customer's premises and a Company location.
 2. The number of transmission paths will be developed using the total BHMC by traffic type (as described in Section 6.1.4., preceding) for the end offices for each feature group ordered from a customer's premises. The total BHMC by type for the feature group end office will be converted to transmission paths using standard Company traffic engineering methods. The number of transmission paths provided shall be the number required based in the use of access tandem switches and end office switches, or the use of end office switches only, or the use of tandem switches only.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations

6.6.1 Description of Rates and Charges

A. Nonrecurring Charges (NRCs)

Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation of new services or rearrangements of installed services).

1. Installation of Service

- a. For switched access service which is ordered on a per line basis, the local switching NRC is applied per line or trunk.
- b. For switched access service which is ordered on a BHMC basis, the local switching NRC is also applied on a per trunk basis but the charge applies only when the capacity ordered requires the installation of additional trunks.
- c. The NRC for CCSA STP links is applied per link connection.
- d. NRCs will apply for the initial installation of an entrance facility and, if applicable the initial installation of channel mileage mid link and multiplexer. For reach entrance facility of the same type (i.e., voice grade or DS1) ordered at the same time, for the same date and from the same customer premises to the same serving wire center, the channel termination NRC will apply on a first and additional basis.

2. Installation of Optional Features

If a separate NRC applies for the installation of an optional feature, the charge applies whether the feature is installed coincident with the initial installation of service or at any time subsequent to the initial installation of service.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.1 Description of Rates and Charges (Cont'd.)

A. Nonrecurring Charges (NRCs) (Cont'd.)

3. Service Rearrangements

Service rearrangement are changes to existing installed which do not result in either a change in the minimum requirements as set forth in Section 2 or a change in physical location of the point of termination at the customer's premises or a customer's end user's premises. Changes which result in the establishment of new minimum period obligations are treated as discontinuances of existing service, and installations of new service, as specified in Section 6.6.3F, following. Changes in physical location of the point of termination are treated as moves, as specified in Section 6.6.3E. The charge to the customer for the service rearrangement is dependent on whether the change is administrative only or involves an actual physical change to the service. The following administrative changes will be made without charge to the customer.

- a. Change in customer name
- b. Change of customer or customer's end user premises address when the change of address is not a result of a physical relocation of equipment.
- c. Change in billing data [name, address or contact name or telephone number].
- d. Change in agency authorization
- e. Change of customer circuit identification
- f. Change in billing account number
- g. Change in customer test line number
- h. Change of customer or customer's end user contact name or telephone number,.
- i. change of jurisdiction

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.1 Description of Rates and Charges (Cont'd.)

A. Nonrecurring Charges (NRCs) (Cont'd.)

3. Service Rearrangements (Cont'd.)

j. If, due to the technical limitation of the Telephone Company, it was impossible to combine 800 access service or 900 access service traffic with the customer's other trunk side switched access services, no charge will be applied to combine the trunk groups when it becomes technically possible.

k. To redirect traffic from direct routed for 800 data base service, where the service is initially available at the end offices subtending a tandem to which customers have redirected their 800 traffic, customers will be allowed to rearrange their 800 traffic from tandem routed to direct routed at no charge provided the same customer premises is maintained.

l. Change in billing option within the same access tandem from tandem switched transport to direct trunked transport or vice versa.

4. All Other Service Rearrangements - will be charged as follows.

a. If the change involves the addition of an optional feature which has a separate NRC, that NRC will apply.

b. If the change involves a modification to a FGB or FGD to include initial provision of 900 access services in addition to non 900 access services traffic, the local switching NRC will apply for service rearrangements in the existing trunks.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.1 Description of Rates and Charges (Cont'd.)

A. Nonrecurring Charges (NRCs) (Cont'd.)

4. All Other Service Rearrangements (Cont'd.)

- c. Subsequent to the initial installation of 900 access services, any change involving the addition or deletion of a 900 NXX code will be subject to the applicable switched access rates.
- d. If the change involves the rearrangement of existing switched access services from one interface group to another (i.e., change a digital group to one capable of a greater bit rate), a digital to digital rearrangement charge will apply. No charge applies to the individual switched services provided within the interface group unless the customer changes the service type or changes only a portion of the individual services from interface group to the other, in which case, the appropriate NRC for each change will apply.
- e. For all other changes, including the addition of or modification to, optional features without separate NRCs, a charge equal to the local switching NRC will apply. When an optional feature is not required on each transmission path, but rather for an entire transmission group, an end office or an access tandem switch, only one such charge will apply (i.e., it will not apply per transmission path).

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.1 Description of Rates and Charges (Cont'd.)

A. Nonrecurring Charges (NRCs) (Cont'd.)

4. All Other Service Rearrangements (Cont'd.)

- f. In the event that a customer who does not provide operator assistance for its end users requests a change in its designated operator services traffic arrangement, a service rearrangement charge will apply. A first TOPS office rearrangement charge will apply for the first TOPS office affected by the change, and an additional TOPS office rearrangement will apply for each additional TOPS office affected if ordered at the same time and for the same date.
- g. If the change involves the conversion of existing FGD services with multi-frequency address signaling to FGD with SS7 signaling option, a rearrangement charge will apply for the first trunk converted and an additional trunk rearrangement charge for each additional trunk ordered and converted at the same time.
- h. If the change involves a change of point code on FGD with the SS7 signaling option, a rearrangement charge will apply on a first and additional basis for all orders placed at the same time, between the same two points and for the same due date.
- i. If the change involves the rearrangement of an existing Company provided switched access service FGB or FGD into a Company provided switched access service under a collocation arrangement, or from one Company provided collocation arrangement to another within the same Company serving wire center, access tandem or remote node a rearrangement charge will apply for each service.
- j. if the change involves the rearrangement of a Company provided access under FGB or FGD provided under a collocation arrangement to a Company provided switched access service, a rearrangement charge will apply for each service reconfiguration.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.1 Description of Rates and Charges (Cont'd.)

A. Nonrecurring Charges (NRCs) (Cont'd.)

5. Moves

A move involves a change in physical location of the point of termination at the customer's premises, or a change in the physical location of the customer premises. The charges for the move are dependent on whether the move is to a new location within the same building to a different building.

a. Moves Within the Same Building

When a move is to a new location within the same building, the charge for the move will be the local switching NRCs for the capacity affected.

b. Moves to a Different Building

Moves to a Different Building, will be treated as a discontinuance and start of service and all associated NRCs will apply. New minimum period requirements will be established for the new service. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.1 Description of Rates and Charges (Cont'd.)

A. Nonrecurring Charges (NRCs) (Cont'd.)

6. Discontinuances of Existing Service and Installations of New Services

Changes from one type of feature group to another, including changes to dedicated 800 access service trunks or 900 access service trunks, will be treated as a discontinuance of type of service and a start of another. Full NRCs (i.e., installations) will apply, with the following exceptions:

- a. When a customer upgrades from a switched access service Feature Group to FGB or FGD service, the NRC will not apply if the following conditions are met.
 1. The same customer premises is maintained and,
 2. The orders for disconnect of the FGB service and the start of the FGD service are placed with the Company at the same time, and
 3. The customer requests the same effective date for both the disconnect of service and start of service orders. When the effective dates for the disconnect and start of service are the same, the minimum period obligations will not change, (i.e., the time elapsed in the existing minimum period obligations will be credited to the minimum period obligations to the FGD). When the effective dates for the disconnect and start of service are different, new minimum period obligations will be established for FGD service.
- b. For all other changes from one type of feature group to another, new minimum period obligations will also be established.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.2 Rate Periods

- A. Local transport termination, local transport facility tandem switching interconnection and local switching rates are subject to time differentiation (time periods). When usage begins in one rate period and ends in another the rates in effect for the rate period in which such usage began will apply until rate period specific billing can be implemented.
1. Peak Rates apply Monday through Friday 9AM to, but not including, 9PM.
 2. The off-peak discounts applies Monday through Thursday 9PM to, but not including 9AM, and from Friday 9PM to, but not including 9AM Monday.
 3. On Christmas Day (December 25) New Years Day (January 1), Independence Day (July 4), Thanksgiving Day (the fourth Thursday in November) and Labor Day, the holiday discount is the Off-Peak Rate.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.3 Application of Local Transport Rates

- A. The local transport termination rate is applied per minute of use.
- B. The local transport facility rate is applied per mile, per minute of use. When the local transport facility mileage is zero (i.e., the end office switch or WSO, as appropriate and the customer's serving wire center are collocated), the local transport facility rate does not apply.
- C. The tandem switching rate is applied per minute of use.
- D. The interconnection charge is applied per minute of use.
- E. For the direct trunked transport, the channel mileage applies on a fixed and a per mile monthly basis.
- F. When the direct trunked transport is provided to an end office which is a host office, in addition to the appropriate channel mileage monthly rate, the customer will be billed the local transport termination rate on a per minute of use basis and the local transport facility rate on a per mile per minute for the transport of the call to or from an RSS or RSM. The mileage for local transport facility rate element will be measured from the host office to the RSS or RSM. The Calculation of the mileage is set forth in Section 6.4, preceding.
- G. For direct trunked transport provided to an access tandem, the channel mileage applies on a fixed and per mile basis between the serving wire center and the access tandem. The per mile per minute local transport facility and the per minute local transport termination rates apply for the transport from the access tandem to the end office. The per minute tandem switching rate applies to all minutes of use switched at the access tandem. The channel mileage calculation is set forth in Section 6.4.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.3 Application of Local Transport Rates (Cont'd.)

- H. For tandem switched transport, the local transport termination rate, the tandem switching rate and the interconnection charge apply per access minute, The local transport facility rate applies per mile per access minute.
- I. When tandem switched transport is provided to an end office which is the host office, in addition to the rates set forth in Section 6.6.5D, the customer will be billed the local transport termination rate per minute of use and the local transport facility rate per mile per minute for the transport of the call to or from a RDD or RSM. The mileage for the local transport facility will be measured from the host office to the RSS or RSM. The calculation of the mileage is as set forth in Section 6.4, preceding.

6.6.4 Local Switching

Local Switching rate is applied in a per minute of use.

6.6.5 Minimum Monthly Charge

A minimum monthly charge shall apply to all switched access service. The minimum charge shall apply per feature group, per feature group customer location.

6.6.6 Operator Pass-through

The operator pass-through charge will apply on a per call passed through basis.

SECTION 6 - SWITCHED ACCESS SERVICE (CONT'D.)

6.6 Rate Regulations (Cont'd.)

6.6.7 800 Data Base Access

The 800 data base access service carrier identification charge applies to 800 access service. It is assessed to the Interexchange Carrier on a per query basis.

6.6.8 Optional Features

A. CCSA is comprised of a STP link termination rate, a STP link transport rate and a STP port rate. The NRC for CCSA STP links is applied per link connection.

1. The STP link termination rate provides for the connection from the customer designated premises to the service wire center and applies on a per month basis.
2. The STP port rate provides for the point of termination to the signal switching capability of the STP and applies on a per month basis.

6.6.9 Local Information Delivery Services

A. Calls over switched access in the terminating direction to certain community information services will be rated under the applicable rates for switched access service. In addition, the rates and charges per call as specified in MDTE No. 1, will also apply.

SECTION 7 - INTRA-LATA PRE-SUBSCRIPTION SERVICE

7.1 Intra-LATA Pre-subscription

7.1.1 Description

ILP is an arrangement whereby an exchange service customer of the Telephone Company designates either the Telephone Company or another carrier as its pre-subscribed interexchange carrier (ILP PIC) for calls made from the customer's exchange access line, without the customer having to dial an access code. Calls which qualify for ILP are intrastate intraLATA toll calls as defined in the company Tariffs M.D.T.E. No. 1 and M. D. T. E. No. 3.

SECTION 7 - INTRA-LATA PRE-SUBSCRIPTION SERVICE (CONT'D.)

7.2 Primary Inter-Exchange Carrier (PIC) Verification

PIC verification enables an IC to obtain verification of their end user's PIC selection in a Telephone Company switch. The IC must provide the telephone number to the Telephone Company either verbally or by the PIC verification automated interface using appropriate system specifications as determined by the Telephone Company. PIC verification service will be provided from suitably equipped wire centers as specified in the NECA Tariff FCC No. 4.

SECTION 7 - INTRA-LATA PRE-SUBSCRIPTION SERVICE (CONT'D.)

7.3 Application of Rates and Charges

7.3.1 Intra-LATA Pre-Subscription

A. An ILP PIC nonrecurring charge applies per change for each telephone exchange service line or trunk.

1. For 90 days immediately following the date of implementation, customers may make one ILP PIC change without charge.
2. The ILP PIC charge does not apply for new service customers selecting an ILP PIC at the time they place an order with the Telephone Company for telephone exchange service.
3. A new customer who did not select an ILP PIC at the time service was being established and as a result was provided access code dialing as an alternative, has 60 days to request a change from access code dialing to the Telephone Company or to another carrier, and no ILP PIC charge will apply. Customers requesting a change after 60 days will incur the ILP PIC charge.
4. The ILP PIC charge applies for an intraLATA PIC change on a line. The ILP PIC charge will be waived if an interLATA PIC change is also being requested on that line at the same time, and on the same service order, as the intraLATA PIC change request.

B. Service Charges

The applicable nonrecurring service order charge applies to reestablish a customer's OCP service.

1. The charge does not apply when the customer's request is received within 90 days of the date upon which the customer's ILP PIC is changed from the Telephone Company.

SECTION 7 - INTRA-LATA PRE-SUBSCRIPTION SERVICE (CONT'D.)

7.3 Application of Rates and Charges, (Cont'd.)

7.3.1 IntraLATA Pre-Subscription (Cont'd.)

C. Unauthorized ILP PIC Change/Restoral

1. If a customer denies authorizing a change in ILP as submitted by an IC, the customer will be credited the previously billed ILP PIC NRC, and the ILP PIC NRC will be waived for restoring the customer to its previous ILP PIC.
2. The ILP PIC NRC will be assessed, as applicable, to an IC as set forth following when a customer denies authorizing the change in ILP as submitted by the IC (refer to Section 7.3.1A4).
 - a. One ILP PIC NRC is assessed to the alleged unauthorized IC to recover the disputed ILP PIC NRC previously billed to the customer.
 - b. One ILP PIC NRC is assessed to the alleged unauthorized IC to restore the customer to its previous ILP PIC.
3. In accordance with the FCC's slamming liability rules in CC Docket 94B129, if an alleged unauthorized IC is ultimately exonerated of liability, the IC is entitled to receive full payment from the customer for all services provided. In such situations, any ILP PIC NRC assessed against the IC by the Telephone Company is subject to rebilling to the customer by the alleged unauthorized IC.

SECTION 7 - INTRA-LATA PRE-SUBSCRIPTION SERVICE (CONT'D.)

7.3 Application of Rates and Charges, (Cont'd.)

7.3.2 PIC Verification Service

- A. A separate NRC will apply for each successful PIC verification made on either a verbal or automated interface basis.

7.3.3 Intrastate Equal Access Cost Recovery

- A. The intrastate equal access cost recovery monthly charge applies per originating minute of use in order for the Telephone Company to recover the cost of implementing ILP PIC Intrastate Equal Access capability. The monthly charge will apply for 24 months from the date of implementation. A true-up adjustment will be calculated and either billed or remitted to the ILP carrier at the end of the 24 months.

SECTION 7 - INTRA-LATA PRE-SUBSCRIPTION SERVICE (CONT'D.)

7.3 Application of Rates and Charges, (Cont'd.)

7.3.4 ILP PIC Change Charge Billing Options

A. Direct Billing Option C

This option is available when an IC initiates an ILP PIC change order through the CARE interface by either paper, magnetic tape, network data mover or by on-line electronic interface using system specifications determined by the Telephone Company. The IC can designate direct billing on any ILP PIC change orders it chooses by specifying the ILP PIC change charge indicator in position 405. The NRC for a change in presubscription will then be assessed to the IC, instead of the end user.

1. Lines equipped with selective access blocking are not eligible for this option.
2. Direct billing is not available for a change in ILP PIC from other carriers on orders placed via the Telephone Company's residence, business or equal access service centers.
3. Direct billing may also be utilized, at the Telephone Company's discretion, for orders placed to obtain end user service from the Telephone Company.
4. Direct billing cannot be specified on an order for a change in presubscription which is normally provided at no charge to the end user.

B. Reverse Billing Option C

This option is available to ICs for end user-initiated ILP PIC change orders placed at the Telephone Company's residence, business or equal access service centers. The NRCs for all of the IC's end user-initiated ILP PIC change orders placed at the Telephone Company's residence, business or equal access service centers will then be assessed to the IC instead of the end users.

1. The IC must notify the Telephone Company in writing of its election to establish and/or cancel the reverse billing option. Establishment and/or cancellation will be effective within ten business days from the date the Telephone Company receives written notification and must be in effect for a minimum of six months.

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ACCESS TELECOMMUNICATIONS SERVICES

SECTION 8 – PRESUBSCRIBED INTEREXCHANGE CARRIER CHARGE (PICC)

8.1 Presubscribed Interexchange Carrier Charge (PICC)

The Presubscribed Interexchange Carrier Charge (PICC) is a monthly charge imposed by the Company on IXC's for multi-line business, ISDN-PRI and T-1 Customers served by the Company who subscribe to the IXC's long distance service. For ISDN-PRI and T-1 Customers, the Company will assess five (5) PICC charges per circuit. An IXC selected by the Customer for both their interLATA and intraLATA long distance service will be subject to a single PICC per line. This charge will not be prorated for a partial month of service, is not subject to any discounting and does not contribute to any monthly minimums.

	Monthly Recurring Charge
Per presubscribed multi-line business Customer line	\$4.31
Per Centrex line	\$0.47
Per ISDN-PRI or T-1 facility	\$21.55

CTC Communications Corp.
d/b/a EarthLink Business

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Little Rock, AR 72212
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ACCESS TELECOMMUNICATIONS SERVICES

SECTION 9 - RATES AND CHARGES

9.1 Carrier Common Line Access Service

9.1.1 Carrier Common Line

	Rate	
Originating - Peak - per access minute		(C)
Non-8YY	\$0.027000	
8YY	See Note*	(C)
Terminating - Peak - per access minute	See Note*	

9.2 Billing Name and Address Service

9.2.1 Service Establishment Charge

Per Order \$150.00

9.2.2 Per Telephone Number by

Verbal Request \$0.58

Written Request \$0.58

9.3 Access Service Order

9.3.1 Service Date Change

Nonrecurring - per order \$55.94

9.3.2 Design Change

Nonrecurring - per order \$67.92

9.3.3 Expedited Order Charge

Nonrecurring - per order \$179.82

* See the Company's Access Service Tariff, FCC Tariff No. 4, Section 13.5.

ACCESS TELECOMMUNICATIONS SERVICES

SECTION 9 - RATES AND CHARGES (CONT'D.)

9.4 Switched Access Service

9.4.1 Tandem Switched Transport

A. Tandem Switching

	Rate	
Originating, per access minute		(C)
Non-8YY	\$0.000800	
8YY	See Note*	(C)
Terminating, per access minute	See Note*	

B. Tandem Transport

1. Fixed		
Originating, per access minute		(C)
Non-8YY	\$0.000150	
8YY	See Note*	(C)
Terminating, per access minute	See Note*	

2. Per Mile		
Originating, per mile, per access minute		(C)
Non-8YY	\$0.000240	
8YY	See Note*	(C)
Terminating, per mile, per access minute	See Note*	

C. Multiplexing		
Originating, per mile, per access minute		(C)
Non-8YY	\$0.000100	
8YY	See Note*	(C)
Terminating, per mile, per access minute	See Note*	

9.4.2 Local Transport

A. Local Transport Termination

1. Fixed		
Originating, per access minute		(C)
Non-8YY	\$0.001568	
8YY	See Note*	(C)
Terminating, per access minute	See Note*	

B. Per Mile

1. Per Mile		
Originating, per mile, per access minute		(C)
Non-8YY	\$0.000250	
8YY	See Note*	(C)
Terminating, per mile, per access minute	See Note*	

* See the Company's Access Service Tariff, FCC Tariff No. 4, Section 13.5.

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ACCESS TELECOMMUNICATIONS SERVICES

SECTION 9 - RATES AND CHARGES (CONT'D.)

9.4 Switched Access Service (Cont'd.)

9.4.3 Interconnection Charge

	Rate	
Originating, per access minute		(C)
Non-8YY	\$0.001938	
8YY	See Note*	(C)
Terminating, per access minute	See Note*	

9.4.4 Local Switching

Originating, per access minute		(C)
Non-8YY	\$0.008934	
8YY	See Note*	(C)
Terminating, per access minute	See Note*	

9.4.5 Shared End Office Trunk

Originating, per access minute		(C)
Non-8YY	\$0.001618	
8YY	See Note*	(C)
Terminating, per access minute	See Note*	

9.4.6 800 (8YY) Database Access Service

A. Customer Identification Charges		
Per Query	RATE	(C)
Effective July 1, 2021 – June 30, 2022	\$0.003086	
Effective July 1, 2022 – June 30, 2023	\$0.001643 (R)	
Effective July 1, 2023	\$0.000200 (R)	(C)
800 to POTS Number Translation - per query	\$0.00000	

* See the Company's Access Service Tariff, FCC Tariff No. 4, Section 13.5.

SECTION 9 - RATES AND CHARGES (CONT'D.)

9.5	IntraLATA Pre-Subscription (ILP) Services	
9.5.1	IntraLATA Pre-Subscription (ILP)	
		RATE
A.	ILP PIC Charge	
	Intra-State, Intra-LATA - NRC Per Telephone Exchange service line or Trunk	\$5.00
9.5.2	PIC Verification Service	
A.	PIC Verification - NRC - Verbal Request per telephone Number Per successful verification	\$1.35
B.	PIC Verification - NRC - Electronic Request per telephone Number Per successful verification	\$0.60
9.5.3	Intrastate Equal Access Cost Recovery	
A.	Intrastate Equal Access Cost Recovery	
	Monthly - per originating minute of use	\$0.00000

SECTION 10 – VOIP-PSTN TRAFFIC

10.1 Identification and Rating of VoIP-PSTN Traffic

10.1.1 Scope - This section governs the identification of VoIP-PSTN Traffic that is required to be compensated at interstate access rates (unless the parties have agreed otherwise) by the Federal Communications Commission in its Report and Order in WC Docket Nos. 10-90, etc., FCC Release No. 11-161 (Nov. 18, 2011), as Amended or Revised ("FCC Order"). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as "Relevant VoIP-PSTN Traffic") from the Customer's traditional intrastate access traffic, so that such Relevant VoIP-PSTN Traffic can be billed in accordance with the FCC Order. (T)

10.1.2 Rating of VoIP-PSTN Traffic - The Relevant VoIP-PSTN Traffic identified in accordance with this Section will be billed at rates equal to those tariffed for the Company's interstate switched access services as described in Sections 6 and 13 of the Company's FCC access services tariff. Consistent with the FCC Order, charges are assessed by the Company for services provided by the Company and/or by any of its VoIP Provider Partner(s).

10.1.3 Calculation and Application of Percent-VoIP-Usage Factor – the Company will determine the number of Relevant VoIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied under subsection (B), above, by applying a Percent VoIP Usage ("PVU") factor to the total intrastate access MOU (however determined – either based on call detail information or PIU) exchanged between the Company and the Customer.

The PVU for traffic will be derived and applied as follows:

- A. The Customer will calculate and furnish to the Company a factor (the "PVU-A") representing the percentage of the total intrastate and interstate access MOU for traffic that the Customer exchanges with the Company in the State, that (a) is sent to the Company and that originates in IP format; or (b) is received from the Company and terminates in IP format. This PVU-A shall be based on information such as the number of the Customer's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information consistent with the FCC Order.
- B. Company will, likewise, calculate a factor (the "PVU-B") representing the percentage of the Company's total access MOU for traffic in the State that the Company originates or terminates in IP format. This PVU-B shall be based on information such as the number of the Company's retail VoIP subscriptions in the state (e.g., as reported on FCC Form 477), traffic studies, actual call detail, or other relevant and verifiable information consistent with the FCC Order.

SECTION 10 – VOIP-PSTN TRAFFIC (CONT'D.)

10.1 Identification and Rating of VoIP-PSTN Traffic (Cont'd.)

10.1.3 (Cont'd.)

- C. The Company will use the PVU-A and PVU-B factors to calculate an over-all PVU factor that represents the percentage of total access MOU for service exchanged between the Company and the Customer that is originated or terminated in IP format, whether at the Company's end, at the Customer's end, or at both ends. The PVU factor will be calculated as the sum of: (A) the PVU-A factor and (B) the PVU-B factor times (1.0 minus the PVU-A factor).
- D. The Company will apply the over-all PVU factor to the total service intrastate access MOU exchanged with the Customer to determine the number of Relevant VoIP-PSTN Traffic MOUs for service.

Examples for PVU Factor Calculations:

(The calculation elements in these examples are generic.)

Example 1: The PVU-B is 10% and the PVU-A is 40%. The over-all PVU factor is equal to $40\% + (10\% \times 60\%) = 46\%$. The Company will bill 46% of the Customer's intrastate access MOU as VoIP-PSTN Traffic, pursuant to this Section of this Tariff.

Example 2: The PVU-B is 10% and the PVU-A is 0%. The over-all PVU factor is $0\% + (100\% \times 10\%) = 10\%$. The Company will bill 10% of the Customer's intrastate access MOU as VoIP-PSTN Traffic, pursuant to this Section of this Tariff.

Example 3: The PVU-A is 100%. No matter what the PVU-B factor is, the over-all PVU is 100%. The Company will bill 100% of the Customer's intrastate access MOU as VoIP-PSTN Traffic, pursuant to this Section of this Tariff.

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ACCESS TELECOMMUNICATIONS SERVICES

SECTION 10 – VOIP-PSTN TRAFFIC (CONT'D.)

10.1 Identification and Rating of VoIP-PSTN Traffic (Cont'd.)

10.1.3 (Cont'd.)

D. (Cont'd.)

Use of Default Percentages - Company

Where the Company's PVU-B is equal to the percentage of VoIP subscribers in the state based on the FCC's *Local Competition Report*, as released periodically, as set forth in paragraph 963 of the FCC Order (the "Default Percentage"), and the Customer's PVU-A is also equal to the Default Percentage, the PVU factor applicable to traffic exchanged between the Company and the Customer shall be the Default Percentage.

Default PVU Factors - Customer

If the Customer does not furnish the Company with a PVU factor pursuant to the preceding paragraph (C)(1) of this Section, the Company will utilize a PVU equal to the Company's PVU-B factor.

10.1.4 Initial PVU Factors - If the PVU factors are not available and/or cannot be implemented in the Company's billing systems by January 1, 2012, once the factors are available and can be implemented the Company will adjust the Customer's bills to reflect the PVUs retroactively to January 1, 2012. In calculating the initial PVUs, the Company will take the Customer-specified PVU-A into account retroactively to January 1, 2012, provided that the Customer provides the factor to the Company no later than April 15, 2012; otherwise, it will set the initial PVU equal to the PVU-B, as specified in subsection 10.1.3.B, above.

10.1.5 PVU Factor Updates - The Customer may update the PVU-A factor quarterly using the method set forth in subsection 10.1.3.A, above. If the Customer chooses to submit such updates, it shall forward to the Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVU-A factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The Company will use the revised PVU-A to calculate a revised PVU. The revised PVU factor will apply prospectively and serve as the basis for billing until superseded by a new PVU.

10.1.6 PVU Factor Verification - Not more than twice in any year, the Company may ask the Customer to verify the PVU-A factor furnished to the Company and Customer may ask the Company to verify the PVU-B factor and the calculation of the PVU factor. The party so requested shall comply, and shall reasonably provide the records and other information used to determine the respective PVU-A and PVU-B factor.

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