

TRUVISTA COMMUNICATIONS OF GEORGIA, LLC
REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO COMMUNICATIONS SERVICES WITHIN
THE STATE OF GEORGIA

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by TruVista Communications of Georgia, LLC, with principal offices at 112 York Street, Chester, South Carolina 29706-0160. This tariff applies to services furnished within the State of Georgia. This tariff is on file with the Georgia Public Service Commission (GPSC) and copies may be inspected, during normal business hours, at the Company's principal place of business.

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
President
TruVista Communications of Georgia, LLC
112 York Street
Chester, South Carolina 29706-0160

TABLE OF CONTENTS

INDEX

SECTION 1 – APPLICATION OF TARIFF

SECTION 2 – EXPLANATION OF TERMS

SECTION 3 – GENERAL RULES AND REGULATIONS

SECTION 4 – SERVICE CONNECTION CHARGES

SECTION 5 – LOCAL CALLING AREAS

SECTION 6 – NETWORK SWITCHED SERVICES

SECTION 7 – SUPPLEMENTAL SERVICES

SECTION 8 – SPECIAL ARRANGEMENTS

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

SECTION 10 – CENTREX

RATE SCHEDULES

EXPLANATION OF NOTES

- (C) Indicates Changed Regulation
- (D) Indicates Discontinued Rate or Regulation
- (I) Indicates Rate Increase
- (M) Indicates Move in Location of Text
- (N) Indicates New Rate or Regulation
- (R) Indicates Rate Reduction
- (T) Indicates Change of Text Only

INDEX

A

	Section	Page
Access to Customer's Premises	3	12
Application of Tariff	1	2
Application of Rates.....	3	21
Availability.....	1	6

B

Basic Business Line Service	6	7
Bundled Services.....	3	11
Business Network Switched Service	6	6

INDEX (Cont'd)

C

	Section	Page
Changes - Telephone Number	3	21
Charges Associated with Premises Visit	4	3
Charges for Service - Responsibility for	3	9
Connection Charges	4	2
County-Wide Calling Plan.....	3	23
Customer Provided Equipment, Liability for	3	5

INDEX (Cont'd)

D

	Section	Page
Deposits	3	9
Deposits - Business	3	9
Directory Assistance Service	7	5
Directory Listings.....	7	25
Dishonored Checks, Business.....	3	20

E

Explanation of Terms.....	2	1
---------------------------	---	---

F

Features.....	7	7
Flat Rate Service	6	3

G

General Rules and Regulations.....	3	1
------------------------------------	---	---

H

(Reserved for future use)

INDEX (Cont'd)

I

	Section	Page
Individual Case Basis (ICB) Arrangements	8	4
Integrated Services Digital Network (ISDN)	9	2

J

(Reserved for future use)

K

(Reserved for future use)

INDEX (Cont'd)

L

	Section	Page
Late Payment Charges	3	11
Limitations on Liability	3	5
Local Calling Areas.....	5	2

M

Minimum Period of Service.....	3	8
--------------------------------	---	---

N

Nonpayment-Suspension or Termination for - Residential Requirements	3	14
Non-Routine Installation and/or Maintenance	8	4

O

Obligation of Company.....	3	4
----------------------------	---	---

INDEX (Cont'd)

P

	Section	Page
Payment of Charges	3	10
Payment for Services Rendered	3	9
PBX Trunk Service	6	9
Primary Interexchange Carrier (PIC) Change Charge	4	3
Primary Rate Interface (PRI)	9	3
Promotional Trials.....	7	3

R

Residence Service-Suspension of	3	22
Residential Network Switched Service	6	2
Responsibility for All Charges.....	3	9
Restoration Charge.....	4	3
Return Check Charge.....	3	11

INDEX (Cont'd)

S

	Section	Page
Service Territory	1	2
Service and Promotional Trials.....	7	3
Sixteen (16) Mile Calling Plan	3	23
Special Arrangements	8	1
Special Construction	8	2
Supplemental Services	7	1
Surcharges	3	13
Suspended Service		
Suspension - Elderly, Blind or Disabled (Residential).....	3	22
Suspension or Termination of Service.....	3	22

T

Telephone Number Changes, Business	3	20
Telephone Number Changes, Residential	3	21
Telephone Surcharges	3	13
Termination Liability for Special Construction.....	8	3
Termination of Service.....	3	14
Terms - Explanation of	2	1
Three-Digit Dialing.....	7	33

INDEX (Cont'd)

U

	Section	Page
Universal Access Fund (UAF).....	3	23
Use and Ownership of Equipment.....	3	6
Use of Facilities and Services	3	4
Use of Facilities of Other Companies.....	3	5
Use of Service	3	6

V

(Reserved for future use)

W

(Reserved for future use)

X

(Reserved for future use)

Y

(Reserved for future use)

Y

(Reserved for future use)

CONTENTS

SECTION 1 – APPLICATION OF TARIFF

	Page
1.1 Application of Tariff.....	2
1.1.1 Service Territory.....	2
1.1.2 Availability.....	6

SECTION 1 – APPLICATION OF TARIFF

1.1 APPLICATION OF TARIFF

This Tariff sets forth the regulations and rates applicable to services provided by TruVista Communications of Georgia, LLC as follows:

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

1.1.1 Service Territory

TruVista Communications of Georgia, LLC will provide service in the following areas where technically feasible and facilities permit:

- a. All BellSouth Telecommunications, Inc. d/b/a AT&T Georgia exchanges in the State of Georgia:

Acworth	Buford	Duluth	Hogansville
Adairsville	Calhoun	Eastman	Jackson
Albany	Camilla	Eatonton	Jekyll Island
Alpharetta	Carrollton	Elberton	Jesup
Americus	Cartersville	Fairburn	Johnson Corner
Appling	Cave Spring	Fayetteville	Jonesboro
Arlington	Cedartown	Flowery Branch	Kingston
Athens	Chamblee	Forsyth	LaGrange
Atlanta	Claxton	Fort Valley	Lake Park
Augusta	Clermont	Franklin	Lawrenceville
Austell	Cochran	Gainesville	Leary
Baconton	Colquitt	Gay	Leesburg
Bainbridge	Columbus	Gibson	Lithonia
Barnesville	Concord	Grantville	Loganville
Baxley	Conyers	Greensboro	Louisville
Blackshear	Cordele	Greenville	Lula
Bogart-Statham	Covington	Griffin	Lumber City
Bowdon	Cumming	Hamilton	Lumpkin
Bremen	Cusseta	Hampton	Luthersville
Brunswick	Dallas	Harlem	Lyons
Buchanan	Douglasville	Hazelhurst	Macon
	Dublin	Hephzibah	Madison

SECTION 1 – APPLICATION OF TARIFF (Cont'd)

1.1 APPLICATION OF TARIFF (Cont'd)

1.1.1 Service Territory (Cont'd)

- a. All BellSouth Telecommunications, Inc. d/b/a AT&T Georgia exchanges in the State of Georgia: (Cont'd)

Marietta	Stockbridge
McCaysville	Stone Mountain
McDonough	Swainsboro
Millen	Sylvester
Monticello	Tallapoosa
Newnan	Temple
Newton	Tennga
Norcross	Thomasville
Palmetto	Thomson
Panola	Tifton
Pelham	Tucker
Pine Mountain	Tybee Island
Pooler	Valdosta
Powder Springs	Vidalia
Richland	Villa Rica
Rockmart	Wadley
Rome	Warner Robins
Roopville	Warrenton
Rossville	Watkinsville
Roswell	Waycross
Royston	Waynesboro
Rutledge	Woodbury
Sandersville-Tennille	Woodstock
Sardis	Wrens
Savannah	Wrightsville
Senoia	Zebulon
Smithville	
Smyrna	
Social Circle	
Sparks	
Sparta	
St. Simons Island	

SECTION 1 – APPLICATION OF TARIFF (Cont'd)

1.1 APPLICATION OF TARIFF (Cont'd)

1.1.1 Service Territory (Cont'd)

b. All Windstream exchanges in the State of Georgia:

Abbeville	Canton	Demorest	Ila
Adel	Cedar Springs	Doerun	Iron City
Alamo	Centerville	Donalsonville	Irwinville
Alapaha	Chatsworth	Douglas	Jacksonville
Ashburn	Clarkesville	Eastanollee	Jakin
Barwick	Clayton	Edison	Jasper
Batesville	Cleveland	Ellaville	Jefferson
Berlin	Cohutta	Enigma	Jeffersonville
Big Canoe	Colbert	Fargo	Kensington
Blairsville	Collins	Fitzgerald	Layfayette
Blakely	Comer	Folkston	Lakeland
Bluffton	Commerce	Ft. Gaines	Lake Sinclair
Boston	Coolidge	Funston	Lavonia
Braselton	Cornelia	Glenville	Ludowici
Broxton	Crawford-Lexington	Gray	Lyerly
Buena Vista	Cuthbert	Haddock	McRae
Byromville	Dalton	Hahira	Manchester
Byron	Danville	Helen	Marshallville
Cairo	Dahlonega	Hiawassee	Maxeys
Calvery-Reno	Danielsville	Homer	Maysville
Carlton	Dawson	Homerville	Meigs
Carnesville	Dawsonville	Ideal	Menlo

SECTION 1 – APPLICATION OF TARIFF (Cont'd)

1.1 APPLICATION OF TARIFF (Cont'd)

1.1.1 Service Territory (Cont'd)

b. All Windstream exchanges in the State of Georgia: (Cont'd)

Milan	Pineview	Tunnel Hill
Milledgeville	Pitts	Unadilla
Monroe	Preston	Union Point
Montezuma	Quitman	Uvalda
Montrose	Ray City	Villanow
Morgan	Rebecca	Warm Springs
Morven	Reidsville	Whigham
Moultrie	Reynoldsville	White Plains
Mt. City Dillard	Rincon	Winder
Mt. Vernon	Rochelle	Winterville
Nashville	Rhine	Woodland
Nicholson	Sasser	Yatesville
Noble	Shellman	Young Harris
Norman Park	Springfield	
Northside	Screven	
Ochlocknee	Summerville	
Ocilla	Suches	
Odum	St. George	
Parrott	Sylvania	
Pavo	Toccoa	
Pendergrass	Thomaston	
Perry	Trion	

SECTION 1 – APPLICATION OF TARIFF (Cont'd)

1.1 APPLICATION OF TARIFF (Cont'd)

1.1.2 Availability

Service is available where facilities permit.

SECTION 2 – EXPLANATION OF TERMS

ANALOG

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

APARTMENTS

A building or group of buildings used primarily to provide complete residential apartments but not lodging on a day-to-day basis.

AUTHORIZED USER

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

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC NUMBER IDENTIFICATION (“ANI”)

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

BIT

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

BUILDING

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

CENTRAL OFFICE

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

CENTRAL OFFICE LINE

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

CHANNEL

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

CHANNEL CONVERSION

The termination of 1.544. Mbps Service at a customer's location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the customer.

CHANNEL SERVICE UNIT (“CSU”)

The equipment located at the customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

COLLEGE

An establishment for higher education authorized to confer degrees where lodging for the students is maintained on the premises.

COMMUNICATIONS SYSTEMS

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

COMPANY

TruVista Communications of Georgia, LLC, unless otherwise clearly indicated from the context.

COMMISSION

The Georgia State Public Service Commission.

CUSTOMER

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

CUSTOMER PREMISES EQUIPMENT (CPE)

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

DEMARCATIION POINT

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

DIGITAL

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

DIRECT INWARD DIAL (“DID”)

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

DIRECT OUTWARD DIAL (“DOD”)

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

DUAL TONE MULTI-FREQUENCY (“DTMF”)

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

E911 SERVICE DISTRICT

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

ERROR

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

EXCHANGE

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

EXCHANGE ACCESS LINE

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

EXCHANGE SERVICE

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

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

HOSPITAL

An establishment for treatment of human patients by members of the medical profession where lodging for the patients is maintained on the premises.

HOTEL

An establishment offering lodging with or without meals to the general public on a day-to-day basis.

INTERFACE

That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

INTEROFFICE MILEAGE

The segment of a line which extends between the central offices serving the originating and terminating points.

INTERRUPTION

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

JOINT USER

A person, firm, or corporation which uses the telephone service of a subscriber as provided in Section 1 of the Tariff.

KILOBITS PER SECOND (KBPS)

One thousand bits per second.

LATA

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

LINK

The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

LOCAL CALL

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

LOCAL CALLING AREA

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

LOCAL SERVICE

Telephone exchange service within a local calling area.

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

LOOP START

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

LOOPS

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

MEGABITS PER SECOND (MBPS)

One million bits per second.

MESSAGE RATE SERVICE

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

MOVE

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

MULTI-FREQUENCY (“MF”)

An inter-machine pulse-type used for signaling between telephone company switches, or between telephone company switches and PBX/key systems.

MULTILINE HUNT

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

NODE

The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

PBX

A private branch exchange.

PORT

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

PREMISES

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

PRIVATE BRANCH EXCHANGE SERVICE

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

PUBLIC SAFETY ANSWERING POINT (“PSAP”)

An answering location for E911 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call.

REFERRAL PERIOD

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

RESALE OF SERVICE

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

SAME PREMISES

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

SERVING CENTRAL OFFICE

The central office from which local service is furnished.

STATION

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

SUSPENSION

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

SYNCHRONOUS

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

SECTION 2 – EXPLANATION OF TERMS (Cont'd)

T-1 SYSTEM

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

TELEPHONE CALL

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

TERMINATION OF SERVICE

Discontinuance of both incoming and outgoing service.

TIE LINE

A dedicated line connecting two switchboards or dial systems.

TOLL CALL

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

TWO-WAY

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

USER

A customer, joint user, or any other person authorized by a customer to use service provided under this Tariff.

CONTENTS

SECTION 3 – GENERAL RULES AND REGULATIONS

	Page
3.1 Use of Facilities and Services	4
3.1.1 Obligation of Company	4
3.1.2 Limitations on Liability	5
3.1.3 Use of Service	6
3.1.4 Use and Ownership of Equipment.....	6
3.1.5 Directory Errors	6
3.2 Minimum Period of Service	8
3.3 Payment for Services Rendered	9
3.3.1 Responsibility for All Charges	9
3.3.2 Applicant or Customer Deposit	9
3.3.3 Payment of Charges	10
3.3.4 Return Check Charge.....	11
3.3.5 Late Payment Charges	11
3.3.6 Bundled Services	11

CONTENTS (Cont'd)

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

	Page
3.4 Access to Customer's Premises	12
3.5 Telephone Surcharges	13
3.5.1 General	13
3.6 Suspension or Termination of Service	14
3.6.1 Suspension or Termination for Nonpayment	14
3.6.2 Termination of Service	19

CONTENTS (Cont'd)

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

	Page
3.7 Additional Provisions Applicable To Business Customers.....	20
3.7.1 Telephone Number Changes	20
3.7.2 Dishonored Checks	20
3.8 Additional Provisions Applicable to Residential Customers	21
3.8.1 Application of Rates	21
3.8.2 Telephone Number Changes	21
3.8.3 Suspension or Termination - Elderly, Blind or Disabled.....	22
3.9 County-Wide Calling Plan	23
3.10 0-16 Mile Band Restriction	23
3.11 0-22 Mile Band Restriction.....	23
3.12 Universal Access Fund (UAF).....	23

SECTION 3 – GENERAL RULES AND REGULATIONS

3.1 USE OF FACILITIES AND SERVICE

3.1.1 Obligation of the Company

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

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

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

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

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.2 Limitations on Liability

a. Indemnification by Customer

The customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for libel, slander, or infringement of copyright arising from the material transmitted over its facilities; against claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company or the customer. In the event any such infringing use is enjoined, the customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement.

b. Customer-Provided Equipment

The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided equipment or premises wire.

c. Use of Facilities of Other Companies

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

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.3 Use of Service

Any service provided under this Tariff may not be resold to or shared (jointly used) with other persons.

3.1.4 Use and Ownership of Equipment

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

3.1.5 Directory Errors

In the absence of gross negligence or willful misconduct and except for the allowances stated below, no liability for damages arising from errors or mistakes in or omissions of directory listings, or errors or mistakes in or omissions of listings obtainable from the directory assistance operator, including errors in the reporting thereof, shall attach to the Company.

An allowance for errors or mistakes in or omissions of published directory listings or for errors or mistakes in or omissions of listings obtainable from the directory assistance operator shall be given as follows:

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

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.1 USE OF FACILITIES AND SERVICE (Cont'd)

3.1.5 Directory Errors

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

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.2 MINIMUM PERIOD OF SERVICE

The minimum period of service is one month except as otherwise provided in this Tariff. The customer must pay the regular tariffed rate for the service they subscribe to for the minimum period of service. If a customer disconnects service before the end of the minimum service period, that customer is responsible for paying 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, 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.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED

3.3.1 Responsibility for All Charges

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect. The customer is responsible for all local and toll calls originating from the customer's premises and for all calls charged to the customer's line where any person answering the customer's line agrees to accept such charge.

3.3.2 Applicant or Customer Deposit

a. Definition of Applicant and Customer

For purposes of this subsection, an applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service.

b. Establishment of Credit

1. The Company may require a permanent residential applicant for service to satisfactorily establish credit, but such establishment of credit will not relieve the customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.
2. A residential applicant will not be required to pay a deposit subject to the following rules:
 - a) If the residential applicant has been a customer of any Company for the same kind of service within the last three (3) years and is not delinquent in payment of any such telephone service account, and during the last twelve (12) consecutive months of service, did not have more than one occasion in which a bill for such telephone service was paid after becoming delinquent, and never had service disconnected for nonpayment. No utility shall require a cash deposit to establish credit in an amount in excess of two and half times that of one months service.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

3.3.3 Payment of Charges

Charges for facilities and service, other than usage charges, are due monthly in advance. All other charges are payable upon request of the Company. Bills are due on the due date shown on the bill and are payable at any business office of the Company, by U.S. Mail, or at any location designated by the Company. Notwithstanding the foregoing, no interest will be paid by the Company on customer overpayments that are refunded within 30 days after the overpayment is received by the Company.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

3.3.4 Return Check Charge

When a check which has been presented to the Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge not to exceed the statutory maximum. The Return Check Charge will not be more than \$30.00.

3.3.5 Late Payment Charges

Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. A late payment charge of one and one half percent (1.5%) will be applied to each customer's bill when the previous month's bill has not been paid in full by the billing due date. The late payment charge will only be applied to unpaid balances greater than \$20.00.

3.3.6 Bundled Services

The Company will offer various bundled service packages to residential and business customers. These bundled service packages may include a combination of regulated and deregulated features, including, but not limited to, high speed internet access, long distance telephone service, video service and voice mail.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.4 ACCESS TO CUSTOMER'S PREMISES

The customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the customer or any joint user or customer of the customer at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.5 TELEPHONE SURCHARGES

3.5.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Tariff, various surcharges may apply to the customer's monthly bill statement.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE

3.6.1 Suspension or Termination for Nonpayment

a. Non-payment Service Interruption

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. No Basic Residential Service shall be disconnected for Local Service Charge until at least 29 days from the date of the bill.
2. No Residential Service can be disconnected for Local Service Charges unless the utility has given the affected customer a written notice of the proposed disconnection at least five (5) days before the proposed date of disconnection. The notice must include:
 - a) The final payment date of the amount due;
 - b) The reason for the disconnection, including the unpaid balance due;
 - c) A telephone number which the customer may call for information about the proposed disconnection; and
 - d) The procedure for medical emergencies, as hereinafter described.
3. If contact with the customer was not previously made and notice of the disconnection was by mail or by leaving it at the premises, the utility must make a good faith effort to contact the customer at least two (2) days before the proposed disconnection.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

a. Non-payment Service Interruption (Cont'd)

4. Service shall not be disconnected for nonpayment of local service charged to a residential customer who has a serious illness which would be aggravated by said discontinuation, provided that the customer notifies the utility of this condition in writing, or orally and within ten (10) days of giving such initial notice furnishes to the utility a written statement from a physician, county board of health, hospital, or clinic identifying the illness and its expected duration, and certifying that the illness would be aggravated by such discontinuance. In such event, the proposed disconnection shall be held in abeyance for the shorter of either the length of the illness or one month from the date of such initial notice, and the customer may renew the postponement period one additional time by repeating the aforementioned procedure. If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for final determination.

a. The Company may impose toll restriction to a residential customer who has an illness, as specified above, until payment of all charges has been made.

5. In the case of a disputed bill for Residential Basic Local Exchange Service, the customer shall have the right, after all remedial measures with the utility have failed, to request in writing or orally that the Commission investigate the dispute before Residential Service may be disconnected. Such request may be made to the Commission at the following address and telephone number:

Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334-5701
800-282-5813
www.psc.state.ga.us

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

a. Non-payment Service Interruption (Cont'd)

6. No consumer may be disconnected for unpaid Residential Local Service if the consumer notifies the Company between the date of receiving a notification of the proposed disconnection of service and the date set for disconnection and agrees to pay the unpaid balance for service according to payments arrangements negotiated with the Company. Similarly, if the consumer fails to make any agreed upon payment as set forth immediately above, the Company may disconnect service without further notice.
7. If a customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

b. Disconnection With Notice

Telephone service may be disconnected after proper notice for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a deferred payment agreement including only the carriage charges of an interexchange carrier when the Company bills for those carriers.
2. Violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment when a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation.
3. Failure to comply with deposit or guarantee arrangements where required.

c. Telephone service may be disconnected without notice under either of the following conditions:

1. Where a known dangerous condition exists for as long as the condition exists. Where reasonable given the nature of the hazardous condition, a written statement providing notice of disconnection and the reason therefore shall be posted at the place of common entry or upon the front door of each affected residential unit as soon as possible after service has been disconnected.
2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.1 Suspension or Termination for Nonpayment (Cont'd)

d. Insufficient Grounds for Disconnection

Telephone service may not be disconnected for any of the following reasons:

1. Delinquency in payment for service by a previous occupant of the premises.
2. Failure to pay for merchandise or charges for non-utility service purchased from the Company.

e. Disconnection on Holidays or Weekends

Unless a dangerous condition exists or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting services.

f. Abandonment of Service

The Company may not abandon a customer or a certified service area without written notice to its customers therein and all similar neighboring companies and without approval from the Commission.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.6 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

3.6.2 Termination of Service

a. Termination of Service by the Company

1. When the service is terminated on the initiative of the Company because of violation of its regulations by the customer, the regulations stipulated in the paragraph below for termination of service by the customer apply.
2. Should service be terminated for nonpayment of charges, restoration of service will be made only as prescribed in Section 4 of this Tariff.

b. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

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

3.7.1 Telephone Number Changes

When a business customer requests a telephone number change, the referral period for the disconnected number is 90 days.

The Company reserves all rights to the telephone numbers assigned to any customer.

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

3.7.2 Dishonored Checks

If a business customer who has received a notice of discontinuance pays the bill with a check that is subsequently dishonored, the account remains unpaid and the Company is not required to issue any additional notice before disconnecting service.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.8 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

3.8.1 Application of Rates

Residential rates as described in Section 6 apply to service furnished in private homes or apartments (including all parts of the customer's domestic establishment) for domestic use. Residential rates also apply in college fraternity or sorority houses, convents and monasteries, and to the clergy for domestic use in residential quarters.

Residential rates do not apply to service in residential locations if the listing indicates a business or profession. Residential rates do not apply to service furnished in residential locations if there is an extension line from the residential location to a business location unless the extension line is limited to incoming calls.

The use of residential service and facilities is restricted to the customer and members of the customer's domestic establishment.

3.8.2 Telephone Number Changes

When a residential customer requests a telephone number change, the referral period for the disconnected number is 90 days.

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

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.8 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS (Cont'd)

3.8.3 Suspension or Termination - Elderly, Blind or Disabled

An additional 20 days will be allowed before suspension or termination may occur when:

- a. the customer is known to or identified to the Company as being blind or disabled,
- b. the customer is 62 years of age or older, and all other residents of the customer's household are: under 18 years of age, over 62 years of age, blind or disabled.

In cases where service has been suspended or terminated and the Company subsequently learns that the customer is entitled to the protection established herein, the Company shall within 24 hours of such notification restore service for an additional 20 days and make a diligent effort to contact in person an adult resident at the customer's premises for the purpose of devising a payment plan.

SECTION 3 – GENERAL RULES AND REGULATIONS (Cont'd)

3.9 COUNTY-WIDE CALLING PLAN

Pursuant to O.C.G.A. Section 46-2-25.1, all calls originating and terminating within the same county are toll free.

3.10 0-16 MILE BAND RESTRICTION

Pursuant to O.C.G.A. Section 46-2-25.2, all calls originating and terminating between central offices that are within 16 miles of each other are toll free.

3.11 0-22 MILE BAND RESTRICTION

Pursuant to O.C.G.A. Section 46-2-25.3, selected routes originating and terminating between central offices that are within 22 miles of each other are toll free as ordered by the Georgia Public Service Commission.

3.12 UNIVERSAL ACCESS FUND (UAF)

The company agrees to comply with and participate in the requirements of the UAF, developed by the Georgia Public Service Commission, as mandated in the Telecommunications and Competition Act of 1995 (O.C.G.A. § 46-5-160 and O.C.G.A. § 46-5-167).

CONTENTS

SECTION 4 – SERVICE CONNECTION CHARGES

	Page
4.1 General.....	2
4.2 Applicable Service Connection Charges	2
4.3 Maintenance of Service Customer Owned	3
4.4 Rates and Charges	3

SECTION 4 – SERVICE CONNECTION CHARGES

4.1 GENERAL

- 4.1.1 The term “Service Connection Charge” is used to define the charge applying to the establishment of service for a customer.
- 4.1.2 Service connection charges do not apply to private line facilities, i.e., circuits not connected with the central office for exchange or toll service; but installation charges are applied in accordance with the provisions and rates specified elsewhere in this tariff.
- 4.1.3 Service connection charges may be payable at the time of application for the particular service or facility, and prior to the establishment of service. Service may be established in advance of the payment of the service connection charges for addition to the services of existing and also in the case of service for departments and agencies of Federal, State, County, and Municipal Governments.
- 4.1.4 Service Connection Charges may be waived.

4.2 APPLICABLE SERVICE CONNECTION CHARGES

The service connection charges specified in the Tariff do not contemplate work being performed by Company employees at a time when overtime wages apply due to the request of the subscriber nor do they contemplate work begun being interrupted by the subscriber. If the subscriber requests overtime labor being performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

Service charges are not applicable to removal of service or equipment.

- 4.2.1 Service Order Charge: Receiving, recording, and processing information necessary to execute a customer’s request for service or change in service.
- 4.2.2 Central Office Line Connection Charge: Performing all or part of the work associated with the connection of a central office access line. This includes connections or changes in the central office, cable, or drop wire up to the network interface.

SECTION 4 – SERVICE CONNECTION CHARGES (Cont'd)

4.2 APPLICABLE SERVICE CONNECTION CHARGES (Cont'd)

4.2.3 Premise Visit Charge: Traveling to the customer's premises to perform any work involving line connection, to the network interface.

4.2.4 PIC Service Order Charge: Receiving and processing a request for an intrastate PIC change from an existing customer.

4.2.5 Restoration Charge: Restoring service after a temporary disconnection.

4.2.6 Number Change Charge: Receiving and processing a subscriber request for a change of telephone number.

4.3 MAINTENANCE OF SERVICE CHARGE, CUSTOMER OWNED EQUIPMENT

The customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises where a service difficulty of trouble report results from customer-provided equipment and facilities. Repairs to CPE at the customer's request will be done on a deregulated basis.

4.4 RATES AND CHARGES

Service Connection Charges are contained in the Rate Schedule at the end of this tariff.

CONTENTS

SECTION 5 – LOCAL CALLING AREAS

	Page
5.1 Within the Base Rate Area Comprising	2
5.2 Local Calling Area	2

SECTION 5 – LOCAL CALLING AREAS

5.1 WITHIN THE BASE RATE AREA COMPRISING:*

5.2 LOCAL CALLING AREA*

Exchange

AT&T Georgia, Inc. Exchanges

Carlton, Carnesville, Colbert, Comer, Commerce, Danielsville, Elberton, Ila, Nicholson, and Royston

Windstream Georgia, Inc. Exchanges

Carnesville, Clayton, Corner, Commerce, Danielsville, Dillard, Eastanollee, Gainesville, Homer, Ila, Lakemont, Lavonia, Maysville, Mountain City, Nicholson, Rabun Gap, Royston, Sky Valley, Tiger, Toccoa, and Wiley

* The base rate areas and local calling areas will be updated as TruVista Communications of Georgia, LLC prepares to enter new areas. These updates will be sent to the Georgia Public Service Commission for approval.

CONTENTS

SECTION 6 – NETWORK SWITCHED SERVICES

	Page
6.1 Residential Network Switched Services	2
6.1.1 Residential Service Descriptions	3
6.2 Business Network Switched Service	6
6.2.1 Business Service Descriptions	7
6.2.2 PBX Trunk Service	9
6.3 Rates and Charges	11

SECTION 6 – NETWORK SWITCHED SERVICES

6.1 RESIDENTIAL NETWORK SWITCHED SERVICE

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

- a. place and receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.1 RESIDENTIAL NETWORK SWITCHED SERVICE (Cont'd)

6.1.1 Residential Service Descriptions

The following Residential Network Switched Service Options are offered:

Residential Flat Rate Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line.

The Rates and Charges for Residential Flat Rate Service are contained in the Rate Schedule at the end of this tariff.

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.1 RESIDENTIAL NETWORK SWITCHED SERVICE (Cont'd)

6.1.1 Residential Service Descriptions (Cont'd)

a. Flat Rate Service

1. Description

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Service to points within the local calling area is included in the charge for Flat Rate Service. Local calling areas are as specified in Section 5.

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

Each Flat Rate Service Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.1 RESIDENTIAL NETWORK SWITCHED SERVICE (Cont'd)

6.1.1 Residential Service Descriptions (Cont'd)

b. Rates and Charges

Rates and charges for Residential Network Switched Services are contained in the Rate Schedule at the end of this tariff. In addition to the basic charges for Residential service, connection charges apply as described in Section 4 of this tariff.

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.2 BUSINESS NETWORK SWITCHED SERVICES

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

- a. place and receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX).

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

Connection charges as described in Section 4 apply to all service on a one-time basis unless waived pursuant to this Tariff.

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.2 BUSINESS NETWORK SWITCHED SERVICES

6.2.1 Business Service Descriptions

The following Business Access Service Options are offered:

Basic Business Line Service

PBX Trunks

Basic Business Line Service and Analog PBX trunks are offered on a flat rate basis only.

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

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.2 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2.1 Business Service Descriptions (Cont'd)

a. Basic Business Line Service

1. General

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

Each Basic Business Line has the following characteristics:

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

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.2 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2.2 Private Branch Exchange Service (PBX)

a. General

1. The rates quoted for private branch exchange service contemplate the use of standard equipment. When equipment or service of a special type is desired, the rates will be based on the individual requirements of the applicant.
2. All operating at the customer's premises must be performed at the expense of the customer and must conform with whatever regulations the Telephone Company may consider necessary in order to maintain the proper standard of service.
3. Ringing current and battery supply power are furnished as specified hereunder, except that mileage charges applicable for private branch exchange trunks apply on ringing current and battery power circuits when the private branch exchange switchboard is located outside the base rate area.
4. Initial contract periods are provided for in Paragraph 10 following in this tariff.
5. All private branch exchange service will be provided on a flat rate basis only.
6. Suitable commercial power, including outlets, which may be required for operation of the power equipment associated with private branch exchange equipment shall be furnished by the customer.
7. All inside wiring of private branch exchange systems will be installed, owned and maintained by the Telephone Company, unless otherwise provided in this tariff.
8. Private branch exchange access positions may be located at any point on the same premises as, and within 250 feet of the switchboard at the rates quoted herein. For all access positions not located within these limits or that are on other premises of the customer, extension station mileage charges as specified in Section 4 of this Tariff will apply in addition to the regular private branch exchange station rate. When, because of the distance from the switchboard to any station or stations, additional equipment is required to maintain suitable transmission, such equipment will be furnished at a monthly rate based on requirements.

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.2 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2.2 PBX Trunk Service (Cont'd)

9. Private branch exchange service is adapted to the subscriber's convenience for the interchange of service between telephones located on his premises and between these telephones and other subscribers' reached through the telephone company's main exchange.
10. The minimum period for which any private branch facilities will be installed is three (3) years. Longer contract periods may be required for special and unusual installations. This special nature of the apparatus, the investment required and the limited service are not to be extended to any applicant whose credit or responsibility seems doubtful.
11. Telephone service over private branch exchange facilities in hotels, apartments and rooming houses may be resold to guests and tenants on a message basis only. Any deviation from this provision will be violation of this tariff and will subject the service to suspension.

SECTION 6 – NETWORK SWITCHED SERVICES (Cont'd)

6.2 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2.2 PBX Trunk Service (Cont'd)

b. Flat Rate Analog PBX Trunks (Cont'd)

2. Recurring and Nonrecurring Charges

Charges for each Message Rate PBX Trunk include a monthly recurring Base Service Charge. Local calling areas are as specified in Section 5. Rates and Charges for Flat Rate PBX trunks and DID trunks are contained in the Rate Schedule at the end of this tariff. In addition to the recurring charges described above, connection charges apply as described in Section 4 of this tariff.

6.3 RATES AND CHARGES

Rates and charges for Network Switched Services are contained in the Rate Schedule at the end of this tariff.

CONTENTS

SECTION 7 – SUPPLEMENTAL SERVICES

	Page
7.1 Service and Promotional Trials.....	3
7.1.1 General	3
7.1.2 Regulations.....	3
7.2 Directory Assistance Service	5
7.2.1 General	5
7.2.2 Regulations.....	5
7.2.3 Rates and Charges	5
7.3 Rotary Line Hunting Service	6
7.4 Miscellaneous Features	7
7.4.1 General	7
7.4.2 Description of Features	7
7.4.3 Connection Charges	24
7.4.4 Trial Period.....	24
7.4.5 Rates and Charges	24
7.5 Directory Listings.....	25
7.5.1 Provision of Directory Listings	25
7.5.2 Primary Directory Listings	25
7.5.3 Additional Directory Listings	27
7.5.4 Non-Published Number Service.....	29
7.5.5 Non-Listed Number Service.....	30
7.5.6 Liability for Directory Listing Service.....	31
7.5.7 Rates and Charges.....	31
7.5.8 Provision and Ownership of Directories	32

CONTENTS

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

	Page
7.6 Three-Digit Dialing Service (N11).....	33
7.6.1 General	33
7.6.2 Service Requirements and Conditions	35
7.6.3 Advertisement Regulations for N11 Service	41
7.6.4 Rates and Charges.....	43
7.7 211 Dialing Service.....	44
7.7.1 General	44
7.7.2 Service Requirements and Conditions	46
7.7.3 Rates and Charges.....	50
7.8 511 Dialing Service.....	51
7.8.1 General	51
7.8.2 Service Requirements and Conditions	53
7.8.3 Rates and Charges.....	57
7.9 711 Dialing Code For Telephone Relay Service (TRS).....	58
7.9.1 General	58
7.9.2 Service Requirements and Conditions	59
7.10 811 Dialing Service.....	60
7.10.1 General	60
7.10.2 Service Requirements and Conditions	62
7.10.3 Rates and Charges.....	65
7.11 Verification and Emergency Interrupt.....	66
7.11.1 General	66
7.11.2 Regulations.....	66
7.12 Direct Inward Dialing	67
7.12.1 General	67

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.1 SERVICE AND PROMOTIONAL TRIALS

7.1.1 General

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

7.1.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. The Commission will be given a seven (7) day notice for promotional programs. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.1 SERVICE AND PROMOTIONAL TRIALS (Cont'd)

7.1.2 Regulations (Cont'd)

- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.2 DIRECTORY ASSISTANCE SERVICE

7.2.1 General

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

7.2.2 Regulations

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

- a. Requests in which the Directory Assistance operator provides an incorrect number. The customer must inform the Company of the error in order to receive credit.

7.2.3 Rates and Charges

The Directory Assistance Charge is contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.3 ROTARY LINE HUNTING

Any individual lines arranged for rotary level hunting or similar service which allows an incoming call to an access line that is called to be completed over another access line by means of central office facilities will be classed as rotary access lines. Access Lines used as trunks to PBX are restricted to a single premise.

The rates for Rotary Line Hunting are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.1 General

Custom Calling Services are enhanced service offerings.

7.4.2 Description of Features:

1. **Advanced Alerting**
Allows Alert-Info information to be sent on calls between two SIP phones in a Business Group, allowing the calling phone to specify how the called phone is to be alerted. This feature is typically used for push-to-talk calls or for customized distinctive ringing.
2. **Agent Login/ Logout**
A user of a Business Group line can dynamically join and leave a MLHG as call volumes change or at the start and end of a shift.
3. **Anonymous Call Rejection**
Anonymous Call Rejection allows a customer with Calling Number Delivery to block any incoming call, which does not come through with an identifiable name or number.
4. **Automatic Call Distribution (ACD) Statistics**
A service provider can obtain statistics showing the performance of a MLHG and individual agents over an extended period of time, and make this information available to business customers.
5. **Bridged/Shared Line Appearance**
Allows a Business Group Line to be shared by multiple SIP phones.
6. **Bundled Discount Plans**
Bundled Discount service plans may apply. Reference page 2 of the Rate Schedule.
7. **Business Group**
Definition of a logical Hosted PBX group for each Hosted PBX customer. Each Business Group has separately configured options and dialing plan.
8. **Business Group Automatically Identified Outward Dialing**
Identifies in the AMA CDRs the Business Group Line that made a call outside the Business Group.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

9. Business Group Dialing Plan
Customizable dialing plan per Business Group that encompasses abbreviated intra-Business Group calls, external calls and feature access codes. For example, some dialing plans require the subscriber press “9” for external calls; some assume “9”.
10. Business Group Direct Inward Dialing / Business Group Direct Outward Dialing
Business Group Lines can make calls to or receive calls from the PSTN without the intervention of an attendant.
11. Business Group Line
Allows subscriber line to be assigned to a particular Business Group.
12. Call Block (Selective Call Rejection)
This feature will allow the subscriber to define a list of calling DNs to be rejected. Any calling numbers on this list will be routed to announcements and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not presently being accepted by the called party.
13. Call Forward
Call Forward, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forward.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.
14. Call Forwarding Busy Line
Call Forwarding Busy Line allows all calls to be redirected to an alternate number when the called number is busy.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

15. **Call Forwarding Busy Line Customer Control**
This feature provides a customer the Call Forwarding Busy Line feature and the capability to control from his/her base station line the activation and deactivation of the service by using dialing codes. The destination telephone number is specified by the customer at the time this feature is ordered and can only be changed via service order.
16. **Call Forwarding Delay**
Forwards incoming calls to a different number if the call is not answered within a specified length of time or number of rings.
17. **Call Forwarding Don't Answer**
This feature provides for calls terminating to a subscriber's idle directory number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to-telephone number and specified interval are preprogrammed at the time service is established and can only be changed via service order.
18. **Call Forward Don't Answer Customer Control**
The feature provides a customer the Call Forwarding Don't Answer feature and the capability to control from a higher base station line the activation and deactivation of the service by using dialing codes. The destination telephone number and forwarding interval are specified by the customer at the time this feature is ordered and can only be changed via service order.
19. **Call Hold**
Call Hold allows customers to put a call on hold and retrieve it at another extension on your telephone line, initiate a second call, or consult privately with another person.
20. **Call Park**
Allows user of a Business Group line to put a call on hold so that it can be retrieved at any other Business Group line within the group.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

21. Call Pickup
Allows call to a Business Group line within a pre-configured call pickup group to be answered at any other Business Group line within the call pickup group by dialing a feature code.
22. Call Return (Automatic Recall)
This is an incoming call management feature, which will enable a customer to return a call to the last incoming call. This will apply whether the incoming call was answered, unanswered, or encountered a busy tone.
23. Call Selector (Distinctive Ringing)
Call Selector provides a distinctive ringing pattern to the subscribing customer for up to ten (10) specific telephone numbers.

The customer creates a screening list of up to ten (10) telephone numbers through an interactive dialing sequence. When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

If the customer subscribes to Call Waiting and a call is received from a telephone number on the Call Selector screening list while the line is in use, the Call Waiting tone will also be distinctive.

24. Call Trace
This feature allows the customer to initiate a trace on the last incoming call. The results of the trace will not be provided directly to the customer initiating the trace. The trace log will be accessible at the Telephone Company. The customer will contact an appropriate law enforcement agency to determine further action to be taken. The customer with this feature assigned as a station option will dial an activation code to activate the feature.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

25. Call Transfer
Allows subscriber to transfer a call to another number.
26. Call Waiting
Call Waiting provides a burst of tone to inform a customer that another call is waiting to be answered. The customer may answer the waiting call by hanging up or flashing the switch hook.
27. Call Waiting Deluxe
Allows a customer, while off-hook on an existing call, to receive information about a calling party on a waiting call. The feature requires that a customer subscribe to a calling number delivery feature which provides information about an incoming call. Call Waiting Deluxe (CWD) provides all capabilities associated with the Call Waiting Service, with additional capability of providing calling party data to a subscriber for the waiting calls. A line cannot have both Call Waiting and CWD assigned at the same time. Call Waiting Deluxe can be disabled for a single call by using the Cancel Call Waiting feature when the subscriber does not wish to be disturbed for the duration of a call, when an activity such as the use of a data terminal, personal computer, etc. requires the feature to be inhibited. Call Waiting Deluxe will be temporarily overridden for that one call. Incoming calls will receive busy treatment, and the CWD customer will neither be alerted nor receive calling party data for an incoming call.
28. Caller ID - Number Delivery
This feature will enable the customer to receive the calling number on incoming calls. The number will be delivered to the called party's Customer Premises Equipment (CPE). The calling number will remain for the duration of the call and can be viewed from the display on the CPE.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

29. Caller ID Blocking Per Line

This feature enables customers to prevent the transmission of their Directory Number and/or Directory Name on all outgoing calls placed from the customer's line. Calling Number Delivery Blocking Per Line is in operation on a continuous basis. A service order is required to establish or remove this feature.

If the preassigned access code for Calling Number Delivery Blocking Per Call is dialed on a line that is provisioned with Caller Number Delivery Blocking Per Line, the Directory Number and/or Directory Name may be delivered.

30. Caller ID Blocking Per Call

This feature allows a customer to temporarily prevent the transmission of that customer's Directory Number (DN) and/or Directory Name and thus control its availability to the called party.

The transmission of the Directory Number and/or Directory Name can be temporarily prevented on an as needed basis by dialing a preassigned access code prior to making a call. This action must be repeated each time a call is made to prevent the transmission of the Directory Number and/or Directory Name.

31. Caller ID on Business Group Lines

Business subscribers can choose to present caller ID to their colleagues within the same business group but block caller ID on external calls.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

32. Caller ID Deluxe (Name and Number Delivery)

This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls.

A maximum of fifteen characters is allowed for transmission of the Directory Name.

When Caller ID Deluxe is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID Deluxe customer.

Any customer subscribing to Caller ID Deluxe will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

33. Caller ID Presentation Restriction

If the subscriber number is configured to be delivered to the called party, the subscriber can override this configuration on a call-by-call basis by dialing a code before dialing the number.

34. Code Restriction

Allows calls to only a specific set of local area codes.

35. CommPortal Web

CommPortal provides access and full control of all services via a brandable web portal and is available to all customers - legacy or IP. The Company can also offer CommPortal access via widgets in frameworks such as iGoogle, the Vista Desktop enabling customers to access their services from any portal of their choosing.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

36. Conferencing
The audio conferencing solution is a SIP-based server with Web control, supporting the following features and services:
- Reservationless meet-me conferencing
 - Moderator controls via phone interface
 - Lock / roll call / number of participants
 - Advanced moderator control via Web
 - Dynamically updated participant list
 - Visible indication of who is speaking
 - Mute / gain control / disconnect on any participant
 - Lock conference function
 - Recording function
 - 32-1500 ports supported depending upon licensed capacity.
37. Critical Interdigit Timing
Distinguishes potentially conflicting dial plan entries based on dial string length. This allows easier configuration of Business Group dialing codes that would otherwise conflict with, for example, the PSTN numbering plan.
38. Direct Inward Dialing / Direct Inward System Access
External callers can make calls direct to a particular terminal on a PBX without the intervention of an attendant.
39. Directed Call Pickup Without Barge In
Allows user to answer any specific phone within a Business Group.
40. Distinctive Ringing Internal / External
Different ring cadences for calls to a Business Group line from within the Business Group vs. external calls from outside the Business Group.
41. Do Not Disturb
Allows subscriber to block his line temporarily to prevent incoming calls.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

42. Easy Attendant

Easy Attendant enhances your service line-up with a hosted, subscriber-configurable automated receptionist specifically tailored to the needs of small businesses. Powerful, and easy to configure using CommPortal, Easy Attendant is a compelling application for your business customers. Depending on the options that a business customer wishes to offer, callers can use their telephone keypad to:

- listen to recorded messages
- transfer to specific departments or individuals
 - including the ability to dial by extension
- transfer directly to a voicemail account and leave a message.

The business administrator can record announcements either via CommPortal and a microphone attached to a PC, or by telephone. For even greater flexibility, Easy Attendant optionally allows businesses to define separate menus to be played during and outside of business hours, with the appropriate menu selected automatically based on a customizable schedule.

43. Easy Call Manager

A way for subscribers to control what happens to their incoming calls, targeted at users who do not require the full power of the existing Incoming Call Manager (ICM). You can deploy ECM as an added service option, either alongside or instead of ICM, with the potential to drive additional revenue by extending call management function to new groups of users. Subscribers with ECM can select from the following call-handling options – all based on their field-proven equivalents in ICM:

- send all calls to voicemail
- forward all calls to a different number, such as their mobile phone
- ring several of their other phones simultaneously, taking the call on the first phone to be picked up
- screen anonymous callers, allowing the subscriber to decide whether to accept the call after hearing a recording of the caller's name.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

44. Enhanced Caller ID (Busy Line and Idle Line Name and Number Delivery)
This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls both when the subscriber's line is in use and when it is not in use.

A maximum of fifteen characters is allowed for transmission of the Directory Name.

When the Enhanced Caller ID customer's line is not in use, the Directory Name and Directory Number of the incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Enhanced Caller ID customer.

When the Enhanced Caller ID customer's line is in use, the Directory Name and Directory Number of the line that originated the incoming call and the date and time of the call will be displayed on the called CPE following the waiting call Alerting tone. The called party has the following options for disposition of the incoming call:

- Answer the waiting call while placing the original call on hold
- Alternate between the waiting call and the original call, and
- Ignore the waiting call.

45. Find Me Follow Me
Allows subscriber to specify a list of numbers that are rung whenever his line is called, and an order for those numbers. Each number is rung in order (and several numbers can be rung simultaneously) until one of them answers the call, or the list is exhausted.
46. Home Intercom (Revertive Ring)
Provides an intercom service for subscribers with extensions spread across a large site or building.
47. Hot Line
Hot Line Service is a feature which provides the customer with the ability to automatically be connected to a predetermined telephone line in the circuit switched network. When the customer's telephone instrument goes off-hook, a switched connection is set up without any further customer action. The predetermined telephone number is selected by the customer at the time service is established and can be changed only via a service order.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

48. Incoming Call Manager
Leverages the subscribers' contact list on CommPortal to allow specification for how an incoming call should be handled. Configurable parameters include time of day, date, and the nature of the contact (VIP, business, personal, etc.). Call handling options include: Reject, Ignore, Forward, SimRing, Find Me / Follow Me, Challenge / Announce, and Send to Voicemail.
49. Intercom Dialing
Permits dialing of intra-Business Group calls using dial codes of 1-7 digits (generally configured for 3 or 4 digits). The Business Group Dialing Plan may optionally allow access to non-Business Group lines using Intercom Dialing.
50. Intra/Extra Business Group CLID
Provides the Intra-Business Group intercom dialing code as the CLID for an intra-Business Group call, or the full directory number of extra-Business Group calls.
51. IVR Access to Call Forwarding
Allows subscriber to change call forwarding settings from his own phone.
52. Last Caller ID Erasure
Allows user to erase the last caller ID held by the switch for privacy reasons.
53. Line Identification
Reads back the configured directory number for the line invoking this service.
54. Line State Monitoring
Allows a SIP Business Group Line to be connected to an attendant console that is then notified with the state of any line (SIP or otherwise) within the same Business Group.
55. Make Set Busy
A line within a MADN or MLHG can exclude itself from being called using the Do Not Disturb subscriber call service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

56. **Mandatory Account Codes**
Allows classes of outgoing calls (e.g. Long Distance) to require that an account code is entered. Typically used to allow call association with specific client accounts.
57. **Mandatory Validated Account Codes**
Mandatory account codes can be validated against configured permitted values.
58. **Mandatory Validated Account Codes (Business)**
Allows use of account codes that can be entered as part of the Business Group dialing plan. These account codes are recorded in the AMA CDRs and are validated against the list of codes configured by the Business Group administrator.
59. **Message Waiting Indication**
Provides an audible indication (stutter dial-tone) to the subscriber when there are voicemail messages waiting at an external voicemail service.
60. **Message Waiting Indication - Visual**
Provides a visual indication to the subscriber when there are voicemail message waiting at an external voicemail service.
61. **Multi Line Hunt Group (MLHG)**
Allows calls to a Pilot Directory Number to be routed to a free line within the Hunt Group, based on one of a number of algorithms including Round Robin, Longest Idle, Circular or Linear. Additionally, calls to a busy line within the Hunt Group can optionally be forwarded to a non-busy line. When all lines are busy, incoming calls may be held in a queue.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

62. **Multiple Appearance Directory Number (MADN)**
Allows call to the MADN number to cause all free handsets within the MADN group to ring simultaneously. Can be configured to allow either single or multiple simultaneous calls to the MADN number.
63. **Music on Hold**
The Music-on-Hold feature plays recorded music or announcements to callers who are in a queue for a MADN or MLHG line, or who have been put on hold or parked. The feature is primarily marketed for Business Groups, and requires an external server which acts as a media store. The MOH server can be used to store "standard" music provided by a service provider as well as custom music or announcement files provided by BG administrators. The MOH server provides a web-interface which allows BG administrators to upload and manage their media resources.
64. **Outgoing Call Blocking**
Enables subscriber to prevent access to specific groups of numbers from his line.
65. **PBX in Business Group**
One or more PBXs can be included in a Business Group so that subscribers on the PBX can use the Intercom Dialing codes and Short Codes defined for the Business Group, and so that other lines in the Business Group can call the PBX and its Direct Inward Calling Numbers using intercom codes.
66. **PBX Line**
Support for lines that are connected to a PBX system rather than an individual subscriber phone.
67. **PBX Line – Features**
Feature interactions and restrictions required for PBX lines to avoid accidental mis-configuration.
68. **Personal Ringing (Teen Line)**
This feature will enable a subscriber to have up to three (3) telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to up to three (3) separate telephone numbers without having to add additional lines. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive call waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

69. PIN Change
Allows subscriber to alter the Personal Identification Number used to secure access to some services.
70. Premium Attendant
Premium Attendant enhances your service line-up with a hosted, subscriber-configurable automated receptionist specifically tailored to the needs of medium to large size enterprises. Powerful, and easy to configure using CommPortal. It includes all function from the Easy Attendant service and adds a set of enhancements. The highlights of features present in Premium Attendant are as follows.
- Multiple levels of menus, with each menu having a name and description.
 - Ten schedule periods including special days
 - Menu actions include:
 - Announce and return
 - Transfer to phone
 - Transfer to voicemail
 - Go to menu
 - Return from menu
 - Announcement then hang-up
 - Hang up
 - Dial by Extension, Dial by Name
 - Enhanced self care TUI, adding configuration of announcements and spoken names
 - Upload of recordings from the CommPortal GUI.
 - Supports Business Groups, extension dialing, and related policies.
71. Reminder Call
Allows subscriber to schedule reminder calls, either once or at regular intervals (for example daily or weekly).
72. Reminder Call Cancel
Allows subscriber to cancel scheduled reminder calls.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

73. Remote Access Call Forwarding
This feature provides a customer the Call Forwarding feature and the capability to activate and deactivate the service remotely from any line/equipment capable of touch tone signaling rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to telephone number.
74. Remote Call Forwarding
Allows subscriber to have a number provisioned on the Metaswitch softswitch, for which all incoming calls are forwarded to another number (typically off the softswitch). This service is typically used by businesses that want to have one or more numbers in a particular calling area even though they do not have service in this calling area.
75. Repeat Dialing (Automatic Callback)
This is an ongoing call management feature, which will enable the subscriber to retry an outgoing call which was not completed successfully. The system will monitor the calling and called lines and will attempt to connect the call for up to 5 minutes. The customer can cancel the activation of this feature when desired.
76. Screening List Editing
Allows subscriber to manage the list of directory numbers to which a particular call treatment is applied.
77. Selective Call Acceptance
This feature will allow customers to define a list of calling directory numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the calling party. Customers can review and change the list of accepted DNs as desired.
78. Selective Call Forwarding
This feature will allow the customer to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a telephone number which has been indicated on a list of numbers, referred to as the Selective Call Forwarding screening list. Terminating calls from telephone numbers, which cannot be identified or have not been indicated on the list will be given standard terminating treatment.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

79. Selective Call Rejection
Rejects calls from specified numbers.
80. Short Codes (For Group Speed Dialing)
Permits the use of short codes from 1-7 digits (generally configured for 3 or 4 digits) that are specific to the Business Group, which can be used to access external numbers or as substitutes for standard access codes.
81. Simulated Facility Groups
Business Groups can be configured with limits for the total number of externally routed calls (incoming and outgoing), and separate limits for incoming calls and outgoing calls.
82. Simultaneous Ring [SimRing]
Allows subscriber to specify a list of numbers which are rung (in addition to his own number) whenever his line is called. Any of the numbers that are rung can answer the call.
83. Single Line Variety Pack (SLVP) – This feature provides for single party lines with multiple extensions sharing the same directory number (DN). The Single Line Variety Pack line option provides three different features; intercom, transfer and hold.
84. Skills-based Routing
ACD functions can be set up to route calls to specific agents based on their skill sets, in order to make the best use of the available agents.
85. Special Intercept Announcements
Allows calls to or within a Business Group that are blocked, for example because the Business Group line dialed is currently not in service, to be directed to a specific announcement.
86. Speed Calling 8
Speed Calling 8 enables a customer to call a list of up to 8 preselected directory numbers by dialing one-digit.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES

7.4.2 Description of Features: (Cont'd)

87. Speed Calling 30
Speed Calling 30 enables a customer to call a list of up to 30 preselected directory numbers by dialing two-digits.
88. Speed Calling 50
Enables a station user to call a list of up to fifty preselected seven or ten-digit directory numbers by dialing an abbreviated code.
89. Three-Way Calling
Three-Way Calling allows a customer to add a third party to the existing call, and thus enables a simultaneous conference between parties at multiple locations.
90. Three-Way Calling Ringback
If the subscriber hangs up after setting up the second leg of a three-way call, they receive an immediate ringback and are connected to the first party (still on hold).
91. Toll Restriction
Disallows long distance calls from a subscriber line.
92. Unconditional Call Forwarding
Unconditional Call Forwarding enables the customer to divert all incoming calls to another directory number. The customer controls activation, deactivation and the forward-to destination.
93. Warm Line
Warm Line Service provides a customer who has a basic exchange line service with time delayed automatic dialing capability. When the customer goes off-hook and initiates dialing within the time delay period (0-20 seconds), the call proceeds normally as dialed. If dialing does not commence within the time delay period, a predetermined telephone number is automatically dialed. The predetermined telephone number and time delay period are selected by the customer at the time service is established and can be changed only via a service order.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.4 MISCELLANEOUS FEATURES (Cont'd)

7.4.3 Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises. These charges are described in Section 4 of this tariff.

7.4.4 Trial Period

The Company may elect to offer a free or reduced rate trial of any new calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 7.1, Service and Promotional Trials.

7.4.5 Rates and Charges

Rates and Charges for Miscellaneous Features are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS

7.5.1 Provision of Directory Listings

- a. These rates and regulations for directory listings apply only to the information records and the alphabetical section of the directory containing the regular alphabetical list of names of customers.
- b. Listings are regularly provided in connection with all local service unless the customer subscribes to Non-Published Number Service.
- c. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- d. A listing must conform to the Company's specifications with respect to its directories.
- e. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- f. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- g. Non-published service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.

7.5.2 Primary Directory Listings

- a. Number of Listings Provided Without Charge

Except as provided in this Tariff, one primary listing is provided without extra charge for each main service or for the first number in a group, when two or more main station lines are consecutively operated.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.2 Primary Directory Listings (Cont'd)

b. Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

c. Residence Listings

1. Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.

2. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.

3. Dual name listings are available only for residence subscribers who share the same surname and reside at the same address, or where a person is known by two first names. Dual name listings may be provided as the primary listing at no recurring charge or as an additional listing at the regular residential additional listing rate.

d. At the customer's option, either the street address or post office box number may be listed. An Additional Listing Charge will be due if the customer desires both listings.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.3 Additional Directory Listings

a. General

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.
4. Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:
 - a. A listing may be permitted under the address of a Private Branch Exchange (PBX) station or extension station installed on the premises of the customer, even though that address is different from that of the switchboard or main station using the telephone number of the primary listing.
 - b. Where a building has more than one entrance, the customer may have an additional listing showing the address of an entrance other than that included in the primary listing.
5. Additional residence-type listings may be provided in the names of permanent guests or tenants of hotels, motels and apartment houses equipped with key or PBX systems, provided that written approval is obtained in advance from the hotel, motel or apartment house involved. In such circumstances:
 - a. Business additional listing rates apply; and
 - b. No separate billing will be issued.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.3 Additional Directory Listings (Cont'd)

b. Special Types of Additional Listings

1. Duplicate and Reference Listings

Listings of nicknames, abbreviated names, re-arrangements of names, names which are commonly spelled in more than one way, and other names by which customers are known are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, they are not desired to secure a preferential position in the directory, or when they are not for advertising purposes. Cross-reference listings are permitted when their use will facilitate the handling of telephone calls.

2. Alternate Listings

a. Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

b. The alternate number may be a number that is not the requesting customer's number. In such case, the written consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

3. Foreign Listings

Foreign listings are listings appearing in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be the remaining period that the directory will be used. These charges will be paid annually in advance.

4. Indented Residence Listings

Additional listings may be furnished for the customer's or their employees' residence telephones. These additional listings will be indented under the listing of the business with which they are associated. In such cases, the party in whose name the indented residence listing is shown must have a residence primary listing or additional listing in the same name. Such listings are furnished at the rate and under the regulations specified for additional listings.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.3 Additional Directory Listings (Cont'd)

b. Special Types of Additional Listings (Cont'd)

5. Listings of Residence Under Business Service

Additional listings of residences may be furnished under business service, provided the business and residence establishments are at the same address and are under the same roof. The additional listing must be in the name of the customer, a member of his/her immediate family, or of an employee or representative of the customer.

6. Extra Lines of Information

Listings of other information which are not required in order to efficiently handle telephone traffic is not included in the charges for service. For example, such other information may be the office hours of a business. The Company may, at its discretion, accept listings of such miscellaneous information at the rates for special types of additional listings.

7.5.4 Non-Published Number Service

a. General

1. Non-Published Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories.
2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Service.
3. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.4 Non-Published Number Service

a. General (Cont'd)

4. The rate for Non-Published Service does not apply to:
 - a. Additional service furnished to the same customer who has other service listed in the directory at the same address.
 - b. To a customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. Service which is installed for a temporary period.
5. A customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Service to the extent that the customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

7.5.5 Non-Listed Number Service

- a. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.
- b. A Service Connection Charge, as stated in Section 4.1 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.6 Liability For Directory Listing Service

a. General

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless from any claims, losses, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

7.5.7 Rates and Charges

a. Recurring Monthly Rate

Rates and Charges for Directory Listings are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.5 DIRECTORY LISTINGS (Cont'd)

7.5.7 Rates and Charges (Cont'd)

b. Service Charges

1. See Section 4 of this Tariff for applicable Connection Charges. A Connection Charge applies for additions or changes in directory listings.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

7.5.8 Provision and Ownership of Directories

One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.

Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 3.1.5 of this Tariff.

If a customer's number is incorrectly listed in the directory, and if the incorrect number is a working number, and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number but is a usable number, the customer's number shall be changed to the listed number at no charge, if requested.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11)

7.6.1 General

- A. Three-Digit Dialing Service hereinafter (N11 Service) is a three-digit local dialing arrangement with TruVista Communications of Georgia, LLC, for delivery of general information via voice grade facilities. N11 Service provided under this Section 7.6 is limited to Customers who have received an allocation of an N11 code from the Georgia Public Service Commission in accordance with the procedures under Section 7.6.2.A of this Tariff. Specific uses of N11 codes as described in Section 7.6.1.C are not N11 Services provided under this Tariff Section 7.6.
- B. The Local Calling Area of the N11 Service subscriber will be the Basic Local Calling Areas defined in Section 5 of this Tariff, as facilities permit.
- C. N11 Service will be assigned for commercial use in each Local Calling Area, only in those instances where the code has not been requested by an entity as defined by the Federal Communications Commission in CC Docket 92-105 for specific uses. The specific uses are as follows:
- 211 – access to community information and referral services
 - 311 – access to non-emergency police and other governmental agencies
 - 411 – directory assistance
 - 511 – access to travel information services
 - 611 – access to service repair and business office uses of all providers of telephone exchange service
 - 811 – access to state One Call notification systems
 - 711 – access code to Telephone Relay Services (TRS)
 - 911 – access to emergency services
- With these assignments, non-commercial use of 211, 711, 511 and 811 will be provided as specified in, respectively, Section 7.7, Section 7.8, Section 7.9 and Section 7.10 of this Tariff. In addition, guidelines for reassignment of N11 codes are defined in Section 7.6.2.B. following.
- D. Only one N11 number will be assigned to an N11 subscriber or its affiliates, per Local Calling Area.
- E. N11 Service is available in TruVista Communications of Georgia, LLC's Local Calling Areas only where the Company provides facilities-based switching of local calls to its subscribers. For Company subscribers served by resale of an incumbent local exchange carrier (ILEC) local exchange service, the N11 Service applicable to the Company's subscriber will be that provided, if any, by the ILEC for the subscriber's Local Calling Area and this tariff section shall not apply. To provide access to an N11 number to end users in the local calling area of another local exchange carrier or to another local exchange carrier's end user within the local calling area, the N11 subscriber must make appropriate arrangements with the other local exchange carrier.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.1 General (Cont'd)

- F. N11 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) or via a 10-digit toll free number.
- G. Calls to an N11 number delivered by the Company to a 7 or 10-digit local number designated for the N11 Service shall not be forwarded to a number that is not within the Local Calling Area of the exchange for which the N11 Code has been assigned by the Company.
- H. N11 Service provided by the Company is not available for resale.
- I. This service is furnished subject to the availability of N11 numbers.
- J. Limitations and use of service as stated in Section 3 of this Tariff apply.
- K. Calls to a disconnected N11 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the N11 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.
- L. Directory Listings may be provided for N11 Service at rates and regulations as specified in Section 7.6 of this Tariff. The phrase "Charges May Apply" will be included in the N11 Service listing at no additional charge.
- M. Access to N11 Service is not available to the following classes of service:
- Payphone Service Provider Telephones (PSP's)
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Wireless
- Operator assisted calls to an N11 subscriber will not be completed.
- N. N11 Service will not provide calling number information in real time to the N11 subscriber. If the N11 subscriber needs this type of information, the N11 subscriber must subscribe to a compatible Caller I.D. service in Section 7.7 of this Tariff, as available.
- O. The N11 subscriber is restricted from selling or transferring the N11 number to an unaffiliated entity, either directly or indirectly, unless pursuant to an order of the Commission.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.1 General (Cont'd)

- P. If an N11 subscriber becomes an affiliate of or is acquired by another N11 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one N11 number within six months of the merger or acquisition.
- Q. If Local Calling Areas are merged, and an N11 number exists in both areas, the N11 subscriber who established the N11 Service first in time will be entitled to retain the N11 Service in the merged Local Calling Area.
- R. The N11 subscriber is prohibited from providing programming which involves live group interaction, such as “GAB” lines, “chat” lines, or similar type programs where the primary purpose is for callers to interact with one another.

7.6.2 Service Requirements and Conditions

- A. All requests for N11 Service must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate N11 Service numbers in the specified Local Calling Areas.
- B. Within 30 calendar days of the number assignment, the N11 subscriber must initiate a service request order, which will determine the subscriber’s provisioning date. The Company will provision the subscriber’s request within a reasonable time, given the complexity of the order. The N11 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If, during or at the end of a 90-day period following the number assignment, the N11 subscriber has failed to establish service or decides to discontinue service establishment, the N11 number will be recalled and the number will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.2 Service Requirements and Conditions (Cont'd)

- C. The N11 subscriber must (1) obtain a new 7-digit or in the event local 10-digit dialing is adopted by the Company, a 10-digit local number or a 10-digit toll free number, (2) designate an existing non-published 7 or 10-digit local number or a 10-digit toll free number, or (3) change an existing published 7 or 10-digit local number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the subscriber. If a 7 or 10-digit local number is used, it must be non-published. When the N11 Service is disconnected or discontinued, the N11 subscriber must surrender any 7 or 10-digit local number provided by the Company as part of the N11 Service. This 7 or 10-digit local number can be either disconnected or a new 7 or 10-digit local number can be assigned. Appropriate rates from Sections 4 and 6 of this Tariff will apply for use of the Company's local numbers.
- D. The Federal Communications Commission (FCC) has ordered that certain N11 numbers be assigned for national purposes and certain uses. As requests are submitted by qualifying entities for N11 numbers assigned for national use, the Company will update the Tariff accordingly and inconsistent commercial use of such numbers shall be discontinued according to the following provisions.

The N11 subscriber must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of six months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 97-51 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. The Company will work with all N11 subscribers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a 7 or 10-digit dialing arrangement within the six-month notice period. The N11 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The N11 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

- E. The N11 Service is provided where technically feasible.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.2 Service Requirements and Conditions (Cont'd)

F. N11 Service will be provided under the following conditions.

1. For network sizing and protection, each N11 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to an N11 number.
2. The Company report of the number of local calls completed to each N11 number will serve as the sole document upon which remittance by the N11 provider to the Company will be made.
3. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The N11 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. Suspension of Service as covered in Section 3 of this Tariff is not applicable for this service.
6. If an N11 subscriber discontinues subscription to N11 Service, the N11 number will be disconnected and reassigned according to the conditions defined in Section 7.6.2.B, preceding. Upon the termination of N11 Service, the N11 number may be reassigned after 60 days.
7. Unless otherwise specifically provided in this Tariff, the Company shall be authorized to disconnect any tariffed service provided to the N11 subscriber utilized, directly or indirectly, with the N11 Service which fails to comply with regulations and conditions set forth herein, upon five (5) days written notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the N11 subscriber is in compliance with regulations and conditions of the tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.2 Service Requirements and Conditions (Cont'd)

- F. N11 Service will be provided under the following conditions. (Cont'd)
8. The N11 subscriber is responsible for informing potential end users that a call to the N11 number will be at the charge the subscriber establishes. The N11 subscriber must notify the Company in writing at least 30 days in advance if the call charge is to be increased or decreased.
 9. Where the N11 subscriber uses a 7-digit or 10-digit local number, the N11 subscriber shall subscribe to adequate exchange facilities to transport the calls to the N11 subscriber's premises.
 10. When end users are charged by the N11 Service provider for services delivered in response to calls to an N11 number, the N11 subscriber shall include a clearly understandable and audible preamble statement at the beginning of each call to the N11 number that includes the following information: a generic description of the information or service that the end user will receive if the call is completed (i.e., "sports scores," "stock quotes," etc.), the name of the provider of the information service, and a statement regarding the charge to the end user as follows: "This call will cost you \$__. If you do not wish to incur this charge, hang up now." This statement must be followed by a silent period of six (6) seconds within which the end user can hang up without being charged for the call, unless additional positive action (i.e., pressing additional keys) is required by the end user to acknowledge that the end user is willing to pay for the call.
 11. The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the N11 number. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.2 Service Requirements and Conditions (Cont'd)

- F. N11 Service will be provided under the following conditions. (Cont'd)
12. When the N11 Service provider charges end users for services delivered in response to calls to the N11 number, any N11 Service aimed at or likely to be of interest to children under the age of eighteen shall be preceded with a statement of the charge for such calls and the phrase, "Children, you should ask your parents for permission before calling. Hang up now if you have not asked your parents for permission before calling this number."
 13. A written notice will be sent to any N11 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.
- G. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply.
1. The N11 Service subscriber will provide announcements. The Company will provide only the delivery of the call.
 2. N11 Subscriber sponsorship of any particular announcement of recorded program service shall not preclude another N11 subscriber from sponsoring the same or similar announcement or recorded program service.
 3. The provision of access to the N11 Network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.2 Service Requirements and Conditions (Cont'd)

- G. If a pre-recorded announcement is provided by the N11 subscriber, the following conditions apply. (Cont'd)
4. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 5. The N11 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- H. The Company will take all legal and practical steps to disassociate itself from N11 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.
- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.3 Advertisement Regulations for N11 Service

- A. All advertising inviting the use of or in any way relating to N11 Service shall conform to and comply with the requirements and conditions contained herein as well as all other applicable tariff provisions, rules, ordinances, laws and statutes.
- B. The advertising for N11 Service shall comply with the following regulations.
1. Advertising may be distributed in any form that the subscriber chooses, provided it complies with and conforms to the specifications contained herein.
 2. No advertising shall be permitted which, in form or substance, does not allow for an audit trail which is verifiable independent of the subscriber for review and confirmation, at any given moment, of compliance with the procedures and specifications set out herein, as well as in other applicable tariff provisions.
- C. Each advertisement shall inform potential callers of the name of the person responsible for the advertisement and the charge for N11 calls. This information shall be displayed with such clarity and prominence to permit it to be noticed and understood by prospective callers and in any event, the per call charge shall be printed in type of the same size as that of the N11 number being advertised. In order to ensure that callers will have an adequate opportunity to notice and understand the foregoing information, advertisements inviting the use of or in any way relating to N11 Service will, at a minimum, be conducted in compliance with the following media-specific specifications.
1. Print Media - Notice of the charge for each N11 call and, when applicable, the fact of inclusion of this charge on the telephone bill, and the telephone number of the person responsible for the advertisement shall appear on the face of any printed material, in bold type (if bold type is permitted by the advertising medium: if bold type is not permitted, the same type as used in the remainder of the advertisement shall be used) of a size no smaller than the largest type contained elsewhere in the advertisement.
 2. Audio or Verbal Media - Notice of the charge for each N11 call shall be stated once during audio or verbal advertisements. This portion of the advertisement shall be broadcast at the same audio level with the same diction and pace as the remaining portions of the ad.
 3. Audio/Visual - Notice of the charge for each N11 call and the person responsible for the advertisement shall be both displayed/broadcast during any audio/visual advertisement. When displayed, this information shall be shown for a duration of at least five seconds and in type of the same size as that of the number being advertised. In all other respects, the advertisement shall conform to the specifications for print advertisements and audio or verbal advertisement set out in 1. and 2. preceding.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.3 Advertisement Regulations for N11 Service (Cont'd)

D. In addition to complying with the procedures stated preceding and all other specifications relating to the advertisement of the charge and bill consequences associated with N11 Service, each N11 subscriber shall comply with the following:

1. The N11 subscriber shall exclude from any advertisement any matter the dissemination of which is prohibited by law. No advertisement shall be used which, because of words, phrases, statements or illustrations therein or information omitted therefrom, has the capacity or tendency to mislead or deceive prospective callers as to the cost, extent, quality, caller's qualification or nature of any information or service to be received from an N11 call. The N11 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority regarding advertisement for N11 Service. If requested by the Company, the N11 subscriber shall assist the Company in responding to complaints to the Company concerning advertisements for N11 Service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.6 THREE-DIGIT DIALING SERVICE (N11) (Cont'd)

7.6.4 Rates and Charges

A. Application of Rates

1. Nonrecurring charges shall apply for each N11 number per Local Calling Area.
2. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex lines, etc.) used for transporting and terminating messages at the N11 subscriber's designated premises.
3. Applicable service order charges as specified in Section 4 of this Tariff will apply, in addition to the following rates.

B. Charges applicable to the N11 Service Subscriber

N11 Charges are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE

7.7.1 General

- A. 211 Dialing Service (“211”) is a three digit local dialing arrangement, available in specified areas, with TruVista Communications of Georgia, LLC for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 211 is available in TruVista Communications of Georgia, LLC Local Calling Areas only where the Company provides facilities-based switching of local calls to its subscribers. For Company subscribers served by resale of an incumbent local exchange carrier (ILEC) local exchange service, the 211 Service applicable to the Company’s subscriber will be that provided, if any, by the ILEC for the subscriber’s Local Calling Area and this tariff section shall not apply. To provide access to a 211 number to end users in the local calling area of another local exchange carrier or to another local exchange carrier’s end users within the local calling area, the 211 subscriber must make appropriate arrangements with the other local exchange carrier.
- C. The Local Calling Area of the 211 subscriber will be the basic Local Calling Area as defined in 5.2 of this Tariff, as facilities permit. If Local Calling Areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 in the merged Local Calling Area.
- D. This service is furnished subject to the availability of the 211 number.
- E. 211 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc) or a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 3 of this Tariff apply.
- G. Directory Listings may be provided for 211 at rates and regulations as specified in Section 7.8 of this Tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE (Cont'd)

7.7.1 General

- H. Access to 211 is not available to the following classes of service:
- Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Wireless

Operator assisted calls to the 211 subscriber will not be completed.

- I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly except under direction of the Commission.
- J. An “affiliate” of a 211 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term “control” (including the terms “controlling”, “controlled by: and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.
- K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller I.D. service in Section 7.7 preceding.
- L. Calls to a disconnected 211 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE (Cont'd)

7.7.2 Service Requirements and Conditions

- A. All requests for 211 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate 211 numbers in the basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.
- C. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is effected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic Local Calling Area. All central offices within a basic Local Calling Area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections 4 and 6, of this Tariff will apply.
- E. The 211 Dialing Service is provided where facilities permit.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE (Cont'd)

7.7.2 Service Requirements and Conditions (Cont'd)

F. 211 will be provided under the following conditions.

1. For network sizing and protection, the 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.
2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 211 Dialing Service.
3. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. Suspension of 211 Dialing Service as covered in Section 3 of this Tariff is not applicable for this service.
6. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE (Cont'd)

7.7.2 Service Requirements and Conditions (Cont'd)

7. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- G. If a pre-recorded announcement is provided by the 211 subscriber, the following conditions apply.
1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.
 2. The 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.
 3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 5. The 211 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE (Cont'd)

7.7.2 Service Requirements and Conditions (Cont'd)

- H. The Company may take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.7 211 DIALING SERVICE (Cont'd)

7.7.3 Rates and Charges

A. Application of Rates

1. A Service Establishment charge shall apply per basic Local Calling Area.
2. 211 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
3. Applicable service order charges as specified in Section 4 of this Tariff will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 211 Dialing Service, per central office switch within the basic Local Calling Area.

B. Charges applicable to the 211 Dialing Service Subscriber

211 Charges are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE

7.8.1 General

- A. 511 Dialing Service (“511”) is a three digit local dialing arrangement available in specified areas, with TruVista Communications of Georgia, LLC (“Company”), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available in TruVista Communications of Georgia, LLC Local Calling Areas only where the Company provides facilities-based switching of local calls to its subscribers. For Company subscribers served by resale of an incumbent local exchange carrier (ILEC) local exchange service, the 511 Service applicable to the Company’s subscriber will be that provided, if any, by the ILEC for the subscriber’s Local Calling Area and this tariff section shall not apply. To provide 511 access by end users in the local calling area of another local exchange carrier or to another local exchange carrier’s end users within the local calling area, the 511 subscriber must make appropriate arrangements with the other local exchange carrier.
- C. The Local Calling Area of the 511 Service subscriber will be the basic Local Calling Area defined in 8.2 of this Tariff, as facilities permit. If Local Calling Areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged Local Calling Area.
- D. This service is subject to the availability of 511 numbers.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) or to a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 3 of this Tariff apply.
- G. Directory Listings may be provided for 511 at rates and regulations at no charge.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE (Cont'd)

7.8.1 General (Cont'd)

H. Access to 511 is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hotel/Motel/Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXXX
- Wireless

Operator assisted calls to the 511 subscriber will not be completed.

I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.

J. An “affiliate” of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term “control” (including the terms “controlling”, “controlled by”, and “under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Caller I.D. service in Section 7.7 preceding.

L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE (Cont'd)

7.8.2 Service Requirements and Conditions

- A. All requests for 511 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate the 511 code in the specified basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.
- C. The 511 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is effected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE (Cont'd)

7.8.2 Service Requirements and Conditions (Cont'd)

- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic Local Calling Area. All central offices within a basic Local Calling Area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections 4 and 6 of this Tariff will apply.
- E. The 511 Dialing Service is provided where facilities permit.
- F. 511 will be provided under the following conditions.
1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.
 3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE (Cont'd)

7.8.2 Service Requirements and Conditions (Cont'd)

4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. Suspension of 511 as covered in Section 3 of this Tariff is not applicable for this service.
 6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
 7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- G. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE (Cont'd)

7.8.2 Service Requirements and Conditions (Cont'd)

2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
 3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 5. The 511 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- H. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.8 511 DIALING SERVICE (Cont'd)

7.8.3 Rates and Charges

A. Application of Rates

1. A one-time Central Office Activation charge shall apply per Central Office.
2. 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.
3. Applicable service order charges as specified in Section 4 of this Tariff will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic Local Calling Area.

B. Charges applicable to the 511 Dialing Service Subscriber

511 Charges are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.9 711 DIALING CODE FOR TELEPHONE RELAY SERVICE (TRS)

7.9.1 General

- A. 711 Dialing Code (“711”) is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 dialing code is assigned for nationwide access to TRS entities, to be implemented not later than October 1, 2001.
- B. Pursuant to Georgia Public Service Commission TRS, Twelfth Amendatory Letter Order issued November 13, 2000, the 711 Dialing Code is assigned for telephone relay services to be implemented for subscriber use not later than March 1, 2001.
- C. 711 is available from TruVista Communications of Georgia, LLC in TruVista Communications of Georgia, LLC Territory only.
- D. This service is subject to the availability of the 711 dialing code.
- E. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- F. Limitations and use of service as stated in Section 3 of this Tariff apply.
- G. Directory Listings may be provided for 711 at no charge.
- H. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)¹
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Cellular – Type 2A²
 - Operator assisted calls to 711 will not be completed, as additional charges may be incurred by the end user.

Note 1: Hotel/Motel/Hospital equipment may require modification in order for 711 call to complete.

Note 2: Calls will be completed via translations performed by the wireless carrier’s switch.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.9 711 DIALING CODE FOR TELEPHONE RELAY SERVICE (TRS) (Cont'd)

7.9.2 Service Requirements and Conditions

- A. The Georgia Public Service Commission has responsibility for establishing, implementing, administering and promoting statewide telecommunications relay service (TRS), pursuant to O.C.G.A. §46-5-30.
- B. Only one 10-digit toll free number may be used as the lead number per basic Local Calling Area.
- C. The 711 Dialing Code is provided where facilities permit.
- D. 711 Dialing Code will be provided under the following conditions.
 - 1. The TRS service provider will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 711.
 - 2. The TRS service provider is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - 3. The Company shall respond promptly to any and all complaints lodged with the Georgia Public Service Commission, regarding the delivery of a call to the TRS service provider via 711.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.10 811 DIALING SERVICE

7.10.1 General

- A. 811 Dialing Service (“811”) is a three digit local dialing arrangement, available in specified areas, with the Company for delivery of general information via voice grade facilities, the Utility Protection Center, Call-Before-You-Dig program. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is assigned for access to one call centers. In addition, the 811 subscriber must comply with any orders and rules pertaining to 811, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 811 is available in the Company’s Local Calling Area only. To provide access to a 811 number to end users in the local calling area of another local exchange carrier or to a competitive local exchange carrier’s (CLEC’s) end users within the local calling area, the 811 subscriber must make appropriate arrangements with the other local exchange carrier or CLEC.
- C. The Local Calling Area of the 811 subscriber will be the basic local calling area for the Company’s exchange as defined in Section 5 of this Tariff, as facilities permit.
- D. This service is furnished subject to the availability of the 811 number.
- E. 811 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc) or a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 3 of this Tariff apply.
- G. Directory Listings may be provided for 811 at rates and regulations as specified in Section 7 of this Tariff.
- H. Access to 811 is not available to the following classes of service:
 - Payphone Service Provider Telephones (PSPs)
 - Hotel/Motel/Hospital Service
 -1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - Inmate Service
 - 101XXXX
 - Wireless
 Operator assisted calls to the 811 subscriber will not be completed.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.10 811 DIALING SERVICE (Cont'd)

7.10.1 General (Cont'd)

- I. The 811 subscriber is restricted from selling or transferring the 811 number to an unaffiliated entity, either directly or indirectly except under direction of the Commission.
- J. An “affiliate” of a 811 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 811 subscriber. The term “control” (including the terms “controlling”, “controlled by: and under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 811 subscriber becomes an affiliate of or is acquired by another 811 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 811 number within 6 months of the merger or acquisition.
- K. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the 811 subscriber must subscribe to a compatible Caller ID Name Delivery service in Section 7.6 preceding.
- L. Calls to a disconnected 811 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

7.10.2 Service Requirements and Conditions

- A. All requests for 811 must be submitted in writing to the Georgia Public Service Commission. The Commission will allocate 811 numbers in the basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. The Company will provision the subscriber’s order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.10 811 DIALING SERVICE (Cont'd)

7.10.2 Service Requirements and Conditions (Cont'd)

- C. The 811 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 811 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 05-59 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 811 codes. If a recall is effected, the Company will work with all 811 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 811 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 811 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic Local Calling Area. All central offices within a basic Local Calling Area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from the Rate Schedules found at the end of this tariff.
- E. The 811 Dialing Service is provided where facilities permit.
- F. 811 will be provided under the following conditions.
 - 1. For network sizing and protection, the 811 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 811.
 - 2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 811 Dialing Service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.10 811 DIALING SERVICE (Cont'd)

7.10.2 Service Requirements and Conditions (Cont'd)

3. The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
4. The 811 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
5. Suspension of 811 Dialing Service as covered in Section 3 of this Tariff is not applicable for this service.
6. The 811 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. If requested by the Company, the 811 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 811 service.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.10 811 DIALING SERVICE (Cont'd)

7.10.2 Service Requirements and Conditions (Cont'd)

7. A written notice will be sent to any 811 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- G. If a pre-recorded announcement is provided by the 811 subscriber, the following conditions apply.
1. The 811 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 811 subscriber from sponsoring the same or similar announcement or recorded program service.
 2. The provision of access to the 811 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
 3. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 4. The 811 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.10 811 DIALING SERVICE (Cont'd)

7.10.2 Service Requirements and Conditions (Cont'd)

- H. The Company may take all legal and practical steps to disassociate itself from 811 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- I. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

7.10.3 Rates and Charges

A. Application of Rates

1. A one-time Central Office Activation charge shall apply per Central Office.
2. 811 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
3. Applicable service order charges as specified in Section 4 of this Tariff will apply, in addition to the following rates.
4. A Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
5. A charge will apply to changes to the point-to number at the subscriber's request, per 811 Dialing Service, per central office switch within the basic Local Calling Area.

B. Charges applicable to the 811 Dialing Service Subscriber

811 Charges are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.11 Verification and Emergency Interrupt Service

7.11.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
2. A subscriber originated request for verification of a local number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

B. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.

7.11.2 Regulations

- A. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, etc.
- B. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- C. Verification and Emergency Interrupt charges are contained in the Rate Schedule at the end of this tariff.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.12 Direct Inward Dialing (DID) Service

7.12.1 General

- A. Direct Inward Dialing (DID) Service consists of the central office switching equipment necessary to connect calls from the local exchange and long distance telecommunications network directly to stations or attendant positions associated with customer premises switching systems, without intermediate handling by an attendant.
- B. The provision of DID Service is subject to the availability of the Company's facilities and telephone numbers and the utilization of properly equipped customer premises equipment. The rates and charges for DID Service contemplate the use of standard Company equipment and serving arrangements.
- C. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. All routing of calls to selected numbers within the Direct Inward Dialing number group must go over a DID trunk group.
- D. The operational characteristics of interface signals between Company-provided connecting arrangements and customer-provided switching equipment must conform to the Company's specifications.
- E. The Company shall not be responsible to the customer or authorized user if changes in either protection criteria or in any of the facilities, operations or procedures of the Company render any customer-provided facilities obsolete, or require facilities modification of or otherwise affect the use or performance of such customer-provided facilities.

SECTION 7 – SUPPLEMENTAL SERVICES (Cont'd)

7.12 Direct Inward Dialing (DID) Service (Cont'd)

7.12.1 General

- F. The Company will provide directory listings in accordance with the regulations of Section 6 of this Tariff. DID numbers furnished herein are not entitled to directory listings without charge. Where clients of a subscriber to DID Service want to list any of these numbers, those clients would be billed the applicable Additional Listing rate as specified in Section 6 of this Tariff.
- G. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
- H. DID Service telephone numbers are normally provided in blocks of 20 consecutive numbers. However, the blocks may be provided on a nonconsecutive basis subject to the technical configuration of the serving central office. The Company retains its rights to the telephone numbers used in DID Service.
- I. Subscribers to DID Service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide a “quality” grade of service and prevent network degradation.
- J. DID Service is offered where facilities permit. At the discretion of the Company, subject to operating limits and the availability of facilities, DID Service may be provided outside the customer’s normal serving central office. Where a DID trunk group is served from a central office other than the customer’s normal serving office, the appropriate mileage rates for Foreign Exchange or Foreign Central Office Service, per DID trunk will apply.
- K. In addition to the rates and charges specified for each account listed within this Section, appropriate Service Connection, and Move and Change Charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID Service.

Direct Inward Dialing (DID) Service charges are contained in the Rate Schedule at the end of this tariff.

CONTENTS

SECTION 8 – SPECIAL ARRANGEMENTS

	Page
8.1 Special Construction	2
8.1.1 Basis for Charges	2
8.1.2 Termination Liability	3
8.2 Non-Routine Installation and/or Maintenance	4
8.3 Individual Case Basis (ICB) Arrangements	4

SECTION 8 – SPECIAL ARRANGEMENTS

8.1 SPECIAL CONSTRUCTION

8.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company (including return) and may include:

- a. nonrecurring charges;
- b. recurring charges;
- c. termination liabilities; or
- d. combinations of a, b, and c.

SECTION 8 – SPECIAL ARRANGEMENTS (Cont'd)

8.1 SPECIAL CONSTRUCTION (Cont'd)

8.1.2 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

SECTION 8 – SPECIAL ARRANGEMENTS (Cont'd)

8.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

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

8.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from tariffed arrangements. Rates quoted in response to such requests may be different for tariffed service than those specified for such service in the Rate Schedule. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this Tariff within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- a. LATA and type of switch
- b. The V&H distance from the central office to the customer's premises
- c. Service description
- d. Rates and charges
- e. Quantity of circuits
- f. Length of the agreement.

CONTENTS

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

	Page
9.1 General	2
9.1.1 Description.....	2
9.1.2 Definitions	2
9.1.3 Terms and Conditions	4
9.1.4 Provisioning of ISDN	6
9.1.5 Local Calling Areas and Telephone Numbers	6
9.1.6 Indemnification	7
9.1.7 Protection of the Network.....	7
9.1.8 Agreement.....	8
9.2 Primary Rate Interface (PRI)	8
9.2.1 General.....	8
9.2.2 Rates and Charges.....	8

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN)

9.1 GENERAL INFORMATION

9.1.1 Description

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data video, image and facsimile by a Primary Rate Interface (PRI). These are serving arrangements, which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

9.1.2 Definitions

B (Bearer) Channel

The B-channel carries circuit-switched voice and/or data communications at speeds up to 64 kbps, from the customer's premises, over the loop facility, to the central office.

B-Channel Circuit-Switched Data

Circuit-Switched Data provides the capability of making data calls over the public switched network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit switched data call ties up network/system resources for the duration of the call. Similar to voice, caller ID functionality is provided.

D (Delta) Channel

The D-channel carries signaling information, at speeds up to 64 kbps, from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

9.1 GENERAL INFORMATION (Cont'd)

9.1.2 Definitions (Cont'd)

Primary Rate Interface (PRI)

PRI has a capacity of 1.544 Mbps and has multiple channels: 23 B-channels, and 1 D-channel, and is also known as 23 B+D access. The B-channels carry voice calls, circuit switched data, and video, while the D-channel handles signaling information. Once the customer has subscribed to PRI service subsequent T1 may be configured with 24 B channels circuits, subject to D channel signaling capacity.

Service Area

Service Area pricing for Single Line ISDN Service includes all customers who:

- Draw dial tone directly from an ISDN switch, or
- It is within a designated distance, as determined by the Company, from an ISDN equipped switch.

T1/DS1 Facility

This element is the digital facility transmitting as a rate of 1.544 Mbps. The T1/DS1 signal provided to the customer's premises would have a loss not greater than 16.5 dB. Construction charges may apply.

Digital Subscriber Loop (DSL)

The digital ISDN connection from the Central Office to the customer's premises.

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

9.1 GENERAL INFORMATION (Cont'd)

9.1.3 Terms and Conditions

a. General

1. The customer will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer. CPE must meet national ISDN1 (NT1) standards to insure compatibility with ISDN services.
2. ISDN includes a comprehensive 2 B+D package. Within the standard basic package there is little flexibility for customization.
3. ISDN does not offer B-channel packet service capabilities.
4. The Company will terminate ISDN Services at the customer's demarcation point.
5. Should any change in customer owned inside wiring (including riser cable) or customer owned CPE require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company for making such a change. Should ISDN service fail due to customer owned inside wiring or CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
6. The customer is responsible for replacement, installation, operation, maintenance, repair and replacement of all customer owned inside wire and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

9.1 GENERAL INFORMATION (Cont'd)

9.1.3 Terms and Conditions (Cont'd)

a. General (Cont'd)

7. If there is an ISDN Service interruption which lasts more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30-day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.
8. This ISDN service offering is considered an optional service. The ISDN equipment at the customer's premise will not function with the loss of electrical power leaving this service inoperable. Service location moves of ISDN circuits will be treated as a discontinuance and start of new service, therefore all associated nonrecurring charges will apply.

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

9.1 GENERAL INFORMATION (Cont'd)

9.1.4 Provisioning of ISDN

- a. The rates and charges specified for ISDN are applicable only to customers whose serving central office has been identified by the Company as having ISDN available.
- b. ISDN may be provided to customers from a central office other than their normal serving office as determined by the Company.
- c. ISDN is offered where compatible facilities and equipment are available. Service is generally considered available for loops 18 kilo feet or less in length. Loops greater than 18 kilo feet in total length must meet ISDN extension technology design requirements and will be considered available if ISDN compatible pair gain systems are in place or planned to serve the area based on the scheduled placement of compatible pair gain systems. If no pair gain system is in place or planned, loops greater than 18 kilo feet in length will also be considered available if single line loop extension equipment can be deployed and the loop is within the design limitation of this type of extension equipment. If the loop is greater than 18 kilo feet in length, additional engineering and construction charges may apply.
- d. Some products and services are not available and/or compatible with ISDN therefore the customer should check with the Company for capability before purchasing and installing this service.

9.1.5 Local Calling Areas and Telephone Numbers

- a. If a customer is provided service from a designated central office, which is not the customer's normal serving office, the local calling area for the customer's ISDN will be that of the designated ISDN-equipped CO.
- b. Calling areas are subject to change as additional central office become capable of directly providing ISDN services to the customer's own and nearby serving area. Changes to calling areas will affect customer telephone numbers.

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

9.1 GENERAL INFORMATION (Cont'd)

9.1.6 Indemnification

- a. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this tariff. Indemnification shall include, but is not limited to: costs and attorney's fees.
- b. The customer is responsible for the content of communications. Where the customer's negligence or wrongful actions in using customer owned inside wire or CPE, or customer's communications result in any claim or legal action brought by any nonparty, the customer shall indemnify and hold the Company harmless.

9.1.7 Protection of the Network

- a. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes the Company provided facilities or other companies' facilities used in connection with provision of ISDN capabilities, such as CPE.
- b. The Company will notify the customer of any deviation form the authorized transmission or specifications established in provision of the service.
- c. Upon notification by the Company that unauthorized transmissions are present due to customer equipment of facilities, the customer will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses, which might be incurred as a result of disconnecting the service, and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment of service, the Company shall not be liable for any incidental or consequential damages, including, but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

SECTION 9 – INTEGRATED SYSTEMS DIGITAL NETWORK (ISDN) (Cont'd)

9.1 GENERAL INFORMATION (Cont'd)

9.1.8 Agreement

Fixed period agreements will be priced on an Individual Case Basis (ICB) depending on the number of years of the agreement. Additions or changes to the agreement will be negotiable between the Company and the customer.

9.2 PRIMARY RATE INTERFACE (PRI)

9.2.1 General

- a. The minimum configuration is a T1 with 23 B +D.
- b. Base configuration includes forty (40) DID numbers, 2 way voice capability and data capability.
- c. PRI is not available to Commercial Radio Mobile Carriers, Private Mobile Radio Carriers and Interexchange Carriers in their provision of services to their customers.
- d. PRI is available for both residential and business customers.
- e. Monthly rate includes T1 termination, T1 configuration and twenty-four (24), T1 channels.

9.2.2 Rates and Charges

Rates and charges for Primary Rate Interface are contained in the Rate Schedule at the end of this tariff.

SECTION 10 – CENTREX (Cont'd)

Table of Contents

	<u>Page No.</u>
10.1 Digital Centrex Service	2
10.1.1 General	2
10.1.2 Regulations.....	3
10.1.3 Standard Feature Definitions.....	6
10.1.4 Optional Feature Definitions	9
10.1.5 Payment Schedules	11
10.1.6 Common Rates and Charges	14
10.1.7 Rates and Charges.....	16

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service

10.1.1 General

A. Digital Centrex Service is furnished from Digital Central Office equipment located on Company premises and associated facilities so arranged as to provide the following basic service features:

1. Direct Inward Dialing (DID) and Direct Outward Dialing (DOD) of exchange and long distance message network calls to and from stations and attendant positions of a Digital Centrex system.
2. Intercommunication calls between stations of the same Digital Centrex system.
3. Identified Outward Dialing (IOD), by station number of outgoing long distance message calls dialed by a station. Only calls billed to the subscriber by this Company will be provided this identification.
4. Common recorded announcement interception of calls to unassigned station numbers.
5. Basic Station Line Hunting.
6. Tone Dialing.

B. Digital Centrex Service is available in line size from 1 line to 1000 lines.

C. A Digital Centrex System may be comprised of the following components:

Common Equipment
Network Access
Main Station Lines
Terminating Arrangements
Features

The Common Equipment, Network Access and Terminating Arrangements will be at the rates and charges as specified in this tariff.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.1 General (Cont'd)

Main Station Line rates will consist of the intercom charge and the appropriate wire center line charge. These charges will be located in Section 4 of this tariff.

Digital Centrex Line and System Features will be grouped as follows:

Line Features Grouped
Line Features Individual
Optional Service Features

Line Features will be offered on a grouped or individual basis to Digital Centrex Subscribers who have selected a Centrex Term Payment Plan of 36, 60 or 84 months or month to month payment option.

A Digital Centrex subscriber will select features in 10.1.7.D of this tariff.

10.1.2 Regulations

- A. Digital Centrex service is furnished subject to the availability of facilities and features from Digital Central Office equipment, located in a central office building owned or leased by the Company. The service allows for normal station activity including incidental additions and deletions. Major additions to and or major relocations of Digital Centrex systems are subject to the same rules and regulations as initial installations.
- B. Certain Auxiliary Services are available on an individual main station line basis and are subject to the capabilities of the serving central office.
- C. Optional Service Features as listed in 10.1.6 include Attendant Features and Auxiliary Attendant Features. These features may require customer provided compatible terminal equipment.
- D. All console functions by the attendants at the subscriber's premises are performed at the expense of the subscriber and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.
- E. All Digital Centrex main station lines must be associated with the main switching equipment.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.2 Regulations (Cont'd)

- F. Where completion of incoming and outgoing local and long distance calls through a Digital Centrex system is furnished to or from main station lines of a separate Digital Centrex system in another exchange, the charges applicable for the following features apply in addition to the regular charges for the facilities connecting the systems except for Subsidiary System Arrangements furnished under the regulations specified in this tariff.
1. Rates and charges as specified in Section 10.1.7 of the Private Line Service Tariff apply to miscellaneous lines furnished with unique access codes (trunk level access) except for tie lines furnished in connection with Subsidiary System Arrangements as specified in this tariff.
 2. Digital Centrex optional feature charges as outlined in Section 10.1.6 apply for each trunk terminated main station line as offered in Section 10.1.6 of this tariff, as appropriate.
- G. A system may not be provided for Intercommunication (stand alone) service only. Access to the Exchange Network must be provided.
- H. A mixture of Flat Rate and Message Rate Service will not be allowed within a single customer system. Message rate service is not offered at this time.
- I. Tone Dial service will be furnished. The rates and charges for Digital Centrex station lines include the provision of Tone Dial service. Rates and charges for Tone Dial service, as specified elsewhere in this tariff, do not apply for the provision of Tone Dial service to Digital Centrex Service.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.2 Regulations (Cont'd)

- J. Directory Listings will be furnished subject to the rates and regulations specified in Section 6 of this tariff.
- K. Service charges, as specified in Section 4 of this tariff, apply to all Digital Centrex systems except as provided in 10.1.6 of this tariff.
- L. Digital Centrex installation charges are due on initial installation or subsequent additions unless deferred over a predetermined period of time.
- M. Digital Centrex main station lines may be restricted from dialing three-digit central office and service codes by applying Code Restriction to the line. The three-digit codes which may be restricted constitute those codes to which Public Announcement, Directory Assistance or Dial-It Services (e.g., 900 and 976 calls) are assigned which could generate billing to the originating main station line. Code Restriction arrangements may also be used to prohibit toll calls to a carrier other than the Pre-subscribed Interexchange Carrier (dialed 10XXXX). InterLATA calls dialed 0- (operator handled) calls cannot be restricted. The term “Public Announcement Services” as used herein are those services which, in the judgment of the Company, furnish advertised recorded announcement messages to the general public (e.g., time, weather, sport scores and stock market reports). The Public Announcement Service central office codes will be determined by the Company and will be commonly denied access in the central office serving the Digital Centrex systems subscribing to this service arrangement.
 - 1. At the time a Code Restriction arrangement is installed, the Digital Centrex system will be arranged for the Code Restriction specified by the customer and the main station lines designated by the customer will be so equipped. When the customer requests the subsequent addition or removal of code restriction on a main station line, the appropriate Service Charges as specified for a change in line termination apply per main station line affected except that no such charges apply when the code restriction arrangement is disconnected in its entirety.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.2 Regulations (Cont'd)

2. Where Code Restriction applies to a particular central office code, direct outward dialed main station line access is denied to telephone numbers associated with that central office code.
 3. Code Restriction Arrangements to deny access to Directory Assistance and/or Public Announcement Services are not assured. These features are intended to limit main station line direct dialed outgoing calls, but such calls may, in certain circumstances, be completed and will be charged for in the normal manner.
- N. Customer Station Rearrangement (CSR) may be provided with Digital Centrex Service where facilities permit. Rates and charges for CSR will be developed on an individual case basis and will be based on the estimated costs to provide this service.

10.1.3 Standard Feature Definitions

- A. Call Hold
- Allows a station user to place a call on hold by flashing the switchhook and dialing a code.
- B. Call Park
- Allows a call to be placed into a virtual hold that can be retrieved from any station in the customer group.
- C. Call Pickup
- Allows a station user to answer another station users incoming calls within a defined group by dialing a code.
- D. Camp On (Ring Again)
- Allows a station user encountering a busy station, within the same station group, to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.3 Standard Features (Cont'd)

E. Class-of-Service Restrictions:

Provides the ability to allow or deny all calls originating or terminating on individual stations and tie trunks. Four types are offered.

1. Fully restricted – provides for two types of restriction:
 - attendant restricted stations are denied access to the exchange network.
 - fully restricted stations are denied access to the exchange network and to the attendant.
2. Semi-restricted Service – allows stations access to the exchange network through the attendant only.
3. Toll Restricted Service – restricts station from toll calls or diverts toll call to the attendant.
4. Unrestricted Service – no restriction on calls.

F. Intercom

Allows stations within a group to complete calls to other stations within the same group without the assistance of an attendant, by dialing a 2 through 7 digit number.

G. Last Number Redial

Allows rapid redialing of the last number dialed from a station.

H. Meet-Me-Conference

Provides one six-party conference bridge and directory number for conferees to dial at a specified time to hold a conference.

I. Speed Calling

Individual-Short List provides for the calling of up to ten (1) telephone numbers by dialing an abbreviated code.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.3 Standard Features (Cont'd)

J. Station-Controlled Conference

Allows station user to establish a conference call consisting of three to six conferees.

K. Three-Way Conference/Transfer

Allows station to establish three-way conference calls and provides capability to transfer incoming, outgoing, and intra-group calls.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.4 Optional Feature Definitions

A. Alternate Answer

Allows for forwarding of an incoming call to a preselected line within the system when the called line does not answer after a predetermined number of rings or when a busy condition is encountered.

B. Automatic Route Selection

Provides a route list containing up to eight route choices available to each outgoing call. The routes on the list are sequentially and automatically searched for idle trunk facilities until either an idle trunk is found or all route choices are determined unavailable.

C. Business Set Line

Allows pushbutton access to features as well as multiple line appearances with a Business Set.

D. Call Forwarding

Allows all calls to a line equipped with Digital Centrex to be automatically forwarded to a selected line within the system or outside the system.

E. Call Waiting

Provides the station user, who is busy on an existing call, with a private tone signal which indicates that another call is waiting. The station user may then ignore the waiting call; or terminate the original call and answer the waiting call; or, through the use of hookswitch flashes, put the original call on hold and receive the waiting call; or alternately talk on both calls until one is terminated. (This feature cannot be utilized if the alternate answer feature is utilized.)

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.4 Optional Feature Definitions (Cont'd)

F. Speed Dialing

Individual – provides an individual line with the ability to dial telephone numbers (up to 24 digits) by dialing an abbreviated code.

Group – provides all lines with the ability to dial telephone numbers (up to 24 digits) from a list by dialing an abbreviated code. The group list is controlled by one designated station.

Long List 30 – stores 30 telephone numbers

Long List 50 – stores 50 telephone numbers

Long List 70 – stores 70 telephone numbers

G. Station Message Detail Recording

Provides recording facilities for the detail of billable and non-billable calls for each Digital Centrex customer group. Details are provided by station or Account Authorization Code.

H. Virtual Facility Group

Permits Digital Centrex user access to Inwats/Outwats services through software without requiring physical trunks.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.5 Payment Schedules

A. General

1. Digital Centrex Service is offered as follows:
 - a. The contract periods are:

Month-to-Month Payment Plan
36 Month Term Payment Plan
60 Month Term Payment Plan
84 Month Term Payment Plan
 - b. Items that may be placed under the Centrex Term Payment Plan:

Common Equipment
Network Access
Main Station Lines
Terminating Arrangements
Features
2. The monthly rate for Digital Centrex Service is dependent upon the payment period selected by the customer.
3. The monthly rate for Digital Centrex Service under the Centrex Term Payment Plan for the periods of 36, 60 or 84 months is not subject to Company initiated rate increases.
4. Digital Centrex Service will be offered to subscribers under any of the payment options offered.
 - a. A Digital Centrex subscriber may elect a 36, 60 or 84 month payment period for any portion or all of the total system size with the remainder to be under the month to month payment option.
 - (1) Auxiliary Attendant Features or Optional Service Features may be added under any of the payment plans provided that they are not added for a payment period of shorter duration than that associated with the Digital Centrex common equipment.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.5 Payment Schedules (Cont'd)

B. Expiration of Contract Period

1. Digital Centrex customers must upon the expiration of their contract:
 - a. Select a new contract period as offered in the current tariff, or
 - b. Revert to the current tariff rates for the month to month payment option.
2. A Digital Centrex customer may at any time during his selected payment period resubscribe for an equal or longer payment period at the current tariff rates subject to the following conditions:
 - a. No credit will be given for payments made during the formerly selected period. Nonrecurring charges will not be reapplied.
 - b. The new payment period begins with the billing date following the date the new payment period is requested.
 - c. No termination charge applies for the former payment period.
 - d. A Service Ordering charge as specified in Section 4 of this tariff will apply.
3. A Digital Centrex customer may at any time during his selected payment period resubscribe for a payment period, shorter in length than the time remaining in the existing service agreement, subject to the following conditions:
 - a. No credit will be given for payments made during the formerly selected period. However, nonrecurring charges will not be reapplied.
 - b. The new payment period begins with the date requested.
 - c. A termination charge applies to the former payment period.
 - d. A Service Ordering charge as specified in Section 4 of this tariff will apply.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.5 Payment Schedules (Cont'd)

C. Termination Liability

The Termination Liability applicable to Digital Centrex Service is dependent upon the payment period selected by the customer. Termination charges for the optional payment periods are as follows:

1. Month-to-Month Payment Plan
 - a. Digital Centrex Customers
 - (1) Within 12 months of date of installation – If a customer's Main Station Line count falls below 75% of the total main station lines initially installed, they will be charged 90% of the amount due for the period remaining up to 12 months from the date of installation for each line disconnected thereafter.
 - (2) Beyond 12 months of date of installation – No termination Liability will be applicable.
2. Centrex Term Payment Plan Option
 - a. Digital Centrex customers that contract a portion of their system under the Centrex Term Payment Plan Option are subject to the following liability charges.
 - (1) Main Station Lines under contract – 90% of the remaining amount due for each main station line disconnected after the customer's total main station line count falls below 90% of the total main station lines initially installed or of the annually adjusted total.
 - (2) All non-contracted items – No Termination Liability will be applicable.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.6 Common Rates and Charges

A. General

1. Station Lines

- a. The rates and charges specified herein for main station lines provide for main station line components. The main station line consists of all facilities, including intercommunication outside plant facilities from the system dial switching equipment to the Network Interface of the main station line.
- b. The rates and charges specified herein for main station and extension station lines are applicable to each main station location and extension station location respectively to which a customer-provided instrument can be connected.
- c. Service Charges as specified in Section 3.2.3 of this tariff apply to all customer-requested moves, changes, removals, rearrangements and maintenance of premises wiring performed by the Company on the customer's premises.
- d. End User charges apply as appropriate.
- e. Rates for the main station lines of Digital Centrex customers will be based on the following criteria:
 - (1) Distance from the Serving Central Office.
 - (2) The type of payment plan selected by the customer.
- f. The total main station group size will consist of main station lines and attendant access lines for all locations served by the same Digital Centrex system.
- g. The distance band will be based on airline mileage from the serving central office to the Network Interface Location at the customer's premises.
 - (1) Where main stations are in a foreign exchange (FX) or a foreign central office (FCO) area, the distance band will be calculated from the FX or the FCO to the Network Interface Location serving those main stations.
 - (2) Systems with more than one location served by the same Digital Centrex control group will calculate the distance band per location.

SECTION 10 – CENTREX (Cont'd)

10.1 Digital Centrex Service (Cont'd)

10.1.6 Common Rates and Charges (Cont'd)

- h. In a different central office serving area of a multi-office exchange:

The rate of Digital Centrex Service in an FX or FCO area is the monthly rate for the Digital Centrex Service desired, plus an FX or FCO mileage charge as specified in Section 4.8 of this tariff.

- i. Rates, charges, liabilities and additional regulations, if applicable, may be developed on an individual basis for main station lines exceeding four (4) airline miles from the serving central office.

- j. Main Station Line Termination as a PBX Trunk

Where a Digital Centrex main station line is terminated as a PBX trunk in customer provided equipment, the appropriate recurring charge specified in Section 3 of this tariff will apply in addition to the appropriate main station line rate (intercom and mileage).

CURRENT RATES

<u>Feature</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
Exchange Access Line – One Party		
Camden Exchange	\$12.99	\$32.99
Winnsboro	\$14.95	\$29.95
Private Branch Exchange (PBX) Trunks		
Camden Exchange		\$32.99
Winnsboro		\$29.95
Rotary Line (Hunting) Service	\$2.00	\$2.00
<u>Advanced Calling Features:</u>		
Advanced Alerting	\$3.00	\$4.50
Agent Login/Logout	\$3.00	\$4.50
Anonymous Call Rejection	\$2.00	\$2.00
Automatic Call Distribution (ACD) Statistics	\$4.00	\$5.50
Bridged/Shared Line Appearance	\$4.00	\$5.50
Bundled Discount Plan 1	\$9.95	
Bundled Discount Plan 2	\$7.65	
Business Group		\$4.00
Business Group Automatically Identified Outward Dialing		\$4.00
Business Group Dialing Plan		\$4.00
Business Group Direct Inward/Outward Dialing		\$4.00
Business Group Line		\$4.00
Call Block (Selective Call Rejection)	\$3.00	\$4.25
Call Forward	\$1.75	\$2.75
Call Forward Busy Line	\$1.75	\$2.75
Call Forward Busy Line Customer Control	\$1.75	\$2.75
Call Forwarding Delay	\$2.25	\$3.25
Call Forward Don't Answer	\$1.75	\$2.75
Call Forward Don't Answer Customer Control	\$1.75	\$2.75
Call Hold	\$1.75	\$2.75
Call Park	\$1.75	\$2.75
Call Pickup	\$1.75	\$2.75

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
 President
 TruVista Communications of Georgia, LLC
 112 York Street
 Chester, South Carolina 29706-0160

CURRENT RATES (CONT'D)

<u>Feature</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<u>Advanced Calling Features: (Cont'd)</u>		
Call Return (Automatic Recall)	\$2.75	\$4.00
Call Selector (Distinctive Ringing)	\$3.00	\$4.25
Call Trace	\$3.75	\$5.00
Call Transfer	\$4.00	\$6.00
Call Waiting	\$2.75	\$4.25
Call Waiting Deluxe	\$4.00	\$6.00
Caller ID – Number Delivery	\$4.75	\$6.25
Caller ID Blocking Per Line	\$2.00	\$2.00
Caller ID Blocking Per Call	N/C	N/C
Caller ID on Business Group Lines		\$6.50
Caller ID Deluxe (Name and Number Delivery)	\$5.75	\$7.25
Caller ID Presentation Restriction	\$5.00	\$6.75
Code Restriction	\$3.75	\$5.00
CommPortal Web	\$4.75	\$6.25
Conferencing	\$4.00	\$6.00
Critical Interdigit Timing	\$4.00	\$6.00
Direct Inward Dialing/Direct Inward System Access	\$4.00	\$5.25
Directed Call Pickup Without Barge In	\$3.75	\$5.00
Distinctive Ringing Internal/External	\$3.50	\$5.00
Do Not Disturb	\$3.00	\$5.00
Easy Attendant	\$4.00	\$5.50
Easy Call Manager	\$4.00	\$5.50
Enhanced Caller ID	\$8.00	\$11.00
Find Me Follow Me	\$5.50	\$7.00
Home Intercom (Revertive Ring)	\$4.00	\$5.50
Hot Line	\$1.75	\$2.75
Incoming Call Manager	\$2.00	\$3.50
Intercom Dialing	\$2.00	\$3.50
Intra/Extra Business Group CLID	\$2.50	\$4.00
IVR Access to Call Forwarding	\$3.00	\$4.50

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
 President
 TruVista Communications of Georgia, LLC
 112 York Street
 Chester, South Carolina 29706-0160

CURRENT RATES (CONT'D)

<u>Feature</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<u>Advanced Calling Features: (Cont'd)</u>		
Last Caller ID Erasure	\$2.75	\$4.00
Line Identification	\$2.75	\$4.00
Line State Monitoring	\$2.75	\$4.00
Make Set Busy	\$2.75	\$4.00
Mandatory Account Codes	\$3.00	\$4.25
Mandatory Validated Account Codes	\$4.00	\$6.50
Mandatory Validated Account Codes (Business)		\$6.00
Message Waiting Indication	\$2.75	\$4.00
Message Waiting Indication – Visual	\$2.75	\$4.00
Multi Line Hunt Group (MLHG)	\$3.00	\$4.25
Multiple Appearance Directory Number (MADN)	\$2.75	\$4.00
Music on Hold	\$2.00	\$4.00
Outgoing Call Blocking	\$2.25	\$4.25
PBX in Business Group		\$60.00
PBX Line		\$38.00
PBX Line – Features		\$15.00
Personal Ringing (Teen Line) 1 Number	\$3.50	\$6.00
Personal Ringing (Teen Line) 2 Number	\$4.75	\$7.75
Personal Ringing (Teen Line) 3 Number	\$6.00	\$9.50
PIN Change	\$2.00	\$3.00
Premium Attendant	\$2.50	\$3.50
Reminder Call	\$2.50	\$3.50
Reminder Call Cancel	\$2.50	\$3.50
Remote Access Call Forwarding	\$6.50	\$9.00
Remote Call Forwarding	\$5.00	\$7.50
Repeat Dialing (Automatic Call Back)	\$2.75	\$4.00
Screening List Editing	\$3.00	\$5.00

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
 President
 TruVista Communications of Georgia, LLC
 112 York Street
 Chester, South Carolina 29706-0160

CURRENT RATES

<u>Feature</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<u>Advanced Calling Features: (Cont'd)</u>		
Selective Call Acceptance	\$3.00	\$4.25
Selective Call Forwarding	\$3.00	\$4.25
Selective Call Rejection	\$3.00	\$4.25
Short Codes (For Group Speed Dialing)	\$3.00	\$4.25
Simulated Facility Groups	\$3.00	\$4.25
Simultaneous Ring (SimRing)	\$3.00	\$4.25
Single Line Variety Pack	\$3.00	\$4.50
Skills-based Routing	\$4.00	\$5.50
Special Intercept Announcements	\$4.50	\$5.50
Speed Calling 8	\$1.75	\$2.75
Speed Calling 30	\$2.75	\$3.75
Speed Calling 50	\$3.75	\$4.75
Three-Way Calling	\$2.75	\$4.25
Three Way Calling Ringback	\$3.00	\$4.50
Toll Restriction	\$3.00	\$4.50
Unconditional Call Forwarding	\$3.00	\$4.50
Warm Line	\$1.75	\$2.75
Directory Listings		
Primary Service Listing	N/C	N/C
Additional Name Listings	\$0.35	\$0.35
Non-Published Service	\$1.00	\$1.00
Non-Listed Service	\$0.50	\$0.50
211 Dialing Service		
Service Establishment Charge, Per Customer	\$390.00	\$390.00
Central Office Activation, Per Central Office	\$150.00	\$150.00
Change of Point-to Number by Subscriber, Per Central Office	\$13.50	\$13.50
511 Dialing Service		
Service Establishment Charge, Per Customer	\$390.00	\$390.00
Central Office Activation, Per Central Office	\$150.00	\$150.00
Change of Point-to Number by Subscriber, Per	\$13.50	\$13.50

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
President
TruVista Communications of Georgia, LLC
112 York Street
Chester, South Carolina 29706-0160

CURRENT RATES

<u>Feature</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<u>Advanced Calling Features: (Cont'd)</u>		
711 Dialing Code	N/C	N/C
811 Dialing Service		
Service Establishment Charge, Per Customer	\$390.00	\$390.00
Central Office Activation, Per Central Office	\$150.00	\$150.00
Change of Point-to Number by Subscriber, Per Central Office	\$13.50	\$13.50
Directory Assistance, per call		
Within the Company's local calling area	\$0.99	\$0.99
Outside the Company's local calling area but	\$0.99	\$0.99
Outside the Company's local calling area and outside the state but within the United States	\$0.99	\$0.99
Verification and Emergency Interrupt		
Verification, each request	\$1.25	\$1.25
Emergency Interrupt, each request	\$1.75	\$1.75
Direct Inward Dialing		
DID Trunk Termination		\$40.20
Establish Trunk Group and Provide First Block of 20		\$4.00
Each Additional Block of 20		\$4.00
<u>Centrex</u>		
Each Digital Centrex System		
Month to Month		\$55.00
36 Month		\$45.00
60 Month		\$35.00
84 Month		\$25.00

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
President
TruVista Communications of Georgia, LLC
112 York Street
Chester, South Carolina 29706-0160

CURRENT RATES

<u>Feature</u>	<u>Monthly Rate</u>	
	<u>Residence</u>	<u>Business</u>
<u>Centrex Cont'd</u>		
Primary Access Line, Per Basic Line Equipped		
Month to Month		\$43.50
36 Month		\$39.00
60 Month		\$35.25
84 Month		\$31.75
Optional Features		
Alternate Answer		\$1.00
Automatic Route Selection		\$17.50
Business Set Line		\$8.25
Call Forwarding		\$1.00
Call Waiting		\$1.00
Speed Dial – Individual		
Long List 30		\$1.00
Long List 50		\$1.50
Long List 70		\$2.00
Speed Dialing – Shared List		
Long List 30		\$3.00
Long List 50		\$4.50
Long List 70		\$6.00
Station Message Detail Recording		\$0.35
Virtual Facility Group per Customer Group		\$12.50

Issued: ISSDATE

Effective: EFFDATE

Brian Singleton
President
TruVista Communications of Georgia, LLC
112 York Street
Chester, South Carolina 29706-0160

CURRENT RATES

Service Charges - Residence	Monthly Rate	Nonrecurring Charge
Connection Charge		\$29.95
Restoration Charge Per Number – Non Payment		\$10.00
Restoration Charge Per Number – Temp Suspension		\$10.00

Service Charges - Business	Monthly Rate	Nonrecurring Charge
Connection Charge		\$49.95
Restoration Charge Per Number – Non Payment		\$10.00
Restoration Charge Per Number – Temp Suspension		\$10.00