

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE AND RESOLD LONG DISTANCE  
INTEREXCHANGE  
TELECOMMUNICATIONS SERVICES WITHIN  
THE STATE OF OHIO

Applicable in Ohio

PAETEC Communications  
One PAETEC Plaza  
600 WillowBrook Office Park  
Fairport, New York 14450  
877.340.2600

Basic Local Exchange Service (BLES) is provided by PAETEC Communications, Inc. in accordance with Rule 4901:1-6-12, Ohio Administrative Code.

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Issued: May 19, 2011

Effective: May 19, 2011

Issued by: Mary K. O'Connell, SVP, Secretary & General Counsel  
One PAETEC Plaza, 600 WillowBrook Office Park  
Fairport, New York 14450

Issued Under Authority of the Public Utilities Commission of Ohio,  
dated \_\_\_\_\_, in Case No. 98-1401-TP-ACE

This Tariff replaces PaeTec Communications, Inc.'s initial Public Utility Commission  
Tariff No. 1

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Issued by: Richard E. Ottalagana, Executive Vice President  
290 Woodcliff Drive  
Fairport, New York 14450

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CHECK SHEET

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

1	2 <sup>nd</sup> *	34	Original	67	1 <sup>st</sup>	99	Original
2	Original	35	Original	68	1 <sup>st</sup>	100	Original
3	13 <sup>th</sup> *	36	Original	69	1 <sup>st</sup>	101	Original
4	13 <sup>th</sup> *	37	Original	70	1 <sup>st</sup>	102	1 <sup>st</sup> *
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6	Original	39	Original	72	1 <sup>st</sup>	104	1 <sup>st</sup> *
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9	1 <sup>st</sup> *	42	2 <sup>nd</sup> *	75	Original	107	1 <sup>st</sup> *
10	2 <sup>nd</sup> *	43	1 <sup>st</sup> *	76	Original	108	2 <sup>nd</sup> *
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23	Original	56	Original	89	1 <sup>st</sup>		
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32	Original	65	Original	97	Original		
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151.3	1 <sup>st</sup> *				

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EXPLANATION OF SYMBOLS

A revision of a Tariff page is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the page, are used to signify:

C - Change in Regulation

D - Discontinued rate or regulation

I - Increased rate

M - Moved from another tariff location

N - New rate or regulation

R - Reduction in a rate or charge

T - Changed in text but no change in rate or regulation

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EXPLANATION OF TERMS**AGENCY**

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

**ALTERNATE ROUTING ("AR")**

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes for a period (night service).

**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 LOCATION IDENTIFICATION ("ALI")**

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

**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.

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EXPLANATION OF TERMS (Cont'd)

**CALL INITIATION**

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

**CALL TERMINATION**

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

**CARRIER**

PaeTec Communications, Inc., the issuer of this tariff.

**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.

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EXPLANATION OF TERMS (Cont'd)

COMPANY

PaeTec Communications, Inc. the issuer of this tariff.

COMMISSION

Public Utility Commission of Ohio

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.

DEFAULT ROUTING ("DR")

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DIAL PULSE ("DP")

The pulse type employed by a rotary dial station set.

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EXPLANATION OF TERMS (Cont'd)

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)

E911 SERVICE AREA

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

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

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EXPLANATION OF TERMS (Cont'd)

**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.

**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.

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EXPLANATION OF TERMS (Cont'd)**HANDICAPPED PERSON**

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

**Legally Blind** - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

**Visually Handicapped** - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

**Physically Handicapped** - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

**Hearing** - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

**Speech** - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

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EXPLANATION OF TERMS (Cont'd)

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.

INTERRUPTION

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

LATA

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

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EXPLANATION OF TERMS (Cont'd)

LOCAL SERVICE

Telephone exchange service within a local calling area.

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.

MESSAGE RATE SERVICE

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

MOVE

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

MULTILINE HUNT

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

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

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EXPLANATION OF TERMS (Cont'd)

## 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.

## PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

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.

## RATE CENTER

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

## REFERRAL PERIOD

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

## SELECTIVE ROUTING ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

## TOLL CALL

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

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APPLICATION OF TARIFF

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Section 1 - APPLICATION OF TARIFF

1.1 Application of Tariff

This Tariff sets forth the service offerings, rates, terms and conditions applicable to switched services provided by Company as follows:

The furnishing of local exchange end-user communications services to customers within the State of Ohio.

1.1.1 Service Territory

PaeTec plans to offer service in the following Ohio counties:

Adams	Allen	Ashland	Ashtabula	Athens
Auglaize	Belmont	Brown	Butler	Carroll
Champaign	Clark	Clermont	Clinton	Columbiana
Coshocton	Crawford	Cuyahoga	Darke	Defiance
Delaware	Erie	Fairfield	Fayette	Franklin
Fulton	Gallia	Greene	Guemsey	Hamilton
Hancock	Hardin	Harrison	Henry	Highland
Hocking	Holmes	Huron	Jackson	Jefferson
Knox	Lake	Lawrence	Licking	Logan
Lorain	Lucas	Madison	Mahoning	Marion
Medina	Meigs	Mercer	Miami	Monroe
Montgomery	Morgan	Morrow	Muskingum	Noble
Ottawa	Paulding	Perry	Pickaway	Pike
Portage	Preble	Putnam	Richland	Ross
Sandusky	Scioto	Seneca	Shelby	Stark
Summit	Trumbull	Tuscarawas	Union	VanWert
Vinton	Warren	Wayne	Wood	Washington
Williams	Wyandot			

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Section 1 - APPLICATION OF TARIFF (CONT'D)

1.1 Application of Tariff (Cont'd)

1.1.1 Service Territory (Cont'd)

Columbus	Hilliard
Alton	Lockbourne
Canal Winchester	New Albany
Dublin	Reynoldsburg
Gahanna	Westerville
Grove City	West Jefferson
Groveport	Worthington
Harrisburg	Carroll
London	Ashville
Baltimore	Cheshire Center
Delaware	Johnstown
Kilbourne	Mt. Sterling
Pataskala	Rathbone
Sunbury	Resaca
Alexandria	Plain City

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1.1.2 Availability

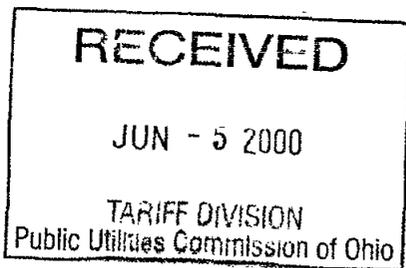
Service is available where facilities permit. Only those services for which rates are provided are currently available

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**GENERAL RULES AND REGULATIONS**

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Section 2 - GENERAL RULES AND REGULATIONS

2.1 USE OF FACILITIES AND SERVICE

2.1.1 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 undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way information transmission between points within the State of Ohio.

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

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.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.1 Obligation of the Company (Cont'd)

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.

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**Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)****2.1 USE OF FACILITIES AND SERVICE (Cont'd)****2.1.2 Limitations on Liability**

- A. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in this tariff. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. To the extent permitted by state and federal law, the Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- B. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

- C. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers excepting if the act, omission, or failure is of an officer, agent, or other person, acting for or employed by the Company, while acting within the scope of his or her employment.
- D. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- E. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

- F. The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G. The Company is not liable for any claims for loss or damages involving:
- (1) Breach in the privacy or security of communications transmitted over the Company's facilities, subject to the requirements of Ohio Administrative Code 4901:1-5-09(B);
  - (2) Injury to property or injury or death to persons, including claims for payments made under Worker's Compensation law or under any plan for employee disability or death benefits arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected or to be connected to the Company's facilities;
  - (3) Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff, to the extent permitted by state and federal law;
  - (4) [Reserved for future use];
  - (5) Any noncompletion of calls due to network busy conditions.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

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

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

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

H. (Cont'd)

- (2) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.
- (3) The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.
- (4) Any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.2 Limitations on Liability (Cont'd)

- I. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.
- J. Company's entire liability with respect to any service provided to customer (including without limitation with respect to the installation, delay, provisions, termination, maintenance, repair, interruption or restoration of service) shall not exceed an amount equal to the charge applicable for the period during which services were affected. No action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- K. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.3 Use of Service

Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the customer's option. The customer remains solely responsible for all use of service ordered by it or billed to its telephone number(s) pursuant to this Tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The customer may advise its customers that a portion of its service is provided by the Company, but the customer shall not represent that the Company jointly participates with the customer in the provision of the service.

2.1.4 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.

2.1.5 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.

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.5 Directory Errors (Cont'd)

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 or Centrex attendant loop affected, for the life of the directory or the charge period during which the error, mistake or omission occurs.
- 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. (Where Centrex attendant loops are involved, credit shall be given at the rate of 2/30ths of the basic monthly rate for PBX trunks.)

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

2.1 USE OF FACILITIES AND SERVICE (Cont'd)

2.1.5 Directory Errors (Cont'd)

- 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.

2.1.6 Blocking of Service

The Company's facilities can not be used to originate calls to other telephone company or Information Provider caller-paid information services.

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

2.2 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.

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

The Company may offer services which require a minimum use guarantee ("MUG") wherein the Subscriber agrees, in writing, to pay the minimum amount per period agreed to upon commencement of service. Subscribers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement.

Should the Subscriber choose to terminate their contract prior to expiration of the term agreed to in the MUG agreement, the Subscriber will be liable for the minimum usage requirements contained in the contract multiplied by the number of months remaining in the term, unless Subscriber converts to another Company service with equal or greater term and minimum usage commitment. If no termination of subscriber's contract, Subscriber will be liable for their monthly average usage (calculated over the

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

2.2 MINIMUM PERIOD OF SERVICE (Cont'd)

last three full months immediately preceding the date of termination) multiplied by the number of months remaining in the term.

The initial contract period for service under this section is one month. Subsequent contract periods shall be for additional one-month periods unless otherwise specified.

2.2.1 Termination Liability Charge

If a Subscriber terminates business network switched or dedicated services, to include private branch exchange trunk service and PRIT-1 or comparable services, in whole or in part, before the expiration of the contact period, the Subscriber shall pay to the Company and early termination liability charge for each disconnected service(s) or feature(s) equal to the applicable monthly rate for the PAETEC service(s) or feature(s) multiplied by the number of months remaining in the contract term.

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Issued by: Daniel J. Venuti, EVP, Secretary & General Counsel  
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Section 2 - GENERAL RULES AND REGULATIONS (Cont'd)

2.3 PAYMENT FOR SERVICE RENDERED

2.3.1 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.

2.3.2 Deposits

Deposits will comply with Ohio Administrative Code Chapter 4901:1-6.

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

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.2 Deposits (Cont'd)

A. [Reserved for future use]

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

- 2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)
  - 2.3.2 Deposits (Cont'd)

C. [RESERVED FOR FUTURE USE]

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2.3.3 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 by U.S. Mail. All bills are presumed accurate and shall be binding on the Customer unless written notice of the disputed charges is received by the Company within thirty (30) days after the invoice date. If Company initiates legal proceedings to collect any amount due hereunder and the Company substantially prevails in such proceedings, then the Customer shall pay the reasonable attorneys' fees and costs incurred by Company in prosecuting such proceedings and any appeals therefrom. If objection results in a refund to the customer, such refund will be with interest at the greater of the unadjusted customer deposit rate or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest will be paid from the date when the customer overpayment was made. The total refund and accrued interest shall be reimbursed to the customer within two billing periods after such reimbursement is determined to be justified. The interest rate and terms shall be the same as those for deposits pursuant to rule 4901:1-17-05(C) of the Ohio Administrative Code.

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

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.4 [RESERVED FOR FUTURE USE]

2.3.5 Late Payment Charges

- A. Customer bills for telephone service are due on the due date specified on the bill. A customer is in default unless payment is made on or before the due date specified on the bill. If payment is not received by the customer's next billing date, a late payment charge of 1.5% will be applied to all amounts previously billed under this Tariff, excluding one month's local service charge, but including arrears and unpaid late payment charges.
- B. Late payment charges do not apply to those portions (and only those portions) of unpaid balances that are associated with disputed amounts. The late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied.
- C. Late payment charges do not apply to final accounts.
- D. Late payment charges do not apply to government agencies of the State of Ohio. These agencies are required to make payment in accordance with applicable state law.

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

2.3 PAYMENT FOR SERVICE RENDERED (Cont'd)

2.3.6 Customer Overpayments

The Company will provide interest on customer overpayments that are not refunded within 30 days of the date the Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The total overcharge and accrued interest shall be reimbursed to the customer within two billing periods after such reimbursement is determined to be justified.

The interest rate and terms shall be the same as those for deposits pursuant to rule 4901:1B17B05(c) of the administrative code. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by the Company.

2.4 INSTALLATION SERVICE

The Company provides a Half-Day Installation Plan, which offers customers half-day appointments (i.e., morning/afternoon or a rolling interval) for connection of Commission regulated service involving a customer premise visit.

2.5 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.

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

2.6 TELEPHONE SURCHARGES/TAXES

2.6.1 General

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

2.7 [RESERVED FOR FUTURE USE]

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

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 DISCONNECTION OF SERVICE

A. DISCONNECTION OF SERVICE OTHER THAN TOLL SERVICE

- (1) For purposes of this section, (i.e., Section A), all regulated telephone services provided by PaeTec Communications, Inc., except toll service (if any), shall be defined as local service.
- (2) PaeTec Communications, Inc. may disconnect its customer's local service for nonpayment of charges incurred for local service. Such disconnection must be conducted pursuant to all applicable minimum telephone service standards. Procedures for notification of Customer prior to disconnection must comply with O.A.C. 4901:1-5-19(k)(3).
  - (a) Disconnection notices issued by PaeTec Communications, Inc. pursuant to Rule 4901:1-5-19(k)(5), O.A.C., must inform the subscriber facing local service disconnection of the total amount which the subscriber would need to pay in order to avoid disconnection of local service. It must also inform the subscriber of PaeTec Communications, Inc.'s legal obligation to provide "only local" service to customers whose local service charges are paid, even while their toll service is disconnected for nonpayment of outstanding toll debt.
- (3) PaeTec Communications, Inc. is prohibited from disconnecting any customer's local service for nonpayment of charges incurred by the customer for toll service.
- (4) Partial payments by a customer to PaeTec Communications, Inc. will be apportioned by PaeTec Communications, Inc. to PaeTec Communications, Inc.'s regulated local service charges first before being applied by PaeTec Communications, Inc. to any toll charges and will be apportioned to regulated telephone service charges first before being applied to charges for nonregulated services.

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

2.8 SUSPENSION OR TERMINATION OF SERVICE

2.8.1 DISCONNECTION OF SERVICE

B. RESERVED FOR FUTURE USE

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.1 DISCONNECTION OF SERVICE (Cont'd)

B. RESERVED FOR FUTURE USE

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.1 DISCONNECTION OF SERVICE (Cont'd)

B. RESERVED FOR FUTURE USE

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

2.8 SUSPENSION OR TERMINATION OF SERVICE (Cont'd)

2.8.1 DISCONNECTION OF SERVICE (Cont'd)

B. RESERVED FOR FUTURE USE

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

2.9 ADDITIONAL PROVISIONS APPLICABLE TO BUSINESS CUSTOMERS

2.9.1 Application of Rates

A Business rates as described in this Tariff apply to service furnished:

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

B. Public Access Line service is classified as business service regardless of the location.

C. The use of business facilities and service is restricted to the customer, customers, agents and representatives of the customer, and joint users.

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

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

2.9.2 Telephone Number Changes

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

The Company reserves all rights to the telephone numbers assigned to any customer. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Tariff.

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

2.9.3 Deposits

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

2.9.4 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.

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

2.10 ADDITIONAL PROVISIONS APPLICABLE TO RESIDENTIAL CUSTOMERS

2.10.1 Application of Rates

Residential rates as described in this Tariff 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, members of the customer's domestic establishment, and joint users.

2.10.2 Telephone Number Changes

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

The Company reserves all rights to any telephone number assigned to a customer for local service. The customer may order a Customized Number where facilities permit for an additional charge as specified in Section 5.11 of this Tariff.

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.

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

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

2.10.3 Deposits

Deposits will comply with Ohio Administrative Code Chapter 4901:1-6.

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

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

2.10.3 Deposits (Cont'd)

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2.10.4 Installment Billing For Nonrecurring Charges

A residential customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12-month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

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

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

2.10.4 Installment Billing For Nonrecurring Charges (Cont'd)

Installment billing is subject to the following restrictions:

- A. Installment billing may be used only by residential customers;
- B. Charges will be billed in the number of installments of equal dollar amounts as requested by the customer up to a maximum of 12 installments over the course of 12 months;
- C. A customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- D. More than one installment plan may be in effect for the same customer at the same time;
- E. If a customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- F. A customer may elect to pay the unbilled charges before the expiration of the installment plan;
- G. Installment billing payments will continue even when an account is temporarily suspended;
- H. No interest or carrying charges will be applied to the outstanding balance during the installment period.

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

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

2.10.5 Adjusted Payment Schedule

A customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or her bills on a reasonable schedule that is adjusted for periodic receipt of income.

2.10.6 Suspension or Termination for Nonpayment

- A. Suspension/termination notices may not be issued until at least 25 days after the date of the bill, and must be postmarked at least ten (10) days prior to the date of termination of service. Bills must be mailed to the customer no later than 6 business days after the date of the bill. A customer's bill shall not be due earlier than 14 days from the date of the postmark on the bill. If the bill is not paid by the due date, it becomes past due. Termination of a customer's service shall not occur sooner than 14 days after the due date of the bill.
- B. After issuing the written notification in accordance with the terms of this Tariff, at least one attempt shall be made during non-working hours to contact the residential customer by telephone before the scheduled date of suspension/termination.
- C. Suspension/termination may occur only between the hours of 8 a.m. and 4 p.m. Monday through Thursday, provided that such day or the following day is not a public holiday or a day on which the main office is closed. In addition, service may not be disconnected during the periods of December 23 through the 26 and December 30 through January 2.

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

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

2.10.6 Suspension or Termination for Nonpayment (Cont'd)

- D. Telephone service may be suspended or terminated for nonpayment of the undisputed portion of a disputed bill or deposit if the customer does *not pay the undisputed portion after being asked to do so*. Suspended or terminated residential service shall be reconnected within 24 hours following payment or within 24 hours of the end of circumstances beyond the Company's control which delay the reconnection. The Commission may direct that service be reconnected in less than 24 hours.

2.10.7 Deferred Payment Agreements

Service will not be suspended or terminated unless the customer has been advised that a deferred payment plan can be arranged. An existing residential customer with three or more months service and for whom service has not been terminated for nonpayment is eligible for Deferred Payment Arrangements (DPA). Final notice of suspension/termination will advise the customer that deferred payment arrangements may be available to avoid suspension/termination, and will include, in bold print, a notice that assistance in reaching an agreement may be obtained from the Commission. The DPA notice will be mailed no less than six days before termination of total service.

A Deferred Payment Agreement will be for a period agreed to by both the customer and the Company.

If the Company believes that the customer has the resources to pay the bill, it shall notify both the customer and the Commission in writing of the reasons for its belief. The Commission shall make the final determination as to whether a DPA should be provided. A customer with medical emergencies and a customer who is elderly, blind or disabled shall be exempt from such eligibility criteria.

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

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

2.10.8 Dishonored Checks

When a check received from a residential customer is dishonored, the company shall make two attempts, one outside of normal business hours, to contact the customer within 24 hours. The customer shall be given an additional 24 hours to pay before suspension/termination. The additional notice will be given provided that the customer has not submitted a dishonored check within the past 12 months.

2.10.9 Suspension or Termination - Abandonment

Suspension/termination of residential service for abandonment or unauthorized use may occur only after the Company makes a reasonable attempt to determine occupancy or authorized use, or the customer takes reasonable steps to prevent unauthorized use. A notice must be sent to the customer five days before such suspension or termination. The notification requirement is waived when previous mailings are returned by the Post Office or the company is advised that a new customer has moved into the location.

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

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

2.10.10 Backbilling for Residential Customers

The Company shall not charge a residential customer for previously unbilled service or adjust upward a bill previously rendered when the period for the unbilled service or billing adjustment is more than twenty-four months prior to the mailing of the bill or the upward adjustment unless the conduct of the customer caused or contributed to the failure of the Company to render timely accurate billing. Unless the customer causes the late billing, the Company shall explain the reason for the late billing and shall advise the customer that suspension/termination of service is not permitted for charges billed in excess of six months after the service was provided. The customer will be given the opportunity to pay the charges under an installment plan on a schedule equal in time to the length of the backbilling period.

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE

Interruptions in service, which are not due to the negligence of, or non-compliance with the provisions of this Tariff by the Customer, or the operation or malfunction of the facilities, power, or equipment provided by the Customer, will be credited to the Customer as set forth below for the part of the service that the interruption affects. A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Tariff.

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions

- A. An interruption period begins when the Customer reports a service, facility, or circuit to be interrupted and releases it for testing and repair. An interruption period ends when the service, facility, or circuit is operative. If the Customer reports a service, facility, or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- B. For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.
- C. A credit allowance will be given, upon request of the customer to the business office, for interruptions of 30 minutes or more. Credit allowances will be calculated as follows:
  - 1. if interruption continues for less than 24 hours:
    - (a) 1/30th of the monthly rate if it is the first interruption in the same billing period.
    - (b) 2/30ths of the monthly rate if there was a previous interruption of at least 24 hours in the same billing period.

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions (Cont'd)

2. if interruption continues for more than twenty-four (24) hours but less than forty-eight (48) hours, the credit shall be a pro-rata portion of the monthly charge(s) for any and all local services rendered inoperative during the interruption.
3. if interruption continues for more than forty-eight (48) hours but less than seventy-two (72) hours, the credit shall be one-third of one month's charges for any local services rendered inoperative.
4. if interruption continues for more than seventy-two (72) hours but less than ninety-six (96) hours, the credit shall be two-thirds of one month's charges for any local services rendered inoperative.
5. if the interruption continues for more than ninety-six (96) hours, the credit shall be one month's charges for any local services rendered inoperative.

D. Credit to Customer

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

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.1 Credit for Interruptions (Cont'd)

E. "Interruption" Defined

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

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

2.11 ALLOWANCES FOR INTERRUPTIONS IN SERVICE (Cont'd)

2.11.2 Limitations on Credit Allowances

No credit allowance will be made for:

- A. interruptions due to the negligence of, or willful act on the part of the Customer;
- B. interruptions due to the failure or malfunction of Customer-owned equipment, including service connected to customer provided electric power;
- C. interruptions of service during any period in which the Company is not given full and free access to the Customer's premises due to the Customer missing a repair appointment;
- D. interruptions of service due to acts of God; military action, war, insurrection, riots or strikes.

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

2.12 AUTOMATIC NUMBER IDENTIFICATION

2.12.1 Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

- A. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
- B. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
- C. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.

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

2.12 AUTOMATIC NUMBER IDENTIFICATION (Cont'd)

2.12.1 Regulations (Cont'd)

- D. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in Provision 1, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.
  
- E. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Telephone Corporation until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.

2.12.2 Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings.

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

2.13 RESERVED FOR FUTURE USE

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

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

## 2.15 IntraLATA Presubscription

## A. IntraLATA Presubscription

## 1. General

IntraLATA Presubscription is a procedure whereby a subscriber designates to the Telephone Company the carrier which the subscriber wishes to be the carrier of choice for intraLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. IntraLATA Presubscription does not prevent a subscriber who has presubscribed to an intraLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per call basis.

IntraLATA Presubscription will become effective upon the initial offering of certified local exchange service.

## 2. IntraLATA Presubscription Options

Option A: Subscriber may select the Telephone Company as the presubscribed carrier for intraLATA toll calls subject to presubscription.

Option B: Subscriber may select his/her interLATA toll carrier as the presubscribed carrier for IntraLATA toll calls subject to presubscription.

Option C: Subscriber may select a carrier other than the Telephone Company or the subscriber's IntraLATA toll carrier as the presubscribed carrier for IntraLATA toll calls subject to presubscription.

Option D: Subscriber may select no presubscribed carrier for IntraLATA toll calls subject to presubscription which will require the subscriber to dial a carrier access code to route all IntraLATA toll calls to the carrier of choice for each call.

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

## 2.15 IntraLATA Presubscription (Cont'd)

## A. IntraLATA Presubscription (Cont'd)

## 3. Rules and Regulations

Subscribers of record will retain their current dialing arrangements until they request that their dialing arrangements be changed.

Subscribers of record or new subscribers may select either Options A, B, C, or D for IntraLATA Presubscription.

Subscribers may change their selected Option and/or their presubscribed IntraLATA toll carrier at any time subject to charges specified in Paragraph 5 below.

## 4. IntraLATA Presubscription Procedures

New subscribers will be asked to select an IntraLATA toll carrier(s) at the time the subscriber places an order to establish local exchange service with the Telephone Company. The Telephone Company will process the subscriber's order for IntraLATA service. The selected carrier(s) will confirm their respective subscriber's verbal selection by third-party verification or return written confirmation notices. All new subscribers' initial requests for IntraLATA toll service presubscription shall be provided free of charge.

If a new subscriber is unable to make a selection at the time the new subscriber places an order to establish local exchange service, the Telephone Company will read a random listing of all available IntraLATA carriers to aid the subscriber in selection. If selection is still not possible, the Telephone Company will inform the subscriber that he/she will be given 90 calendar days in which to inform the Telephone Company of an IntraLATA toll carrier presubscription selection free of charge. Until the subscriber informs the Telephone Company of his/her choice for IntraLATA toll carrier, the subscriber will not have a presubscribed IntraLATA toll carrier, but rather will be required to dial a carrier

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

2.15 IntraLATA Presubscription (cont'd)

A. IntraLATA Presubscription (cont'd)

access code to route all IntraLATA toll calls to the carrier(s) of choice. Subscribers who inform the Telephone Company of a choice for IntraLATA toll presubscription within the 90-day period will not be assessed a service charge for the initial subscriber request.

Subscribers of record may initiate an IntraLATA presubscription change at any time subject to the charges specified in Paragraph 5 below. If a customer of record inquires of the Telephone Company of the carriers available for IntraLATA toll presubscription, the Telephone Company will read a random listing of all available IntraLATA carriers to aid the subscriber in selection.

5. IntraLATA Presubscription Charges

a. Application of Charges

After a subscriber's initial selection for a presubscribed IntraLATA toll carrier and as detailed in Paragraph 4 above, for any change thereafter, an IntraLATA Presubscription Change Charge, as set forth in Paragraph 5.b will apply.

b. Nonrecurring Charges

(1) IntraLATA Presubscription Change Charge

Per business or residence line, trunk or port

-- Initial line, trunk, or port \$5.00

-- Additional line, trunk or port \$1.50

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CONNECTION CHARGES

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Section 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

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

The Connection Charge is comprised of two charges:

Service Order;  
Premises Visit

Both charges may not be applicable in all cases.

The general application of these charges is as follows:

A. A Service Order charge applies per customer order for all work or services ordered to be provided at one time, on the same premises, for the same customer. The charge recovers the cost of receiving, recording, and processing a customer's request for service.

	<u>Min.</u>	<u>Max.</u>
Rate:	\$10.00	\$50.00

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B. A Premises Visit charge applies per customer order when the company must dispatch an employee to complete a customer-requested installation or service change. Only one charge applies per customer order.

	<u>Min.</u>	<u>Max.</u>
Rate:	\$10.00	\$15.00

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Section 3 - CONNECTION CHARGES (Cont'd)

3.1 CONNECTION CHARGE (Cont'd)

3.1.1 General (Cont'd)

- C. Service Calls: When a Customer reports trouble to the Company and no trouble is found in the Company facilities, the Customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time is billed in 15 minute increments

	<u>Min.</u>	<u>Max.</u>
Per hour rate per technician:	\$42.50	\$127.50

- D. Central Office Line charge:                   \$21.50                   \$64.50

3.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. No charge applies for one change in the class of residence service, provided that the change is ordered within 90 days of the initial connection of the customer's exchange service.
- C. The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.4.

3.1.3 Special Construction

3.1.3.1 Basis for Cost Computation

Rates and charges for special construction will be based on the costs incurred by the Company and may include (1) nonrecurring type charges, (2) recurring type charges, (3) termination liabilities, or (4) a combination thereof. The customer will receive an estimate of any such charges at the time the customer requests service.

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Section 3 - CONNECTION CHARGES (Cont'd)

3.1 CONNECTION CHARGE (Cont'd)

3.1.3 Special Construction (Cont'd)

3.1.3.2 Basis for Rates and Charges

The costs referred to in 3.1.1 preceding may include one or more of the following items to the extent that they are applicable:

1. Installed cost of the facilities to be provided including estimated costs for the rearrangement of existing facilities. Cost installed include the cost of:
  - (1) equipment and materials provided or used,
  - (2) engineering, labor, and supervision,
  - (3) transportation, and
  - (4) right of way;
2. cost of maintenance;
3. depreciation on the estimated cost installed of any facility provided, based on the anticipated useful service life of the facility with an appropriate allowance for the estimated net salvage;
4. administration, taxes, and uncollectible revenue on the basis of reasonable average costs for these items.

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Section 3 - CONNECTION CHARGES (Cont'd)

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Section 3 - CONNECTION CHARGES (Cont'd)

3.3 MOVES, ADDS AND CHANGES

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

CHARGE FOR CHANGE

The customer will be assessed a charge for any move, add, or change of a Company service. Except that within 60 days of the date of initiation of service, new residential subscribers may request a one-time change of their type of local exchange service without charge. This does not preclude the Company from charging for the original service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service.

CANCELLATION OF CHANGE BY RESIDENTIAL CUSTOMER

Within 60 days of the date of a change in their type of service, existing residential subscribers may request a return to their prior type of local exchange service once without charge. This does not preclude the Company from charging for the previous service connection, monthly charges for the period such service was used, or the addition or removal of any optional local service. This rule does not apply to subscribers who have requested a change without charge, as described above, within the previous six months.

Move, Add and Change are defined as follows:

- Move:           The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.
- Add:           The addition of a vertical service to existing equipment and/or service at one location.
- Change:        Change - including rearrangement or reclassification - of existing service at the same location.

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Section 3 - CONNECTION CHARGES (Cont'd)

3.4 RECORD ORDER CHARGE

A Record Order Charge applies for work performed by the Company in connection with receiving, recording, and processing customer requests for the following.

- 3.4.1. addition of directory listings
- 3.4.2. change in listed name
- 3.4.3. change of address
- 3.4.4. change of billing party
- 3.4.5. change in listed service to non-published service, not involving a change of telephone number.

A Record Order Charge does not apply when a Service Order charge also applies.

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT

3.5.1 Terms and Conditions

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

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Section 3 - CONNECTION CHARGES (Cont'd)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

3.5.1 Terms and Conditions (Cont'd)

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

Noncomplex wire, jacks and materials include:

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

3.5.2 Trouble Isolation Charge

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

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Section 3 - CONNECTION CHARGES (Cont'd)

3.5 CHARGES ASSOCIATED WITH PREMISES VISIT (Cont'd)

3.5.3 Inside Wire Maintenance and Installation

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

A. Inside Wire Installation Charge

Charge to be billed will be based on the actual time and materials charges incurred when a customer requests new wire and jack installation or requests existing wire and jack moves, changes, removals, rearrangements, replacements or pre-wiring.

B. Inside Wire Maintenance Charge

The Inside Wire Maintenance Charge applies when a customer requests wire and jack maintenance. Charge to be billed will be based on the actual time and materials charges incurred when a customer requests maintenance of wiring.

3.6 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

	<u>Min.</u>	<u>Max.</u>
Charge:	\$ 5.00	\$10.00

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Section 3 - CONNECTION CHARGES (Cont'd)

3.8 Public Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan, effective October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate, interstate, and international calls that originate from any domestic pay telephone used to access Company services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company service and is unrelated to the Company service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the # symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Subscriber pays for service by inserting coins during the progress of the call.

	<u>Min</u>	<u>Max</u>	
Per Call Charge:	\$0.00	\$0.70	(I)

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**SUPPLEMENTAL SERVICES**

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Section 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 General

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

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5.1.2 [RESERVED FOR FUTURE USE]

5.1.3 [RESERVED FOR FUTURE USE]

*Services and products formerly on this page have been detariffed and may now be found in the Company's Ohio Price List No. 4.*

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.1 CUSTOM CALLING SERVICE (Cont'd)

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 CLASS SERVICES (Cont'd)

5.2.1 General

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(M)

5.2.2 Description of Features

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.2 CLASS SERVICES (Cont'd)

5.2.3 Rates and Charges

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX SERVICE

5.3.1 [RESERVED FOR FUTURE USE]

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5.3 CENTREX SERVICE (Cont'd)

5.3.2 Description of Features

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.3 CENTREX SERVICE (Cont'd)

5.3.3 Rates and Charges

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.7 [RESERVED FOR FUTURE USE]

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5.7 [RESERVED FOR FUTURE USE]

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.9 STAND ALONE VOICE MAIL SERVICE

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5.11 CUSTOMIZED NUMBER SERVICE

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5.11 CUSTOMIZED NUMBER SERVICE (Cont'd)

5.11.2 [RESERVED FOR FUTURE USE]

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Section 5 - SUPPLEMENTAL SERVICES (Cont'd)

5.12 CUSTOMER REQUESTED SERVICE SUSPENSIONS

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

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

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month (no reduction)	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one-year limit)	½ Regular Monthly Rate

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5.13 REMOTE CALL FORWARDING SERVICE

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**RESIDENTIAL NETWORK SWITCHED SERVICES**

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**Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES****6.1 GENERAL**

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

- 6.1.1 place and receive calls from other stations on the public switched telephone network;
- 6.1.2 access the Company's local calling service;
- 6.1.3 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
- 6.1.4 access the service of providers of interexchange service. A subscriber may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). To the extent that intraLATA presubscription is available, at the time of initial subscription, the subscriber shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the subscriber does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the subscriber's intra-LATA PIC.

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS

The following Residential Network Switched Service Options are offered:  
Residential Measured Rate Service  
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.

6.2.1 Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge.

A. Description

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

Each Measured Rate Service has the following characteristics:

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

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**Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)****6.2 SERVICE DESCRIPTIONS (Cont'd)****6.2.1 Measured Rate Service (Cont'd)****B. Recurring and Nonrecurring Charges**

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the Customer is served through a Number Portability Arrangement, the charge from the Incumbent Local Exchange Carrier to the Company to recover costs from the Number Portability arrangement will be passed through to the Customer.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

See Rate Schedule in Section 4.3 of this Tariff.

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.1 Measured Rate Service (Cont'd)

C. Local Measured Service Time Periods:

See Time Periods and Rate Schedule in Section 4.3 of this  
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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.1 Measured Rate Service (Cont'd)

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.2 Flat Rate Service

A. Description

Flat Rate Service provides the Customer with an unlimited number of outgoing calls within a specified local calling area for a stipulated monthly rate. Each Flat Rate Service has the following characteristics:

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

B. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to Customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the Customer will be the greater of the Company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the Customer. If the Customer is served through a Number Portability Arrangement, the charge from the Incumbent Local Exchange Carrier to the Company to recover costs from the Number Portability arrangement will be passed through to the Customer.

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Section 6 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS (Cont'd)

6.2.2 Flat Rate Service (Cont'd)

C. Local Calling Area Legend and Charges

This service is provided in the local calling area and applies to calls that originate and terminate within the same local calling area.

See Time Periods and Rate Schedule in Section 4.3 of this Tariff.

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**BUSINESS NETWORK SWITCHED SERVICES**

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 Section 7 – BUSINESS NETWORK SWITCHED SERVICES

## 7.1 GENERAL

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

- 7.1.1 receive calls from other stations on the public switched telephone network;
- 7.1.2 access the Company's local calling service;
- 7.1.3 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
- 7.1.4 access the service of providers of interexchange service or intraLATA toll service. A subscriber may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). To the extent that intraLATA presubscription is available, at the time of initial subscription, the subscriber shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and interLATA toll service. If the subscriber does not select an intraLATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the subscriber's intra-LATA PIC.

Business Network Switched Service is provided via one or more channels terminated at the subscriber'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 3 apply to all service on a one-time basis unless waived pursuant to this Tariff.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS

The following Business Access Service Options are offered:

Basic Business Line Service  
Public Access Lines Service  
PBX Trunks

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Basic Business Line Service and PBX trunks are offered with measured rate local service.

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

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 Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS (Cont'd)

## 7.2.1 Basic Business Line Service (Cont'd)

## A. 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 at a flat rate included in the line price, or on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

The following Advanced Features are available at an additional charge:  
1) Voice Messaging; and 2) 6-Way Conference per line.

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

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 Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS (Cont'd)

## 7.2.1 Basic Business Line Service (Cont'd)

## B. Measured Rate Basic Business Line Service

## 1. Description

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

## 2. Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the Customer is served through a Number Portability Arrangement, the charge from the Incumbent Local Exchange Carrier to the Company to recover costs from the Number Portability arrangement will be passed through to the Customer.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.1 Basic Business Line Service (Cont'd)

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 7.2 SERVICE DESCRIPTIONS (Cont'd)

## 7.2.2 Public Access Line Service

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the Customer is served through a Number Portability Arrangement, the charge from the Incumbent Local Exchange Carrier to the Company to recover costs from the Number Portability arrangement will be passed through to the Customer.

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

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7.2 SERVICE DESCRIPTIONS (Cont'd)

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.3 [RESERVED FOR FUTURE USE]

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.3 [RESERVED FOR FUTURE USE]

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7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.4 [RESERVED FOR FUTURE USE]

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7.2 SERVICE DESCRIPTIONS (Cont'd)

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.5 Term Liability/Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

7.2.6 RESERVED FOR FUTURE USE

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Section 7 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

7.2 SERVICE DESCRIPTIONS (Cont'd)

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7.2.7 RESERVED FOR FUTURE USE

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**SPECIAL SERVICES AND PROGRAMS**

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Section 8 - SPECIAL SERVICES AND PROGRAMS

8.1 [RESERVED FOR FUTURE USE]

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.1 [RESERVED FOR FUTURE USE]

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.2 [RESERVED FOR FUTURE USE]

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8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- A. The Company will provide, upon request, specialized telecommunications equipment for a customer certified as hearing or speech impaired.
- B. A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Ohio.
- C. The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- D. The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED  
CUSTOMER  
(Cont'd)

- E. The Company will also advise the customer who requests this equipment of the applicable terms for purchase.

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED  
CUSTOMER

8.4.1 General

A handicapped person who has been certified to the Company as having a hearing or speech impairment which requires that he or she communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local measured rate service.

8.4.2 Certification

Acceptable certifications are:

- A. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the State of Ohio, or
- B. A pre-existing certification establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED  
CUSTOMER (Cont'd)

8.4.3 Qualification (Cont'd)

A. A customer qualifying for the discount is one whose impairment is such that competent authority would certify him or her as being unable to use a telephone for voice communication. See the definition of "Handicapped Person," for a listing of the necessary qualifications.

B. Billing

The reduction in charges is applied only at one location, designated by the impaired person.

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of Company central office and trunking facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.5.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
  
- B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year

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**Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****8.5.3 Conditions of Furnishing Service**

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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**Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)****8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE****8.6.1 General**

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

**8.6.2 Regulations**

- A. In addition to the following, the regulations in 8.5.2 apply.
- B. This tariff does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- C. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE  
(Cont'd)

8.6.2 Regulations (Cont'd)

- D. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
  
- E. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE  
(Cont'd)

8.6.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.7 [RESERVED FOR FUTURE USE]

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 PAETEC ADVANTAGE FEATURE PACK

Current Customers of the Company will be offered a month-to-month or a one to three year agreement for Feature Pack offerings. Current late payment and verified account code charges will be applied. This service is not available in all areas at this time.

1. Basic Service Features:	<u>Min.</u>	<u>Max</u>
Business Lines – 1 year contract	\$0.00	\$30.00
Business Lines – 2 year contract	\$0.00	\$30.00
Business Lines – 3 year contract	\$0.00	\$30.00
Business Lines – month-to-month	\$0.00	\$30.00

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.8 PAETEC ADVANTAGE FEATURE PACK

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Customers not selecting the PAETEC Advantage Local Service option may choose to select Company basic local services in combination with, or independent of, purchase of associate long distance services as contracted or tariffed in Company's MA DTE Tariff No. 1. Customers availing themselves of this option for local service will be assessed a monthly recurring charge set at 5% less than the associated residential or business flat rate of the incumbent local exchange carrier serving the same region in which the Customer is physically located. The Customer may select an option to purchase the service via month to month billing or via a set term from one to three years. Applicable tariffed incumbent local exchange carrier discounts for term services would be the basis by which the 5% Company reduction in rate would be applied.

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Section 8 - SPECIAL SERVICES AND PROGRAMS (Cont'd)

8.9 EMERGENCY CALL FORWARDING CHARGE

At the Business Customer's request, the Company may assist in activating or updating their Call Forwarding (or Call Forwarding on their DTO). The Company will provide this assistance at no cost to the Customer if the request is due to a problem with the PAETEC network. If it is not a PAETEC network problem, then the Customer will be billed a non-recurring charge per line.

	<u>Non-Recurring Charge</u>
Emergency Call Forwarding	\$99.00 per line

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**SPECIAL ARRANGEMENTS**

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Section 9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

[RESERVED FOR FUTURE USE]

9.1.2 Basis for Cost Computation

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.3 Termination Liability

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

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

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Section 9 - SPECIAL ARRANGEMENTS (Cont'd)

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

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DIRECTORY

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.1 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the Subscriber's exchange area of the Station number which is designated as the Subscriber's main billing number. Listing must comply with O.A.C. 4901:1-5-06(C). Directory listings of additional Subscriber Station numbers, other than the Subscriber's main billing number, associated with a Subscriber's service will be provided for a monthly recurring charge per listing. If the Company omits a Subscriber's listing or lists an incorrect phone number, the Company will issue the Subscriber a credit subject to O.A.C. 4901:1-5-18(E).

- A. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Subscriber is no impaired thereby. Where more than one listing is required to properly list the Subscriber, no additional charge is made.
- B. The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Subscriber, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.1 Directory Listings (Cont'd)

- C. Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only Government listings in the Government section. The Company, upon notification to the Subscriber, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- D. In order for listing to appear in an upcoming directory, the Subscriber must furnish the listing to the Company in time to meet the directory publishing schedule.
- E. Directory listing are provided in connection with each Subscriber service as specified herein.
  - 1. Primary Listing: A primary listing contains the name of the Subscriber, or the name under which a business regularly conducted, as well as the address and telephone number of the Subscriber. This listing is provided at no additional charge.

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.1 Directory Listings (Cont'd)

E. (Cont'd)

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Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.1 Directory Listings (Cont'd)

E. (Cont'd)

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Section 10 - DIRECTORY (Cont'd)

10.2 [RESERVED FOR FUTURE USE]

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Section 10 - DIRECTORY (Cont'd)

10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

10.4 LIABILITY OF THE COMPANY FOR ERRORS

10.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

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Section 10 - DIRECTORY (Cont'd)

10.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

10.4.2 Allowance for Errors (Cont'd)

A. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

B. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error 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 in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

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**SERVICE AREAS**

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Section 11

**EFFECTIVE PRICE LIST**

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Section 11 - EFFECTIVE PRICE LIST

11.1 Connection Charges

	<u>Charge</u>
Service Order:	\$15.00
Premises Visit:	\$15.00
Service Call (per hour rate per technician):	\$0.00

(D)

(D)

PICC Charge:	\$5.00
Public Pay Telephone Surcharge (per call)	\$0.56

11.2 RESERVED FOR FUTURE USE

(D)

(D)

Issued: June 16, 2008

Effective: June 30, 2008

(T)

Issued by: Charles E. Sieving, EVP, Secretary & General Counsel  
One PAETEC Plaza, 600 Willowbrook Office Park  
Fairport, New York 14450

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Section 11 - EFFECTIVE PRICE LIST

11.2 RESERVED FOR FUTURE USE

(D)

(D)

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Issued: June 16, 2008

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Section 11 - EFFECTIVE PRICE LIST

11.3 Supplemental Services

*Services and products formerly on this page have been detariffed and may now be found in the Company's Ohio Price List.*

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Effective: May 19, 2011

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Section 11 - EFFECTIVE PRICE LIST (CONT'D)

11.3 Supplemental Services (Cont'd)

*Services and products formerly on this page have been detariffed and may now be found in the Company's Ohio Price List.*

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Section 11 - EFFECTIVE PRICE LIST (CONT'D)

11.3 Supplemental Services (Cont'd)

Blocking Charges

900/700 blocking

Residential	\$0.00
Business	See Note

900/971/974/700 blocking

Residential	\$0.00
Business	See Note

Note: Blocking service is provided to residential customers at no additional charge. Business customers electing either service 90 days after the establishment of service will be charged \$9.00.

Recurring Charges

Third Number Billed and Collect Call  
Restriction

Residential	\$0.00
Business	\$0.00

Toll Restriction

Residential	\$0.00
Business	\$0.00

Toll Restriction Plus

Residential	\$0.00
Business	\$0.00

Direct Inward Dialing Blocking

Initial Activation	\$0.00
Subsequent Activation	\$0.00

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Section 11 - EFFECTIVE PRICE LIST (CONT'D)

11.4 Business Network Switched Services

*Services and products formerly on this page have been detariffed and may now be found in the Company's Ohio Price List.*

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Section 11 - EFFECTIVE PRICE LIST (CONT'D)

11.5 [RESERVED FOR FUTURE USE]

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Section 11 - EFFECTIVE PRICE LIST (Cont'd)

11.6

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11.7 RESERVED FOR FUTURE USE

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Section 11 - EFFECTIVE PRICE LIST (Cont'd)

11.7      RESERVED FOR FUTURE USE

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**TITLE SHEET**

**RESALE INTEREXCHANGE TELECOMMUNICATIONS SERVICES**

Copies may be inspected, during normal business hours, at Carrier's principal place of business, One PaeTec Plaza, 600 Willowbrook Office Park, Fairport, New York 14450.

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Issued: March 7, 2003

Effective: March 7, 2003

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**SECTION 12. TECHNICAL TERMS AND ABBREVIATIONS**

Access Line - An arrangement from a local exchange telephone company or other common carrier, using either dedicated or switched access, which connects a Subscriber's location to Carrier's location or switching center.

Authorization Code - A numerical code, one or more of which may be assigned to a Subscriber, to enable Carrier to identify the origin of service User so it may rate and bill the call. All authorization codes shall be the sole property of Carrier and no Subscriber shall have any property or other right or interest in the use of any particular authorization code. Automatic numbering identification (ANI) may be used as or in connection with the authorization code.

Automatic Numbering Identification (ANI) - A type of signaling provided by a local exchange telephone company which automatically identifies the local exchange line from which a call originates.

Calling Card - A postpaid or prepaid calling card issued by Carrier which allows Subscribers and/or Users to make telephone calls and charge the calls to a postpaid or prepaid account. Calls charged to a Carrier-issued postpaid Calling Card will appear on the Subscriber's regular monthly bill. Calls charged to a Carrier-issued prepaid Calling Card will be charged against the debit account.

Carrier or Company - Refers to PaeTec Communications, Inc.

Commission - Refers to the Public Utility Commission of Ohio.

Common Carrier - A company or entity providing telecommunications services to the public.

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 SECTION 12. TECHNICAL TERMS AND ABBREVIATIONS (Cont'd)

Local Access and Transport Area (LATA) - The term "Local Access Transport Area" denotes a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a local exchange company provides communications services.

Measured Charge - A charge assessed on a per minute basis in calculating a portion of the charges due for a completed interexchange call.

Subscriber/Customer - The person or legal entity which enters into arrangements for Carrier's telecommunications services and is responsible for payment of Carrier's services.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or other similar communications.

Term - The timeframe by which the subscriber agrees to be served by the Carrier.

User - The person(s) utilizing Carrier's services.

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**SECTION 13. RULES AND REGULATIONS****13.1 Application of Tariff**

- 13.1.1 This tariff contains the regulations and rates applicable to intrastate resale telecommunications services provided by Carrier for telecommunications between points within the State of Ohio. Carrier's services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff.
- 13.1.2 The rates and regulations contained in this tariff apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of Carrier.
- 13.1.3 The Subscriber is entitled to limit the use of Carrier's services by Users at the Subscriber's facilities, and may use other common carriers in addition to or in lieu of Carrier.
- 13.1.4 At the Option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this tariff as approved by the Public Utility Commission of Ohio. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering for the first contract Customer as specific in each individual contract.

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SECTION 13. RULES AND REGULATIONS (Cont'd)13.2 Use of Services

- 13.2.1 Carrier's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
- 13.2.2 The use of Carrier's services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 13.2.3 The use of Carrier's services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 13.2.4 Carrier's services are available for use twenty-four hours per day, seven days per week.
- 13.2.5 Carrier does not transmit messages pursuant to this tariff, but its services may be used for that purpose.
- 13.2.6 Carrier's services may be denied for nonpayment of charges or for other violations of this tariff.
- 13.2.7 Carrier's services may be denied for any use by Customer which is illegal, or poses an undue risk or liability to Carrier, or is obtained through fraud or wilful misrepresentation.

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 SECTION 13. RULES AND REGULATIONS (Cont'd)
13.3 Liability of Carrier

- 13.3.1 Except as otherwise stated in this section, the liability of Carrier for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services, or (2) the failure to furnish its service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in service as set forth in Section 2.5.
- 13.3.2 Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.5, Carrier shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- 13.3.3 The liability of Carrier for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.3 Liability of Carrier (Cont'd)

13.3.4 Carrier shall not be liable for any claims for loss or damages involving:

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

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SECTION 13. RULES AND REGULATIONS (Cont'd)

(M)

13.13 Telephone Surcharges/Taxes/Contributions

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

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 SECTION 13. RULES AND REGULATIONS (Cont'd)
13.3 Liability of Carrier (Cont'd)

- 13.3.4 D. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Carrier-provided facilities or services; or by means of the combination of Carrier-provided facilities or services with Customer-provided facilities or services;
- E. Breach in the privacy or security of communications transmitted over Carrier's facilities;
- F. Changes in any of the facilities, operations or procedures of Carrier that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by Carrier and is not provided to the Customer, in which event Carrier's liability is limited as set forth in subsection 2.3.1 of this Section 2.3.
- G. Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;

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SECTION 13. RULES AND REGULATIONS (Cont'd)13.3 Liability of Carrier (Cont'd)

- 13.3.4 H. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to Carrier's facilities;
- I. Any intentional, wrongful act of a Carrier employee when such act is not within the scope of the employee's responsibilities for Carrier and/or is not authorized by Carrier;
- J. Any representations made by Carrier employees that do not comport, or that are inconsistent, with the provisions of this Tariff;
- K. Any act or omission in connection with the provision of 911, E911, or similar services involving emergencies;
- L. Any noncompletion of calls due to network busy conditions;
- M. Any calls not actually attempted to be completed during any period that service is unavailable.

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 SECTION 13. RULES AND REGULATIONS (Cont'd)
13.3 Liability of Carrier (Cont'd)

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

13.3.6 Carrier does not guarantee nor make any warranty with respect to installations Provided by it for use in an explosive atmosphere. Carrier shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service.

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.3 Liability of Carrier (Cont'd)

13.3.7 Carrier assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if Carrier has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or nonpreemptibility as may be provided by the other entities.

13.3.8 Any claim of whatever nature against Carrier shall be deemed conclusively to have been waived unless presented in writing to Carrier within thirty (30) days after the date of the occurrence that gave rise to the claim.

13.3.9 CARRIER MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

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SECTION 13. RULES AND REGULATIONS (Cont'd)13.4 Responsibilities of the Subscriber

- 13.4.1 The Subscriber is responsible for placing any necessary orders; for complying with tariff regulations; for the placement of any stickers or tent cards provided by Carrier or as required by law; and for assuring that Users comply with tariff regulations. The Subscriber shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Subscriber to Users. The Subscriber is also responsible for the payment of charges for calls originated at the Subscriber's numbers which are not collect, third party, calling card, or credit card calls.
- 13.4.2 The Subscriber is responsible for charges incurred for special construction and/or special facilities which the Subscriber requests and which are ordered by Carrier on the Subscriber's behalf.
- 13.4.3 If required for the provision of Carrier's services, the Subscriber must provide any equipment space, supporting structure, conduit and electrical power without charge to Carrier.

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SECTION 13. RULES AND REGULATIONS (Cont'd)13.4 Responsibilities of the Subscriber (Cont'd)

13.4.4 The Subscriber is responsible for arranging access to its premises at times mutually agreeable to Carrier and the Subscriber when required by Carrier personnel to install, repair, maintain, program, inspect or remove equipment with the provision of Carrier's services.

13.4.5 The Subscriber shall ensure that the equipment and/or system is properly interfaced with Carrier facilities or services, that the signals emitted into Carrier's network are of the proper mode, bandwidth, power, and signal level for the intended use of the Subscriber and in compliance with the criteria set forth in this tariff, and that the signals do not damage equipment, injure personnel, or degrade service to other Subscribers. If the Federal Communications Commission or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, Carrier will permit such equipment to be connected with its channels without use of protective interface devices.

If the Subscriber fails to maintain the equipment and/or the system properly, with resulting imminent harm to Carrier equipment, personnel, or the quality of service to other Subscribers, Carrier may, upon written notice, require the use of protective equipment at the Subscriber's expense. If this fails to produce satisfactory quality and safety, Carrier may, upon written notice, terminate the Subscriber's service.

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.4 Responsibilities of the Subscriber (Cont'd)

- 13.4.6           The Subscriber must pay Carrier for replacement or repair of damage to the equipment or facilities of Carrier caused by negligence or willful act of the Subscriber, Users, or others, by improper use of the services, or by use of equipment provided by the Subscriber, Users, or others.
  
- 13.4.7           The Subscriber must pay for the loss through theft of any Carrier equipment installed at Subscriber's premises.
  
- 13.4.8           The Subscriber is responsible for payment of the charges set forth in this tariff.
  
- 13.4.9           The Subscriber is responsible for compliance with the applicable regulations set forth in this tariff.
  
- 13.4.10          The Subscriber shall indemnify and save Carrier harmless from all liability disclaimed by Carrier as specified in Section 2.3 above, arising in connection with the provision of service by Carrier, and shall protect and defend Carrier from any suits or claims against Carrier and shall pay all expenses and satisfy all judgments rendered against Carrier in connection herewith. Carrier shall notify the Subscriber of any suit or claim against Carrier of which it is aware.

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.5 Cancellation or Interruption of Services

13.5.1 General

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

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SECTION 13. RULES AND REGULATIONS (Cont'd)13.5 Cancellation or Interruption of Services (Cont'd)

## 13.5.2 Limitations on Allowances

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

- A. due to the negligence of, or noncompliance with the provisions of this Tariff by, any person or entity other than Carrier, including but not limited to the Customer or other common carriers connected to the service of Carrier;
- B. due to the failure of power, equipment, systems, or services not provided by Carrier;
- C. due to circumstances or causes beyond the control of Carrier;
- D. during any period in which Carrier is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;
- E. during any period in which the Customer continues to use the service on an impaired basis;

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**SECTION 13. RULES AND REGULATIONS (Cont'd)****13.5 Cancellation or Interruption of Services (Cont'd)****13.5.2 Limitations on Allowances (Cont'd)**

- F. during any period when the Customer has released service to Carrier for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- G. that occurs or continues due to the Customer's failure to authorize replacement of any element of special construction; and
- H. that was not reported to Carrier within thirty (30) days of the date that service was affected.

**13.5.3 Application of Credits for Interruptions of Service**

Credits for interruptions of service, for which charges are specified on the basis of per minute of use, or on the usage of a fraction of a minute, shall in no event exceed an amount equal to the initial period charge provided for under this tariff.

**13.6 Discontinuance of Service for Cause**

13.6.1 Without incurring liability, the Company may discontinue the provision of service to a Customer or to a particular Customer location, or may withhold the provision of ordered or contracted services, with notice: (T)

- A. For nonpayment of any sum due to the Company for more than thirty (30) days after issuance of the bill for the amount due;
- B. For violation of any of the provisions of this tariff;
- C. For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over the Company's services; or

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**SECTION 13. RULES AND REGULATIONS (Cont'd)****13.6 Discontinuance of Service for Cause (Cont'd)**

- D. By reason of any order or decision of a court, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its services.

**13.7 Billing Arrangements**

- 13.7.1 The Subscriber will either be billed directly by Carrier or its intermediary, or charges will be included in the Subscriber's regular telephone bill pursuant to billing and collection agreements established by Carrier or its intermediary with the applicable telephone company.
- 13.7.2 Carrier will render bills monthly. Payment is due within thirty (30) days after the Subscriber's receipt of its bill.
- 13.7.3 Carrier may impose a late payment charge not to exceed 1.5% on any bill not paid within thirty (30) days of the receipt, which charge may only be assessed on outstanding balance. The Subscriber shall be responsible for all costs, including attorney's fees, incurred in the collection of unpaid charge or in any other action to enforce payments and/or obligations arising under this tariff. A charge of up to twenty dollars (\$20.00) may be imposed for returned checks.

**13.8 Minimum Use Contracts**

- 13.8.1 The Company may offer services which require a minimum use guarantee ("MUG") wherein the Subscriber agrees, in writing, to pay the minimum amount per period agreed to upon commencement of service. Subscribers falling below their MUG will be billed for the minimum amount due per period pursuant to the MUG agreement.

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.8 Minimum Use Contracts

13.8.2 Should the Subscriber choose to terminate their contract prior to expiration of the term agreed to in the MUG agreement, the Subscriber will be liable for the minimum usage requirements contained in the contract multiplied by the number of months remaining in the term, unless Subscriber converts to another Company service with equal or greater term and minimum usage commitments. If no minimum usage requirements are specified in the contract, upon any early termination of Subscriber's contract, Subscriber will be liable for their monthly average usage (calculated over the last three full months immediately preceding the date of termination) multiplied by the number of months remaining in the term.

13.8.3 The initial contract period for service under this section is one month. Subsequent contract periods shall be for additional one-month periods unless otherwise specified.

13.9 Validation of Credit

Carrier reserves the right to validate the credit worthiness of Subscribers or Users.

13.10 Contested Charges

All bills are presumed accurate, and shall be absolutely binding on the Subscriber unless written objection is received by Carrier within a reasonable time after such bills are rendered. In the case of a billing dispute between the Subscriber and Carrier for service furnished to the Subscriber, which cannot be settled with mutual satisfaction, the Subscriber can take the following course of action within thirty (30) days of the billing date:

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13.10.1 First, the Subscriber may request, and Carrier will provide, an in-depth review of the disputed amount. (The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnect.)

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.10 Contested Charges (Cont'd)

13.10.2 Second, if there is still a disagreement about the disputed amount after the investigation and review by a manager of Carrier, the Subscriber may file an appropriate complaint with the Public Utility Commission of Ohio. The Commission's address is:

Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215-3793  
(614) 466-3016

If dispute fails to be resolved and Carrier initiates legal proceedings to collect any amount due hereunder, and Carrier substantially prevails in such proceedings, then Subscriber shall pay the reasonable attorneys' fees and costs incurred by Carrier in prosecuting such proceedings and any appeals therefrom.

13.11 Billing Entity Conditions

When billing functions on behalf of Carrier are performed by local exchange telephone companies, or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charge conditions.

13.12 Deposits

Deposits will comply with Ohio Administrative Code Chapter 4901:1-6.

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.12 Deposits (cont'd)

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.12 Deposits (cont'd)

[RESERVED FOR FUTURE USE]

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13.13 Telephone Surcharges/Taxes/Contributions

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

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SECTION 13. RULES AND REGULATIONS (Cont'd)

13.14 Minimum Call Completion Rate

Carrier will ensure an industry standard blocking rate no greater than P.01.

13.15 [RESERVED FOR FUTURE USE]

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13.16 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request from the customer or prospective customer to develop a competitive bid for a service not generally offered under this tariff. ICB rates will be offered to the customer in writing, on a non-discriminatory basis and will be filed with the PUCO for approval.

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SECTION 14 - RESERVED FOR FUTURE USE

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SECTION 15 – RATE SCHEDULE (Cont'd)

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15.1 RESERVED FOR FUTURE USE

15.2 RESERVED FOR FUTURE USE

15.3 RESERVED FOR FUTURE USE

15.4 RESERVED FOR FUTURE USE

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SECTION 15 – RATE SCHEDULE (Cont'd)

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15.5 RESERVED FOR FUTURE USE

15.6 RESERVED FOR FUTURE USE

15.7 RESERVED FOR FUTURE USE

15.8 RESERVED FOR FUTURE USE

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SECTION 15 – RATES SCHEDULE (Cont'd)

15.9 [Reserved For Future Use]

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SECTION 15 – RATES SCHEDULE (Cont'd)

15.9 [Reserved For Future Use]

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15.10 Public Pay Telephone Surcharge

In order to recover the Company's expended to comply with the FCC's pay telephone compensation plan, effective October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate, interstate, and international calls that originate from any domestic pay telephone used to access Company services. This surcharge which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company service and is unrelated to the Company service accessed from the pay telephone

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e. using the # symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

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SECTION 15 – RATE SCHEDULE (Cont'd)

15.10 Public Pay Telephone Surcharge (Cont'd)

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call

Per Call Charge: \$0.56

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