

RULES, REGULATIONS, AND  
SCHEDULE OF RATES AND CHARGES  
APPLICABLE TO END USER

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

FURNISHED BY  
METROPOLITAN TELECOMMUNICATIONS OF FLORIDA, INC.  
WITHIN THE STATE OF FLORIDA

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Issued Date: September 6, 2002

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Issued by:

Andoni Economou, Vice President  
44 Wall Street, 14th Floor  
New York, New York 10005

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44 Wall Street, 14th Floor  
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**CHECK SHEET**

The Title Page and pages listed below are inclusive and effective as of the date shown. Original and revised pages as named below contain all changes from the original price list that are in effect on the date shown on each page.

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3.1	10 <sup>th</sup> Revised	37	Original	68.5	Original
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7	Original	41	Original	68.9	Original
8	Original	42	Original	69	1 <sup>st</sup> Revised
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10	Original	44	Original	69.2	Original
11	Original	45	Original	70	6 <sup>th</sup> Revised
12	Original	46	Original	71	15 <sup>th</sup> Revised
13	Original	47	Original	72	1 <sup>st</sup> Revised
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15	Original	49	Original	72.2	10 <sup>th</sup> Revised
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21	Original	55	Original	76.1	8 <sup>th</sup> Revised*
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27	Original	61	1 <sup>st</sup> Revised	81	Original
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33	Original	67	Original	87	Original
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		68.1	1 <sup>st</sup> Revised	89	Original

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97	Original	130	Original	162	Original
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102	Original	135	Original	167	3 <sup>rd</sup> Revised*
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104	Original	137	1 <sup>st</sup> Revised	169	Original
105	Original	138	1 <sup>st</sup> Revised	170	Original
106	1 <sup>st</sup> Revised	139	1 <sup>st</sup> Revised	171	Original
107	Original	140	Original	172	2 <sup>nd</sup> Revised*
108	Original	141	Original	173	Original
109	Original	142	1 <sup>st</sup> Revised	174	Original
110	Original	143	Original	175	1 <sup>st</sup> Revised
111	Original	144	1 <sup>st</sup> Revised	176	1 <sup>st</sup> Revised*
112	Original	145	1 <sup>st</sup> Revised	177	Original
113	2 <sup>nd</sup> Revised	146	Original	178	Original
114	Original	147	Original	179	Original
115	2 <sup>nd</sup> Revised	148	Original	179.1	Original
116	Original	149	Original	179.2	1 <sup>st</sup> Revised*
117	Original	150	Original	179.3	Original
118	Original	151	1 <sup>st</sup> Revised	179.4	1 <sup>st</sup> Original*
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\*Included in current filing

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### EXPLANATION OF SYMBOLS

The following symbols shall be used in this price list for the purpose indicated below:

- (D)** To signify discontinued rate or regulation.
- (I)** To signify increased rate.
- (M)** To signify a move in the location of text.
- (N)** To signify new rate or regulation.
- (R)** To signify reduced rate.
- (T)** To signify a change in text or regulation, but no change in rate or charge.

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44 Wall Street, 14th Floor  
New York, New York 10005

## APPLICATION OF PRICE LIST

This price list sets forth the service offerings, rates, terms and conditions applicable to the local exchange, exchange access, and intrastate toll communications services within the state of Florida.

### PRICE LIST FORMAT

**A. Sheet Numbering** - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the price list. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

**B. Sheet Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the FPSC. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the FPSC follows in their price list approval process, the most current sheet number on file with the Commission is not always the price list pages in effect. Consult the check sheet for sheet currently in effect.

**C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

- 2.
- 2.1.
- 2.1.1.
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a).
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

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

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## SECTION 1 – DEFINITIONS

For the purpose of this price list, the following definitions will apply.

### ANALOG

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

### APARTMENTS

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

### ASCII

American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

### ASYNCHRONOUS

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

### ATTENDANT

An operator of a PBX console or telephone switchboard.

### AUTHORIZED USER

A person, firm, corporation, or any other entity that either is authorized by the Customer to use the services that the Customer purchases from the Company or is placed in a position by the Customer, either through acts or omissions, to use the services that the Customer purchases from the Company.

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## **SECTION 1 – DEFINITIONS (CONT'D)**

### **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.

### **BIT**

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

### **BUILDING**

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

### **CALL INITIATION**

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

### **CALL TERMINATION**

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

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## **SECTION 1 – DEFINITIONS (CONT'D)**

### **CHANNEL**

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

### **CHANNEL CONVERSION**

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

### **CHANNEL SERVICE UNIT ("CSU")**

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

### **COMMUNICATIONS SERVICES**

The intrastate end user communication services offered in this price list by the Company.

### **COMMUNICATIONS SYSTEMS**

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

### **COMPANY**

The issuer of this price list, Metropolitan Telecommunications of Florida, Inc. (also identified as "MetTel" or the "Company"), as well as its successors and assigns.

### **COMPANY FACILITIES**

Equipment, cabling, and/or connections owned, leased or otherwise used by the Company or by the Company's agents to provide service to the Customer pursuant to this price list.

### **COMMISSION**

The Florida Public Service Commission.

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## SECTION 1 – DEFINITIONS (CONT'D)

### CUSTOMER

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

### CUSTOMER PREMISES EQUIPMENT

Telecommunications gear and associated arrangements that the Customer purchases or leases from its suppliers, connects to Company Facilities as defined above and maintains.

### DEMARCATIION POINT

The physical dividing point between the Company Facilities and the Customer's Premises Equipment and/or cabling.

### DIRECT INWARD DIAL ("DID")

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

### DIRECT OUTWARD DIAL ("DOD")

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

### DIGITAL

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

### ERROR

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

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## SECTION 1 – DEFINITIONS (CONT'D)

### EXCHANGE

A unit established by a utility for communication service in a specific geographic area, which unit usually embraces a city, town or community and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

### 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.

### 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.

### INCOMING SERVICE GROUP

Two or more central office lines arranged so that a call to the First line is completed to a succeeding line in the group when the first line is in use.

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**SECTION 1 – DEFINITIONS (CONT'D)**

**INTEROFFICE MILEAGE**

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

**INTERRUPTION**

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

**LEASED CHANNEL**

A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

**LOCAL CALL**

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

**KILOBIT**

One thousand bits.

**LATA**

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

**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.

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**SECTION 1 – DEFINITIONS (CONT'D)**

**LOCAL CALLING:**

A completed call or telephonic communication between a calling station and any other station within the local service area of the calling station.

**LOCAL CALLING AREA**

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

**LOCAL EXCHANGE CARRIER**

A company authorized to provide local exchange communications service.

**LOCAL EXCHANGE AREA**

The specific area served by, or purported to be served by an exchange.

**LOCAL SERVICE**

Telephone exchange service within a local calling area.

**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.

**LOOPS**

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

**MEGABIT**

One million bits.

**METTEL**

Metropolitan Telecommunications of Florida, Inc., the issuer of this price list.

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### SECTION 1 – DEFINITIONS (CONT'D)

#### MULTI-FREQUENCY ("MF")

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

#### MULTILINE HUNT

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

N/A

Represents "Not Applicable."

N/C

Represents "No Charge."

#### NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

#### NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Telephone Company for the provision of network control signaling.

#### NODE

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

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44 Wall Street, 14th Floor  
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**SECTION 1 – DEFINITIONS (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.

**POSTING**

The insertion by the Company of information that the Customer may access electronically on a Web Site or other secure communication medium. Posting is performed only where available and when agreed to by the Customer as provided herein.

**PREMISES**

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

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44 Wall Street, 14th Floor  
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### **SECTION 1 – DEFINITIONS (CONT'D)**

#### **RATE CENTER**

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

#### **RECURRING RATES AND CHARGES**

The rates and charges that, unless otherwise stated herein, apply each month for services that the Company provides to the Customer. Such rates and charges shall continue to apply for each month that the Customer continues to obtain service(s) from the Company.

#### **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.

#### **SAME PREMISES**

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

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## SECTION 1 – DEFINITIONS (CONT'D)

### SERVICE ORDER

The written request of the Customer for the Company's service(s). The Service Order must be executed by the Customer in a format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this price list.

### SERVING CENTRAL OFFICE

The central office from which local service is furnished.

### SHARING

An arrangement in which several users collectively use communications service and facilities provided by a carrier, with each user paying a pro-rata share of the communication related costs.

### STATION

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

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**SECTION 1 – DEFINITIONS (CONT'D)**

**SUSPENSION**

Suspension of service is interruption of both incoming and outgoing service.

**SYNCHRONOUS**

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

**T-1 SYSTEM**

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

**TELEPHONE CALL**

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

**TELEPHONE GRADE LINES**

Lines furnished for voice transmission or for certain signaling purposes.

**TERMINATION OF SERVICE**

Discontinuance of both incoming and outgoing service.

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**SECTION 1 – DEFINITIONS (CONT'D)**

**TOLL CALL**

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

**TONE DIAL SIGNALING ("TD")**

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

**TWO WAY**

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

**USER**

A Customer or an Authorized User as defined herein who uses the Company's service(s) provided under this price list.

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## **SECTION 2 – RULES AND REGULATIONS**

### **2.1 Undertaking of the Company**

#### **2.1.1 Scope**

The Company undertakes to furnish communications service pursuant to the terms of this price list in connection with one-way and/or two-way information transmission originating from points within the State of Florida, and terminating within a local calling area as defined herein.

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

#### **2.1.2 Shortage of Equipment or Facilities**

- (A) The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- (B) The furnishing of service under this price list 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.
- (C) As a reseller, the quality of service provided to the Company's end users will be equal to that received from the Company's underlying carrier.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (cont'd.)**

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

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.3 Terms and Conditions, (cont'd.)**

- (F) Any Other Telephone Company may not interfere with the right of any person or entity to obtain service directly from the Company.
- (G) To the extent that either the Company or any Other Telephone Company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its Customers. At the reasonable request of either party, the Company and the Other Telephone Company shall jointly attempt to obtain from the owner of the property access for the other party to serve a person or entity.
- (H) The Company hereby reserves its rights to establish service packages specific to a particular Customer. These contracts may or may not be associated with volume or term discounts.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability**

- (A) Except as otherwise stated in this section, the liability of the Company for damages arising out of either: (1) the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, 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 2.7.
- (B) Except for the extension of allowances to the Customer for interruptions in service as set forth in Section 2.7, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any service or any failure in or breakdown of facilities associated with the service.
- (C) The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed, unless otherwise ordered by the Commission.

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Andoni Economou, Vice President  
44 Wall Street, 14th Floor  
New York, New York 10005

**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (cont'd.)**

- (D) The Company shall be indemnified and saved harmless by the Customer from and against all loss, liability, damage and expense, including reasonable counsel fees, due to:
- (1) Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with services or facilities provided by the Company; or (c) common carriers or warehousemen, except as contracted by the Company;
  - (2) Any delay or failure of performance or equipment due to causes beyond the Company's control, including but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
  - (3) Any unlawful or unauthorized use of the Company's facilities and services;
  - (4) Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the material transmitted by means of Company-provided facilities or services; or by means of the combination of Company-provided facilities or services;
  - (5) Breach in the privacy or security of communications transmitted over the Company's facilities;

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44 Wall Street, 14th Floor  
New York, New York 10005



**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (cont'd.)**

**(D),(cont'd.)**

- (6)** Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in paragraph (A) of this Subsection 2.1.4.
- (7)** Defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof;
- (8)** Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected to the Company's facilities;
- (9)** Any noncompletion of calls due to network busy conditions;
- (10)** Any calls not actually attempted to be completed during any period that service is unavailable;
- (11)** And any other claim resulting from any act or omission of the Customer or patron(s) of the Customer relating to the use of the Company's services or facilities.

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.4 Limitations on Liability, (cont'd.)**

- (E) The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.
- (F) 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.
- (G) Failure by the Company to assert its rights pursuant to one provision of this price list does not preclude the Company from asserting its rights under other provisions.

**2.1.5 Notification of Service-Affecting Activities**

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

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44 Wall Street, 14th Floor  
New York, New York 10005

**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.6 Provision of Equipment and Facilities**

- (A) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not nor may the Customer permit others to rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (B) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- (C) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the equipment is provided.
- (D) Except as otherwise indicated, Customer provided station equipment at the Customer's premises for use in connection with this service shall be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company.
- (E) The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this price list, the responsibility of the Company shall be limited to the furnishing of facilities offered under this price list and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
  - (1) the through transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (2) the reception of signals by Customer-provided equipment; or
  - (3) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.7 Non-Routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours. 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.

**2.1.8 Special Construction**

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

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

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.9 Termination Liability**

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

- (A) The period on which the termination liability is based is the estimated service life of the facilities provided.
- (B) The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
  - 1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
    - (a) equipment and materials provided or used;
    - (b) engineering, labor, and supervision;
    - (c) transportation; and
    - (d) rights of way and/or any required easements.
  - 2. license preparation, processing, and related fees;
  - 3. tariff preparation, processing and related fees;
  - 4. cost of removal and restoration, where appropriate; and
  - 5. any other identifiable costs related to the specially constructed or rearranged facilities.
- (C) The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 2.1.9.B. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 2.1.9. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.1 Undertaking of the Company, (Cont'd.)**

**2.1.10 Ownership of Facilities**

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 cause whatsoever except circumstances beyond the control of the customer, his agents, employees and independent contractors.

**2.2 Prohibited Uses**

**2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

**2.2.2** The Company may block any signals being transmitted over its Network by Customers which cause interference to the Company or other users. Customer shall be relieved of all obligations to make payments for charges relating to any blocked Service and shall indemnify the Company for any claim, judgment or liability resulting from such blockage.

**2.2.3** A Customer or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and nonrecurring installation charges as stated in this price list will apply.

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44 Wall Street, 14th Floor  
New York, New York 10005

**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer**

**2.3.1 General**

The Customer shall be responsible for:

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

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer, (Cont'd.)**

**2.3.1 General, (cont'd.)**

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

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.3 Obligations of the Customer, (Cont'd.)**

**2.3.2 Liability of the Customer**

- (A) The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, employees, agents, invites, or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.
- (B) To the extent caused by any negligent or intentional act of the Customer as described in (A), preceding, the Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees, for (1) any loss, destruction or damage to property of any third party, and (2) any liability incurred by the Company to any third party pursuant to this or any other price list of the Company, or otherwise, for any interruption of, interference to, or other defect in any service provided by the Company to such third party.
- (C) The Customer shall not assert any claim against any other Customer or user of the Company's services for damages resulting in whole or in part from or arising in connection with the furnishing of service under this price list including but not limited to mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations, whether or not such other Customer or user contributed in any way to the occurrence of the damages, unless such damages were caused solely by the negligent or intentional act or omission of the other Customer or user and not by any act or omission of the Company. Nothing in this price list is intended either to limit or to expand Customer's right to assert any claims against third parties for damages of any nature other than those described in the preceding sentence.

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44 Wall Street, 14th Floor  
New York, New York 10005

**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels**

**2.4.1 General**

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

**2.4.2 Station Equipment**

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

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.4 Customer Equipment and Channels, (Cont'd.)**

**2.4.3 Inspections**

- (A) Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.
- (C) If harm to the Company's network, personnel or services is imminent, the Company reserves the right to shut down Customer's service immediately, with no prior notice required.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.5 Customer Deposits and Advance Payments**

**2.5.1 Advance Payments**

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

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44 Wall Street, 14th Floor  
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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.5 Customer Deposits and Advance Payments, (Cont'd.)**

**2.5.2 Deposits**

- (A) To safeguard its interests, the Company may require the Customer to make a deposit to be held as a guarantee for the payment of charges. A deposit may be required if the Customer's financial condition is not acceptable to the Company or is not a matter of general knowledge. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two and one-half months of the estimated charge for the service for the ensuing twelve months. A deposit may be required in addition to an advance payment.
- (B) Upon discontinuance of service, the Company shall promptly and automatically refund the Customer's deposit plus accrued interest, or the balance, if any, in excess of the unpaid bills including any penalties assessed for service furnished by the Company.
- (C) The Company shall quarterly and automatically refund the deposits of Customers who have paid bills for three consecutive months without having had service discontinued for nonpayment or had more than one occasion on which a bill was not paid within the period prescribed and are not then delinquent in payment.

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## SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)

### 2.6 Payment Arrangements, (Cont'd.)

#### 2.6.1 Payment for Service

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer.

The Customer is responsible for the payment of federal excise taxes, state and local sales and use taxes and similar taxes imposed by governmental jurisdictions, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal) will only be recovered from those Customers residing in the affected jurisdictions.

Certain telecommunications services, as defined in the Florida Revised Code, are subject to state sales tax at the prevailing tax rates, if the services originate, or terminate in Florida, or both, and are charged to a subscriber's telephone number or account in Florida.

#### 2.6.2 Billing and Collection of Charges

The Customer is responsible for payment of all charges incurred by the Customer or other users for services and facilities furnished to the Customer by the Company.

- (A) Non-recurring charges are due and payable within fifteen (15) days after the date the invoice is mailed to the Customer by the Company.
- (B) The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and recurring charges shall be due and payable within fifteen (15) days after the date the invoice is mailed to the Customer by the Company. When billing is based upon Customer usage, usage charges will be billed monthly for the preceding billing period.
- (C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days.

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**SECTION 2 – RULES AND REGULATIONS, (CONT'D.)**

**2.6 Payment Arrangements, (Cont'd.)**

**2.6.2 Billing and Collection of Charges, (Cont'd)**

(D) If any portion of the payment is not received by the Company within fifteen (15) days of the date when the invoice is mailed to the Customer by the Company, or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, then a late payment charge of 1.5% per month shall be due to the Company.

(E) Any objection to billed charges shall be promptly reported to the Company. Adjustments to customer bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate. Where any undercharge in billing of the subscriber is the result of a Company mistake, the Company may not back-bill in excess of twelve months. Where overbilling of a subscriber occurs, due either to Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount overbilled unless otherwise ordered by the Florida Public Service Commission.

If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Florida Public Service Commission in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

Florida Public Service Commission  
Division of Consumer Affairs  
2540 Shumard Oaks Boulevard  
Tallahassee, Florida 32399-0850

(F) If service is disconnected by the Company (in accordance with Section 2.6.3 following) and later re-installed, re-installation of service will be subject to all applicable installation charges. If service is suspended by the Company (in accordance with Section 2.6.3 following) and later restored, restoration of service will be subject to the rates herein.

N/T  
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N/T

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.6 Payment Arrangements, (Cont'd.)**

**2.6.3 Discontinuance of Service for Cause**

The Company may discontinue service for the following reasons provided in this Section 2.6.3. Customers will be provided five (5) days written notice prior to discontinuance unless otherwise indicated.

Upon the Company's discontinuance of service to the Customer under Section 2.6.3(A) or 2.6.3(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this price list, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

- (A) Upon nonpayment of any amounts owing to the Company, the Company may discontinue or suspend service without incurring any liability. No basic residential service shall be disconnected for nonpayment until at least fifteen (15) days from the date when the bill was mailed to the Customer and only following written notification.
- (B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, discontinue or suspend service without incurring any liability if such violation continues during that period.
- (C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- (D) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- (E) Upon any governmental prohibition or governmental required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.6 Payment Arrangements, (Cont'd.)**

**2.6.3 Discontinuance of Service for Cause, (Cont'd.)**

- (F) Without notice in the event of fraudulent use of the Company's network. The Customer will be liable for all related costs. The Customer will also be responsible for payment of any reconnection charges.
- (G) Without notice in the event of Customer use of equipment or services in such a manner as to adversely affect the Company's service to others.
- (H) Without notice in the event of tampering with the equipment or services furnished by the Company.
- (I) The Customer is responsible for providing adequate access lines to enable the Company to terminate all 800 Service calls to the Customer's telephone equipment. Should the Customer have insufficient access lines on which to terminate 800 Service calls, the Company reserves the right to request the Customer to add additional lines for call terminations. If, after ninety (90) days, the Customer has not made the requested change, the Company, without incurring any liability, reserves the right to terminate the Customer's 800 Service, with thirty (30) days written notice.

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44 Wall Street, 14th Floor  
New York, New York 10005

**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.6 Payment Arrangements, (Cont'd.)**

**2.6.4 Notice to Company for Cancellation of Service**

Customers desiring to terminate service shall provide the Company thirty (30) days written notice of desire to terminate service.

**2.6.5 Cancellation of Application for Service**

- (A) Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, may apply. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.6.5(A) through 2.6.5(C) will be calculated and applied on a case-by-case basis.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.6 Payment Arrangements (Cont'd.)**

**2.6.6 Changes in Service Requested**

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

**2.6.7 Bad Check Charge**

A \$35.00 service charge will be assessed, in accordance with Florida law for all checks returned by a bank or other financial institution for: Insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or other financial institution.

**2.7 Allowances for Interruptions in Service**

**2.7.1 General**

- (A) A credit allowance will be given when service is interrupted, except as specified In Section 2.7.2 following. A service is interrupted when it becomes inoperative to the Customer, e.g., the Customer is unable to transmit or receive, because of a failure of a component furnished by the Company under this price list.
- (B) An interruption period begins when the Customer reports a service, facility or circuit to be inoperative and, if necessary, releases it for testing and repair. An interruption period ends when the service, facility or circuit is operative.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruptions in Service, (Cont'd.)**

**2.7.1 General, (cont'd.)**

- (C) If the Customer reports a service, facility or circuit to be interrupted but declines to release it for testing and repair, or refuses access to its premises for test and repair by the Company, 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 the Company to be impaired.
- (D) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

**2.7.2 Limitations of Allowances**

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

- (A) Due to the negligence of or noncompliance with the provisions of this price list by any person or entity other than the Company, including but not limited to the Customer;
- (B) Due to the failure of power, equipment, systems, connections or services not provided by the Company;
- (C) Due to circumstances or causes beyond the reasonable control of the Company;
- (D) During any period in which the Company is not given full and free access to its facilities and equipment for the purposes of investigating and correcting interruptions;

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruptions in Service, (Cont'd.)**

**2.7.2 Limitations of Allowances, (cont'd.)**

- (E) A service will not be deemed to be interrupted if a Customer continues to voluntarily make use of the such service. If the service is interrupted, the Customer can get a service credit, use another means of communications provided by the Company (pursuant to Section 2.7.3), or utilize another service provider;
- (F) During any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (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 the Company within thirty (30) days of the date that service was affected.

**2.7.3 Use of Another Means of Communications**

If the Customer elects to use another means of communications during the period of interruption, the Customer must pay the charges for the alternative service used.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruption in Service, (Cont'd.)**

**2.7.4 Application of Credits for Interruptions in Service**

- (A) Credits for interruptions in service that is provided and billed on a flat rate basis for a minimum period of at least one month, beginning on the date that billing becomes effective, shall in no event exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which the event that gave rise to the claim for a credit occurred. 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.
- (B) For calculating credit allowances, every month is considered to have thirty (30) days.
- (C) A credit allowance will be given for interruptions of thirty (30) minutes or more. Two or more interruptions of fifteen (15) minutes or more during any one 24-hour period shall be combined into one cumulative interruption.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruption in Service, (Cont'd.)**

**2.7.4 Application of Credits for Interruptions in Service, (cont'd.)**

**(D) Interruptions of 24 Hours or Less**

<b>Length of Interruption</b>	<b>Amount of Service To Be Credited</b>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

**(E) Interruptions Over 24 Hours and Less Than 72 Hours**

Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

**(F) Interruptions Over 72 Hours**

Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than thirty (30) days credit will be allowed for any one month period.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.7 Allowances for Interruption in Service, (Cont'd.)**

**2.7.5 Limitations on Allowances**

No credit allowance will be made for:

- (A) interruptions due to the negligence of or noncompliance with the provisions of this price list by the Customer, authorized user or joint user;
- (B) interruptions due to the negligence of any person other than the Company, including but not limited to the Customer;
- (C) interruptions of service during any period in which the Company is not given full access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (D) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (E) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (F) interruption of service due to circumstances or causes beyond the reasonable control of Company; and
- (G) that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.8 Cancellation of Service/Termination Liability**

If a Customer cancels a service order or terminates services before the completion of the term, Customer may be required by the Company to pay to Company termination liability charges, which are defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in Section 2.6.2.

**2.8.1 Termination Liability**

Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid non-recurring charges reasonably expended by Company to establish service to Customer, plus;
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus;
- (C) all recurring charges specified in the applicable Service Order for the balance of the then current term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.9 Customer Liability for Unauthorized Use of the Network**

Unauthorized use of the network occurs when a person or entity that does not have actual, apparent, or implied authority to use the network, obtains the Company's services provided under this price list.

**2.9.1 Customer Liability for Fraud and Unauthorized Use of the Network**

- (A) The Customer is liable for the unauthorized use of the network obtained through the fraudulent use of a Company calling card, if such a card is offered by the Company, or an accepted credit card, provided that the unauthorized use occurs before the Company has been notified.
- (B) A Company calling card is a telephone calling card issued by the Company at the Customer's request, which enables the Customer or user(s) authorized by the Customer to place calls over the Network and to have the charges for such calls billed to the Customer's account.

An accepted credit card is any credit card that a cardholder has requested or applied for and received, or has signed, used, or authorized another person to use to obtain credit. Any credit card issued as a renewal or substitute in accordance with this paragraph is an accepted credit card when received by the cardholder.

- (C) The Customer must give the Company written or oral notice that an unauthorized use of a Company calling card or an accepted credit card has occurred or may occur as a result of loss, and/or theft.
- (D) The Customer is responsible for payment of all charges for calling card services furnished to the Customer or to users authorized by the Customer to use service provided under this price list, unless due to the negligence of the Company. This responsibility is not changed due to any use, misuse, or abuse of the Customer's service or Customer-provided equipment by third parties, the Customer's employees, or the public.

The liability of the Customer for unauthorized use of the network by credit card fraud will not exceed the lesser of fifty dollars (\$50.00) or the amount of money, property, labor, or services obtained by the unauthorized user before notification to the Company.

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.10 Transfers and Assignments**

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

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**SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)**

**2.11 Notices and Communications**

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

**2.12 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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## SECTION 2.0 – RULES AND REGULATIONS, (CONT'D.)

### 2.13 Levels of Service Quality Objectives

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

#### 2.13.1 Limitations

Service quality objectives for installation, maintenance and repair as described herein apply only to single-line residence, to the extent such service is provided by the Company, and business services.

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

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

The Company's liability in the event that it is unable to meet the quality objectives described herein shall be subject to the limitations of liability and credits and allowances for interruptions of service as provided in Section 2 of this Price List.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**3.1 Exchange Service Areas**

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following Incumbent LECs: 1) BellSouth Telecommunications, Inc.; 2) Verizon; and 3) Sprint-Embarq

(T)

(T)

**3.2 Reserved for Future Use**

(M)\*

(M)

\* Material formerly appearing on this page now appears on Original Page No. 69.1.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**3.2 Reserved for Future Use**

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### SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)

#### 3.3 Service Order and Change Charges

Non-recurring charges apply to processing Service Orders for new service, for changes in service, and for changes in the Customer's primary interexchange carrier (PIC) code.

"Service Charges" as specified herein and in other sections of this Product Guide is defined as one time charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, directory listings and other telephone facilities.

Charges for the type of work activity may be applied on a "per order or "per line" basis. When a "per order" charge is to be applied work must be requested on the same order, for the same due date, the same premises and for the same account. Where more than one account is located at the same premises, work on each individual account will be considered separately.

#### Other Nonrecurring (one time) Charges

In all cases where construction or installation charges apply, such charges are in addition to the prescribed service charges; likewise, service charges do not supersede mileage charges, but apply in addition to such mileage charges.

#### 3.4 Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities.

The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service vary by time per Customer request.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.5 General Services**

**3.5.1 Services Offered**

The following Network Services are available to Florida Customers: Basic Local Line Service, Calling Features and Directory and Operating Services. (T)

**3.5.2 Application of Rates and Charges**

All services offered in this price list are subject to rates and charges set forth in Sections 4 through 7. (T)  
(T)

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.5 General Services, (Cont'd.)**

**3.5.3 Emergency Services Calling Plan**

Access (at no additional charge) to the local operator or emergency services bureau by dialing 0- or 9-1-1 is offered at no charge to the Customer.

Message toll telephone calls, to governmental emergency service agencies as set forth in (A) following, having primary or principal responsibility with respect to the provision of emergency services to persons and property in the area from which the call is made, meeting the definition and criteria of an emergency call as set forth in (B) following are offered at no charge to Customers:

- (A) Governmental fire fighting, Florida State Highway Patrol, police, and emergency squad service (as designated by the appropriate governmental agency) qualify as governmental emergency service agencies provided they answer emergency service calls on a personally attended (live) twenty-four (24) hour basis, three hundred sixty-five (365) days a year, including holidays.
- (B) An emergency is an occurrence or set of circumstances in which conditions pose immediate threat to human life, property, or both and necessitate that prompt action be taken. An emergency call is an originated call of short duration to a governmental emergency services agency in order to seek assistance for such an emergency.
- (C) For residential accounts, 911 service will continue to be available during temporary disconnection of service for nonpayment.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.6 Call Timing for Usage Sensitive Services**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 3.6.1** Calls are measured in durational increments identified for each service. All calls which are fractions of a measurement increment are rounded-up to the next whole unit.
- 3.6.2** Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s).
- 3.6.3** Timing terminates on all calls when either party hangs up.
- 3.6.4** Calls originating during one time period and terminating during another will be billed in proportion to the rates in effect during different segments of the call.
- 3.6.5** All times refer to local time at the calling party's location.
- 3.6.6** There shall be no charges for uncompleted calls.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.7 Distance Calculations**

Where charges for a service are specified based upon distance, the following rules apply:

**3.7.1** Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in Local Exchange Routing Guide issued by Bellcore, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

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

**Step 1:** Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Bellcore document.

**Step 2:** Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.

**Step 3:** Square each difference obtained in step (b) above.

**Step 4:** Add the square of the "V" difference and the square of the "H" difference obtained in step C) above.

**Step 5:** Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.

**Step 6:** Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

**3.7.3** The formula for distance calculations is:

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

10

**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.8 Rate Periods for Time of Day Sensitive Services**

**3.8.1** For time of day, usage sensitive services, the following rate periods apply unless otherwise specified in this price list:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD						
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

**3.8.2** Calls are billed based on the rate in effect for the actual time period(s) during which the call occurs. Calls that cross rate period boundaries are billed the rates in effect in that boundary for each portion of the call, based on the time of day at the Customer location.

**3.8.3** For services subject to holiday discounts, the following are Company recognized national holidays, determined at the location of the calling station. The evening rate is used on national holidays, unless a lower rate normally would apply.

New Year's	Day January 1
Memorial Day	As Federally Observed
Independence Day	July 4
Thanksgiving Day	As Federally Observed
Christmas Day	December 25

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.9 Standard Line**

The Standard Line provides a Customer with a single, analog, voice-grade telephonic communications channel which can be used to place or receive one call at a time. Standard Lines are provided for the connection of Customer-provided wiring and single station sets or facsimile machines.

**3.10 Optional Calling Features**

The features listed in Sections 4 through 6 are offered by the Company.

(T)

### SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)

#### 3.11 Directory Listing Services

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

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

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

The following listings are provided at no additional charge to the Customer:

- one listing for each individual line service.

##### 3.11.1 Directory Listing Definitions

Additional Listing - If more than one listing in the directory is requested, an additional listing may be furnished in other names when, in sole judgment of the Company, the subscriber's service is not a joint user or shared.

Non-Published Listing - A Non-Published Number will be furnished at the Customer's request. A Non-Published Number is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Number is not available to the general public.

Non-Listed Listing - A Non-Listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.11 Directory Listing Services, (Cont'd.)**

**3.11.1 Directory Listing Definitions, (Cont'd.)**

Foreign Listing – A listing in the alphabetical section of Company directories outside the subscriber's local exchange may be furnished. The listing is subject to the rates and regulations applicable to the published directory in which the listing is to appear.

Stylist Service Listing

- A. Where available, a subscriber may request to have the assigned telephone number listed in the directory using upper case alpha characters and/or numeric characters in lieu of standard numeric characters. Use of Stylist service listing is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used with this service. The digit "0" or "1" may not be used to represent the letter "O" or "I" respectively in the Stylist service telephone number. The Company reserves the right to reject a Stylist service listing when, in its sole judgment, such listing is objectionable or would tend to delay or impede the use of the directory.
- B. Prior to establishing a Stylist service listing, the Company reserves the right to require, when necessary in its sole judgment, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.
- C. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing or not publishing a Stylist service listing in the directory shall attach to the Company. The Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication or omission of a Stylist service listing.

Alternate Listing – An alternate listing may be provided to the subscriber for the purpose of directing calling parties to other telephone numbers subject to the following conditions: 1. Names of individuals are not permitted; 2. Text may not exceed one line. Examples:

Nights, Sundays, and Holidays  
If No Answer  
If Extension Is Not Known

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.12 Directory Assistance**

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number. Rates and charges for National Directory Assistance service are provided in Section 4.3.

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New York, New York 10005

**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.13 Operator Services**

Provides for live or automated operator treatment when a Customer dials "0". Operator Services can be used to assist the Customer in routing or billing for a call. Billing options include, but are not limited to, bill to originating telephone number, calling card, collect or to a third party.

**3.14 IntraLATA Long Distance Services**

Long Distance Services are available from the Company pursuant to terms, conditions, regulations and rates as provided for in its Florida Tariff No. 1. Service is available for use by Customers twenty-four (24) hours a day. MetTel Long Distance Service enables a User of an exchange access line to place calls to any station on the public switched telecommunications network bearing an NPA-NXX designation associated with points outside the Customer's Local Calling Area. MetTel Long Distance Service is offered for both intraLATA and interLATA calling. Customers must arrange for intraLATA and interLATA service from the interexchange carriers of their choice. Customers may choose the Company as their carrier for intraLATA calls and interLATA calls.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.15 Miscellaneous Services**

**3.15.1 Main Number Retention**

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certificated local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company-provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

**3.15.2 Pay Per Call Blocking/Unblocking**

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.15 Miscellaneous Services, (Cont'd.)**

**3.15.3 Presubscription Services**

**(A) General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA 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. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

**(B) Presubscription Options** - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

**Option A:** Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.

**Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.

**Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.

**Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription

**Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.

**Option F:** Customer may select no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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**SECTION 3 - DESCRIPTION OF SERVICES, (CONT'D.)**

**3.15 Miscellaneous Services, (Cont'd.)**

**3.15.3 Presubscription Services, (Cont'd.)**

**(C) Presubscription Procedures**

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified herein. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

The PIC Change Charge will not be assessed when Customers select Metropolitan Telecommunications of Florida, Inc. for toll presubscription.

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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.16 Bundled Services<sup>1</sup>**

**A. Service Qualifications and Regulations**

- (1) \*The MetPak Bundled Plans (for POTS lines only) provide a choice of unlimited calling plans for a fixed monthly fee, including the monthly charge for basic dial tone service.
- (2) \*The plans available are:
  - i) Flat Rate with unlimited local calling within the serving exchange
  - ii) Option 1- Flat rated plan with unlimited calling within the LATA (subject to a total usage allowance of 7,200 minutes) and a per minute rate for calls in excess of the allowance;
  - iii) Option 2 - Combination rated plan which provides for unlimited usage within the serving exchange and in some cases the extended area service additional exchanges for a flat monthly charge and a single rate for each minute of use for all other calling within the LATA.
- (3) \*Touchtone is included at no additional charge.
- (4) \*These plans do not include calling card or collect calls, information type calls such as Time and Weather, 555, 700, 900, 976 Services, Directory Assistance Services or any Operator Handled Call.
- (5) MetPak Plus Bundled Plans (for POTS lines only) provide a choice of unlimited calling plans for a fixed monthly fee and include four components:
  - i) Business Line;
  - ii) Call Management Features;
  - iii) Listing (additional or Foreign);
  - iv) Rotary Service (Hunting).
    - a. The Business line component of these packages must be one of the following MetPak Bundled Service Plan Options:
      - i) Flat Rate with unlimited local calling within the serving exchange
      - ii) Option 1- Flat rated plan with unlimited calling within the LATA (subject to a total usage allowance of 7,200 minutes) and a per minute rate for calls in excess of the allowance;
      - iii) Option 2 - Combination rated plan which provides for unlimited usage within the serving exchange and extended area service additional exchanges for a flat monthly charge, and a single rate for each minute of use for all other calling within the LATA.

<sup>1</sup>This offer is only available in those exchanges served by AT&T Florida formerly known as BellSouth.

\*The MetPak Bundled Service Plan is grandfathered for existing customers at their current locations.

Requests for additions to existing plans or new plans will not be permitted.

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44 Wall Street, 14th Floor  
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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.16 Bundled Services<sup>1</sup>, Cont'd.**

**A. Service Qualifications and Regulations, Cont'd.**

b. Call management features associated with this plan include all of the following features at no additional charge per line as follows and may vary by state. Customers may choose any of these features for each line.

1. Call Block
2. Call Forward Busy Line
3. Call Forward Don't Answer
4. Call Forward Don't Answer Ring Control
5. Call Forward Variable
6. Call Return
7. Call Selector
8. Call Tracing
9. Call Waiting
10. Caller ID Name and Number Delivery with ACR
11. Caller ID Name and Number Delivery-Multiline Hunt Group
12. Caller ID Number Delivery
13. Distinctive Ring I
14. Distinctive Ring II
15. Enhanced Caller ID with ACR
16. Enhanced Caller ID with Call Mgmt. with ACR
17. Enhanced Caller ID with Call Mgmt. with ACR and Call Forwarding Don't Answer
18. Hunting
19. Message Waiting Indicator-Audible or Visual
20. Preferred Call Forwarding
21. Remote Access Call Forwarding
22. Repeat Dialing
23. Speed Calling 8
24. Speed Calling 30
25. Star 98 Access
26. Three Way Calling
27. Three Way Calling with Transfer

c. A foreign listing and an additional listing are each available as part of these packages. All of the rules, regulations and limitations as specified in each this tariff apply to the listings provided as a part of this service.

<sup>1</sup>This offer is only available in those exchanges served by AT&T Florida formerly known as BellSouth.

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44 Wall Street, 14th Floor  
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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.16 Bundled Services<sup>1</sup>, Cont'd.**

**A. Service Qualifications and Regulations, Cont'd.**

- d. Rotary Service (Hunting) is available as part of this service for business packages containing three or more lines. The maximum number of lines allowed in a hunting group is one less than the number of lines in a package (for a 9-line package, a maximum of 8 hunting lines is provided).
- e. These calling plans are only available on MetTel Business POTS lines on the AT&T f/k/a BellSouth Wholesale Commercial Agreement in Florida. Lines on Resale are not eligible for these plans.
- f. Customers must use MetTel as their local and regional toll carrier in order to qualify for these plans. If a customer PIC's "None" for regional and long distance, they will still qualify for the unlimited local plan. If they PIC "None" for long distance, they will still qualify for the unlimited local unlimited local and a per minute MetTel regional calling plan.
- g. These plans only apply to voice traffic for sent-paid, directly-dialed local, regional toll and domestic long distance calls, i.e., in-state and state-to-state. Calls to Internet Service Providers, which is non-voice information access traffic, is not covered under this plan.
- h. These plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI or ISDN PRI Services, Digital PBX Trunk Services (T 1s), Remote Call Forwarding Service, Foreign Exchange Service, Coin or Pay Telephone Service, or for use with Dial-up Modems, Predictive Dialers, Call Center operations, Broadcast Fax or Data transmissions, or for Toll Free Services. Unlimited service will not be provided to customers with PBX or Key Systems who convert their trunks to POTS lines. This plan is not intended for customers with PBXs or Key Systems.
- i. These plans do not include calling card or collect calls, information type calls such as Time and Weather, 555, 700, 900, 976 Services, Directory Assistance Services or any type of Operator Handled Call.
- j. MetTel reserves the right to terminate the MetPak Plus Bundled Plans for customers who use the service for non-voice traffic or with services or equipment as defined in paragraphs "h" through "j" preceding.

**B. Rates**

- (1) Non-Recurring Charges do not apply for an existing MetTel customer with Business POTS lines, who order the MetPak or MetPak Plus Bundled Plans.
- (2) Standard Service Connection Charges will apply to new installations of Business lines who also select the MetPak or MetPak Plus Bundled Plans.
- (3) A Primary Interexchange Carrier (PIC) change charge will not apply if a customer is required to change their PIC to MetTel.

<sup>1</sup>This offer is only available in those exchanges served by AT&T Florida formerly known as BellSouth.

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44 Wall Street, 14th Floor  
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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.16 Bundled Services<sup>1</sup>, Cont'd.**

**B. Rates, Cont'd.**

(4) Term commitment plans on 12, 24 and 36 months are subject to early termination fees as indicated in the MetTel Master Service Agreement signed by the customer.

(5) MetPak Bundled Plans\*

Option 1 Monthly

Per Individual Business Line  
(includes 7,200 minutes of unlimited calling within LATA.) \$120.00

Minutes in excess of 7,200  
(per minute) 0.0500

Option 2 Monthly

Per Individual Business Line  
(includes unlimited usage in the serving exchange and extended service additional exchanges.) \$86.00

All other calls within the LATA  
(per minute) 0.0800

(6) MetPak Plus Bundle

Month-To-Month	Flat Rate Line Plan	Option I	Option II
Each 1-line package, per line	\$68.00	\$114.00	\$74.00
Each 2-line package, per line	\$64.00	\$107.50	\$68.00
Each 3-line package, per line	\$65.00	\$107.33	\$67.33
Each 4-line package, per line	\$61.25	\$103.75	\$62.75
Each 5-line package, per line	\$60.40	\$101.20	\$59.40
Each 6-line package, per line	\$56.00	\$100.00	\$57.17
Each 7-line package, per line	\$54.57	\$99.14	\$55.71
Each 8-line package, per line	\$53.75	\$98.25	\$54.50
Each 9-line package, per line	\$52.89	\$97.78	\$53.78

<sup>1</sup>This offer is only available in those exchanges served by AT&T Florida formerly known as BellSouth.

\*No Longer Available. Customers with Service may continue with plan; no changes are allowed.

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55 Water Street, 32nd Floor  
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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.17 MetPak Advantage Plans<sup>1</sup>**

**A. Business Rules**

MetPak Advantage Plans provide Businesses the opportunity to customize flat rate calling plans for their local and regional toll calling needs. The plans are only available on Business Lines. All rates are per line, per month. MetPak Advantage Plus Plans mirror the MetPak Advantage Plans, except that the following features are included for each line equipped with the offer.

Anonymous Call Rejection	Call Forwarding
Call ID with Name	Call Waiting
Unlimited *66 Repeat Dialing	Speed Dialing 8
Unlimited *69 Call Return	Three Way Calling

MetPak Advantage Plans provide a choice of unlimited calling plans for a fixed monthly fee, in addition to the monthly charge for basic dial tone service. There are two plans to choose from: (1) unlimited regional toll calling and (2) unlimited regional toll and long distance calling. In addition, for Business Lines, the MetPak Plus Advantage Plan provides for the combination of one of the unlimited calling plans with a set of call management features.

The Unlimited Calling Plans are available to business customers, who at the time they order these plans have no more than 25 voice grade lines for all BTNs (Billed Telephone Numbers) per service address. Eligible customers may order the Unlimited Plans on a maximum of 10 lines per service address. Business customers with multiple service addresses may order the Unlimited Plans subject to the preceding eligibility requirements.

Customers must use MetTel as their local, regional toll and long distance carrier in order to qualify for these plans. If a customer PIC's "None" for regional and long distance, they will still qualify for the unlimited local plan. If they PIC "None" for long distance, they will still qualify for the unlimited local and regional plan or an unlimited local and a per minute MetTel regional calling plan.

These plans only apply to voice traffic for sent-paid, directly-dialed local, regional toll and domestic long distance calls, i.e., in-state and state-to-state. Calls to Internet Service Providers, which is non-voice information access traffic, are not covered under this plan. MetTel reserves the right to terminate the MetPak Advantage Plans for customers who use the service for non-voice traffic or with services or equipment as defined in this section.

<sup>1</sup>This offer is only available in those exchanges served by Verizon Florida.

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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.17 MetPak Advantage Plans<sup>1</sup>, Cont'd.**

**A. Business Rules, Cont'd.**

These plans are not available for use with PBX Trunks, ground start lines or trunks, ISDN BRI or ISDN PRI Services, Digital PBX Trunk Services (T1s), Remote Call Forwarding Service, Foreign Exchange Service, Coin or Pay Telephone Service, or for use with Predictive Dialers, Call Center operations or for Toll Free Services. Unlimited service will not be provided to customers with PBX or Key Systems who convert their trunks to POTS lines. This plan is not intended for customers with PBXs or Key Systems.

**B. Rates<sup>2</sup>**

	<u>Month to Month</u>	<u>Term Plans<sup>3</sup></u>
Unlimited Regional Toll	\$34.00 (I)	
Unlimited Regional Toll And Domestic LD	\$49.00 (I)	

<sup>1</sup>This offer is only available in those exchanges served by Verizon Florida.

<sup>2</sup>Advantage Plus subscribers are charged an additional \$10 per line, per month

<sup>3</sup>12, 24 and 36 month term plans will receive discounts of 5%, 8% and 11% respectively.

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55 Water Street, 32nd Floor  
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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.18 Term Plans**

**A. General**

Business customers that agree to commitments of 12, 24 or 36 months, for applicable products and services, will be entitled to discounted rates that range between 5% to 10%.

**B. Business Rules**

In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge. The amount of the early termination charge will be the MRC (monthly recurring charges) for the remainder of the term. For example:

$$\text{MRC} \times \# \text{ of Lines} \times \text{Remainder of Term} = \text{Termination Charge.}$$

End of Term Options. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:

- Renew their term commitment,
- Arrange for termination of the service
- Convert to month-to-month service

In the event the customer does not select one of the above options, the customer will be converted to month-to-month service.

Early termination charges will not be assessed under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service with MetTel for the remainder of the term;
- Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

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**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.19 Subscriber Intrastate Access Service**

**A. General Description**

The Subscriber Intrastate Access Service provides interconnected access to the local public switched telephone network so that local exchange customers can make and receive calls to and from the customers of other carriers within the state.

**B. Limitations**

- (1) A telephone number is not provided with Subscriber Intrastate Access Service.
- (2) Detail billing is not provided with Subscriber Intrastate Access Service.
- (3) Directory listings are not included with Subscriber Intrastate Access Service.
- (4) Intercept arrangements are not included with Subscriber Intrastate Access Service

**C. Undertaking of the Company**

The Company will provide Subscriber Intrastate Access Service to each Customer that subscribes to its local exchange service.

**D. Term of Service**

Subscriber Intrastate Access Service shall be coterminous with the Company's local exchange service, and the Subscriber Access Charge shall apply for each telephone line or service as defined herein for all periods in which Customer subscribes to local exchange service from the Company.

**E. Rate Regulations**

- (1) The Subscriber Access Charge shall not apply to Lifeline customers.
- (2) If Customer is eligible to receive prorated credit for their associated local exchange service, such as for network outages or suspension or termination of service, the Subscriber Access Charge will be prorated or credited in the same manner consistent with the terms of this tariff and any contract. No other credits are available for Subscriber Intrastate Access Service.
- (3) When Customer is provided more than one local business exchange service in a state, the Subscriber Access Charge Multi-line Business Subscriber rates are assessed for each line.

**SECTION 3 – DESCRIPTION OF SERVICES, (CONT'D.)**

**3.19 Subscriber Intrastate Access Service, Cont'd.**

**E. Rate Regulations, Cont'd.**

(4) The Subscriber Access Charge, as set forth in F. following, will be billed to the end user subscriber of the associated local exchange service, including, where applicable, a reseller of the associated local exchange service, in which case the reseller shall be deemed an end user for purposes of application of such charges.

(5) For each local exchange service provided as remote call forwarding business service under the Local Exchange Service Tariff or Product Guide, the Subscriber Access Charge does not apply.

(6) Services subject to the Subscriber Access Charge hereunder shall not be liable for the End User Common Line Charge (EUCL), if any, set forth in Section 9.7(A) of Company's interstate access tariff, Tariff FCC No. 1.

**F. Rates**

Business Customer Service Type	ILEC AREA/OCN		
	AT&T / 5191	EMBARQ CENTEL, UNITED/ 0340, 0341	VERIZON GTE / 0328
Single Line Local Exchange Service	6.50	6.50	6.50
Multi-line Local Exchange Service	7.00	7.65	8.98
Centrex	7.00	7.65	8.98
Trunk	7.00	7.65	8.98
PRI	35.00	38.25	44.90
T-1/Digital PBX	168.00	183.60	215.52
BRI	7.00	7.65	.00

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d/b/a MetTel

Florida Price List No. 1  
1st Revised Page 69  
Cancels Original Page 69

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(D)

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES**

**4.1 Service Areas and Rate Groups**

(M)\*

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customers End Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each End Office.

In the event that an Incumbent LEC or the Florida Public Service Commission reclassifies an exchange or End Office from one Rate Group to another, the reclassification will also apply to MetTel Customers who purchase services under this price list. Local calling areas and Rate Group assignments are equivalent to those areas and groups specified in BellSouth Telecommunications, Inc. Florida General Subscriber Service Tariff (“GSST”).

Rate Group	Exchange Access Lines In Local Calling Area - Upper Limit
1	up to 2,000
2	2,001 to 7,000
3	7,001 to 22,000
4	22,001 to 55,000
5	55,001 to 120,000
6	120,001 to 195,000
7	195,001 to 280,000
8	280,001 to 375,000
9	375,001 to 450,000
10	450,001 to 550,000
11	550,001 to 700,000
12	700,001 +

(M)

\* Material now appearing on this page, formerly appeared on Original Page 53.

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.1 Service Areas and Rate Groups (Cont'd)**

(M)\*

City	Group	City	Group	City	Group
Archer	6	Graceville	3	Old Town	2
Baldwin	9	Green Cove Springs	11	Orange Park	9
Belle Glade	3	Gulf Breeze	6	Orlando	11
Big Pine Key	4	Havana	6	Oviedo	11
Boca Raton	10	Hawthorne	5	Pace	6
Boynton Beach	10	Hobe Sound	6	Pahokee	3
Bronson	5	Holley Navarre	6	Palatka	4
Brooksville	5	Hollywood	12	Palm Coast	3
Bunnell	3	Homestead	12	Panama City	5
Cantonment	6	Islamorada	4	Panama City Beach	5
Cedar Keys	1	Jacksonville	10	Pensacola	6
Century	6	Jacksonville Beach	9	Perrine	12
Chiefland	3	Jay	6	Pierson	4
Chipley	3	Jensen Beach	5	Pomona Park	4
Cocoa (Main and Merritt)	7	Julington	9	Pompano Beach	12
Cocoa Beach	7	Jupiter	9	Ponte Vedra Beach	9
Coral Springs	12	Key Largo	4	Port St. Lucie	6
Cross City	2	Key West	4	Sanford	8
Daytona Beach	6	Keystone Heights	3	Sebastian	6
DeBary	5	Lake City	4	St. Augustine	4
Deerfield Beach	12	Lynn Haven	5	St. Johns	11
Deland	5	Marathon	3	Stuart	6
DeLeon Springs	4	Maxville	9	Sugarloaf Key	4
Delray Beach	8	Melbourne	7	Sunny Hills	3
Dunnellon	6	Miami	12	Titusville	5
East Orange	11	Micanopy	5	Trenton	5
Eau Gallie Beach	7	Middleburg	9	Vernon	3
Fernandina Beach	3	Milton	6	Vero Beach	5
Flagler Beach	3	Munson	6	Weeki Wachee Springs	5
Fort Grange	9	New Smyrna Beach	4	Welaka	4
Fort Lauderdale	12	Newsberry	5	West Palm Beach	9
Fort Pierce	5	North Dade	12	Yankeetown	4
Gainesville	6	North Key Largo	3	Youngstown-Fountain	5
Geneva	7	Oak Hill	4	Yulee	8

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.2 General**

**4.2.1 Service Order and Change Charges**

New Line Installation			
	<u>Business</u>	<u>Residence</u>	
First Line	\$114.00	\$84.00	
Each Additional Line	\$75.00	\$30.00	
Move Service – Different Premises			
	<u>Business</u>		
First Line	\$114.00		
Each Additional Line	\$75.00		
Telephone Number Change Charge			
	<u>Business</u>	<u>Residence</u>	
First Line	\$46.00	\$39.00	I
Each Additional Line	\$11.00	\$39.00	I
Secondary Service Charge			
	<u>Business</u>	<u>Residence</u>	
Per Line	\$19.00	\$10.00	
Rewire Charge, Restoral for Non-Payment, Temporarily Suspend			
	<u>Business</u>	<u>Residence</u>	N
First Line	\$46.00	\$39.00	N
Each Additional Line	\$11.00	\$39.00	N
Remote Call Forwarding-Per Order	\$24.00		
Features-Add/Change/Delete- Per Order	\$24.00		
Hunting Arrangement- Per Order Added/Changed	\$24.00		
Change Bill Name/or Billing Address	\$24.00		
900 Blocking Option-Subsequent Per Line	\$24.00		
Listings-Add/Change	\$24.00		
Change of Service Charge	\$16.75		
Disconnect Order Charge <sup>1</sup>	\$16.75		

<sup>1</sup>Disconnection Order Charge: When subscriber lines and trunks are disconnected the Company incurs costs which may include other carrier related charges.

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.2 General, (Cont'd.)**

**4.2.2 Standard Line Service**

**(A) Monthly Recurring Charges**

The following charges apply to Standard Line Service lines per month. Rates and charges include touch-tone service for each line. The rates and charges below apply to service provided on a month-to-month basis. Nonrecurring charges apply as described in Section 3 of this price list.

RATE GROUP	SERVICE TYPE – Single Line		SERVICE TYPE – Multi Line
	Business	Residence	Business
Group 1	\$120.00 I	\$26.00 I	\$120.00 I
Group 2	\$120.00 I	\$26.00 I	\$120.00 I
Group 3	\$120.00 I	\$26.00 I	\$120.00 I
Group 4	\$120.00 I	\$26.00 I	\$120.00 I
Group 5	\$120.00 I	\$26.00 I	\$120.00 I
Group 6	\$120.00 I	\$26.00 I	\$120.00 I
Group 7	\$120.00 I	\$26.00 I	\$120.00 I
Group 8	\$120.00 I	\$26.00 I	\$120.00 I
Group 9	\$120.00 I	\$26.00 I	\$120.00 I
Group 10	\$120.00 I	\$26.00 I	\$120.00 I
Group 11	\$120.00 I	\$26.00 I	\$120.00 I
Group 12	\$120.00 I	\$26.00 I	\$120.00 I

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)** (T)

**4.2 General, (Cont'd.)** (T)

**4.2.2 Standard Line Service, (cont'd.)** (T)

**(B) Usage Sensitive Charges and Allowances**

**(1) Flat Rate Service**

Customers who subscribe to Flat Rate service receive unlimited calling within their local calling area.

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.2 General, (Cont'd.)**

**4.2.2.1 Business Trunks**

**(A) Monthly Recurring Charges**

The following charges apply to Flat Rate Business Trunks for PBX equipment. Trunks may be configured for Inward, Outward or Combination calling. Combination DID (Direct Inward Dialing) require DID Ports. DID Number blocks are also in addition to Trunk and Port charges.

RATE GROUP	PBX Trunks		
	Combination, Inward or Outward <sup>1</sup>	Combination DID <sup>1</sup>	DID Ports <sup>1</sup>
Group 1	\$145.00 I	\$150.00 I	\$74.00 I
Group 2	\$145.00 I	\$150.00 I	\$74.00 I
Group 3	\$145.00 I	\$150.00 I	\$74.00 I
Group 4	\$145.00 I	\$150.00 I	\$74.00 I
Group 5	\$145.00 I	\$150.00 I	\$74.00 I
Group 6	\$145.00 I	\$150.00 I	\$74.00 I
Group 7	\$145.00 I	\$150.00 I	\$74.00 I
Group 8	\$145.00 I	\$150.00 I	\$74.00 I
Group 9	\$145.00 I	\$150.00 I	\$74.00 I
Group 10	\$145.00 I	\$150.00 I	\$74.00 I
Group 11	\$145.00 I	\$150.00 I	\$74.00 I
Group 12	\$145.00 I	\$150.00 I	\$74.00 I

	<u>Monthly</u>
Two-Way Trunk Ports with Call Transfer	\$124.00 per port I
Trunks equipped with optional MF or DTMF pulsing	\$43.00 per trunk I

**(B) DID Number Blocks**

Blocks of DID numbers are subject to availability. Blocks are offered in groups of 20 numbers.

Monthly – Initial Block of 20 Numbers	\$9.00 I
Monthly – Each additional Block of 20 Numbers	\$22.00 I
Monthly – Reserved Blocks of 20 Numbers	\$17.00 I

<sup>1</sup>Rates are no longer discounted for 12, 24 or 36 month term plans. Discounts will remain in effect for existing subscribers until the expiration of their plan. See page 68.8 for applicable terms and conditions.

**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.2 General, (Cont'd.)**

**4.2.2.2 Term Discount Plans<sup>1</sup>**

**(A) Standard Lines**

**Business Single Line**

<b>Rate Group</b>	<b>12 Months</b>	<b>24 Months</b>	<b>36 Months</b>
Rate Groups 1 & 2	\$114.00 I	\$108.00 I	\$102.00 I
Rate Groups 3 – 6	\$114.00 I	\$108.00 I	\$102.00 I
Rate Groups 7 – 12	\$114.00 I	\$108.00 I	\$102.00 I

**Business Multi-Line**

**(B)**

<b>Rate Group</b>	<b>12 Months</b>	<b>24 Months</b>	<b>36 Months</b>
Rate Groups 1 – 7	\$114.00 I	\$108.00 I	\$102.00 I
Rate Groups 8 – 12	\$114.00 I	\$108.00 I	\$102.00 I

<sup>1</sup>See page 68.8 for applicable terms and conditions

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.2 General, (Cont'd.)**

**4.2.2 Optional Calling Features**

(T)

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

**(A) Features Offered on a Usage Sensitive Basis**

The following features are available to all local exchange line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

<b>Optional Calling Features</b>	<b>Business, per use</b>	<b>Residence, per use</b>
Call Return	\$2.00	\$2.00
Repeat Dialing	\$2.00	\$2.00

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.2 General, (Cont'd.)**

**4.2.3 Optional Calling Features, (cont'd.)**

**(B) Features Offered on Monthly Basis**

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature. Nonrecurring charges apply as described in Section 3 of this price list.

Optional Calling Feature	Monthly - Recurring	
	Business	Residence
Three Way Calling	\$7.95	\$9.00
Anonymous Call Rejection	\$5.95	\$9.00
All Call Blocking	\$7.00	\$9.00
Call Forwarding – Busy	\$5.00	\$2.00
Call Forwarding – No Answer	\$5.00	\$2.00
Call Forwarding Variable	\$9.05	\$9.00
Remote Call Forwarding – MSD.	\$44.10	N/A
Remote Call Forwarding – Flat Rate	\$44.10	N/A
Call Waiting	\$8.55	\$10.99
Caller ID	\$15.00	\$10.99
Distinctive Ring – First DN	\$10.00	\$9.00
Distinctive Ring – Second DN	\$12.00	\$9.00
Speed Dial – 8	\$8.50	\$9.00
Speed Dial - 30	\$7.00	\$9.00
Hotline	\$15.30 I	

Per Use

Three-Way Calling	\$3.00
Automatic Callback	\$2.00
Automatic Call Return	\$2.00

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.3 Directory Listings**

The following monthly charges apply to special listings requested by the Customer over and above those free listings provided for in this price list.

<b>Type of Listing</b>	<b>Recurring Charge, per Listing</b>
Non-Published Listing Business	\$5.50
Non-Published Listing Residence	\$5.50
Non-Listed Listing Business	\$3.50
Non-Listed Listing Residence	\$3.50 I
Additional, Alternate, Foreign Listing Business	\$2.10
Additional, Alternate, Foreign Listing Residence	\$1.20
Special Text Listing – Stylist Service Listing	\$2.50
Designer Listings:	
Bold, Script Listing	\$2.00
Bold Plus, Script Plus, Line (Standard) Listing	\$3.00
Line Bold, Line Script	\$4.00

**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

<b>4.3</b>	<b>Directory Assistance Services</b>	<b>Res/Bus</b>
	Each Local Directory Assistance Call	\$3.99/\$3.99
	Each National Directory Assistance Call	\$3.99/\$3.99
	Directory Assistance Call Completion	\$0.50

**4.4 Operator Services (for non-aggregator locations)**

A per-call service charge applies in addition to the per minute usage rates when applicable. The service charge applies in all rate periods and is as follows:

<u>Call Type:</u>	<u>Surcharge</u>
- Customer Dialed 3 <sup>rd</sup> Number, Non-Payphone	\$2.00 <sup>3</sup>
- Customer Dialed Calling Card, Non-Payphone	\$1.00
- Customer Dialed Calling Card, Payphone	\$1.50
- Customer Dialed Collect, Payphone and Non-Payphone	\$2.25 <sup>3</sup>
- Person to Person Collect, Payphone and Non-Payphone	\$4.75 <sup>3</sup>
- Operator Assisted Collect, Payphone and Non-Payphone	\$2.25 <sup>1,3</sup>
- Operator Assisted Call, Payphone and Non-Payphone	\$2.00 <sup>1</sup>
- Operator Dialed Surcharge	\$0.60 <sup>2</sup>
- Operator Busy Verification	\$2.50 <sup>3</sup>
- Operator Emergency Interruption	\$9.00 <sup>3</sup>
- Operator Assisted Call, per minute	\$2.19 (I)

1. Applies when the operator dials number for Directory Assistance at the Customer's request;
2. (a) Station-to-Station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards where the operator dials the terminating number, each call);  
(b) An Operator Dialed Surcharge is in addition to any applicable billing surcharge for calls originating from other than payphone provider lines.
3. Effective May 8, 2016, Collect, Person to Person, Bill to Third Number calls, Verification and Emergency Interrupt Service and Zero Minus (0-) Charging Services are discontinued.

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.5 Digital ISDN Basic Rate Service**

Integrated Services Digital Network Basic Rate Interface (ISDN BRI) is a service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data signals. ISDN services use two 64 Kbps "B" channels to transmit any combination of Circuit Switched Voice and/or Circuit Switched Data. The "D" channel is used for signaling.

The Flat Rate Threshold Pricing plan allows up to 320 hours of use each month per Digital Service Line (DSL). Minutes of use rates will apply for all usage above the 320 hours per DSL threshold. The Basic Local Calling area for Usage Option Plan A will be the LATA boundary. Local usage under Usage Option Plan A will be recorded on originating calls terminating within the LATA. Minutes of use rates will apply for all local usage. This plan is limited to outward only service. Usage Option Plan B will have unlimited usage inside the Extended Local Calling Area. The Extended Local Calling Area for Usage Option Plan B will be the Basic Local Calling Area plus any applicable Extended Calling Area.

Access	Monthly Recurring Charge
ISDN BRI Flat Rate Business Threshold Plan-incl. 320 Hrs	\$417.10 I
ISDN BRI Soft Number FR Line-No Charge	n/c
ISDN BRI Measured Rate Usage Plan A w/LATA-Wide Calling	529.10 I
ISDN BRI Usage Plan B w/Unlimited Local & Extended Area Calling	1,891.70 I
Features	
ISDN Basic Exchange AC SW Voice & Data-per B Channel.	\$124.40 I
ISDN BRI AC Switched Voice or Data Exc Svc	124.40 I
ISDN BRI Add'l. Call Appearance-Per Directory Num.	2.00
ISDN BRI Call Fwd. Variable/User	3.00
ISDN BRI Conf-Drop Hold & Transfer	3.00

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**SECTION 4 – SERVICES AND RATES AVAILABLE IN BELLSOUTH EXCHANGES (Cont'd)**

**4.5 Digital ISDN Basic Rate Service (Cont'd)**

Usage and Call Rates

Usage above 320 hours per Digital Line allowed in the Flat Rate Threshold Plan or minutes of use per Digital Line in Usage Option Plan A will be billed at the per Minute rate of user per channel in use.

<u>Use</u>	<u>Rate Per Minute of</u>
(a) Per Minute of Use above Threshold <i>Plan</i> Allowance	\$.02
(b) Per Minute of Use - Usage Option A	.05

Usage Outside the Expanded Local Calling Area but inside the LATA

The following charges apply per channel in use for customer dialed calls originated from and billed to a Digital Line equipped for Usage Option Plan B when calls terminate outside the Expanded Local Calling Area but inside the LATA.

	<u>Rate Per Minute of Use</u>
(a) Per Minute of Use	\$.09

Non- Recurring Charges

ISDN BRI Digital Service – First Line Installation	\$186.24
ISDN BRI Digital Service – Additional Line Installation	\$186.24

**4.6 Centrex Service**

Monthly Rates

	(former Bell South)	(former Verizon GTE)	
Flat Rate	\$55.00	CentrexPak Basic Service	\$50.15
Message Rate	\$50.00	CentrexPak Basic Service w/ECS	\$55.15

\* Rates exclude applicable taxes applicable taxes and surcharges (N)

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.1 General**

This section specifies rate schedules applicable for grades and classes of local exchange service ordered by Customers located in Verizon exchange areas.

Exchange rate schedules are applied according to the total number of main station lines and PBX trunks in the local service area.

Service charges are applicable to the provision of local exchange services.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.2 Rate Schedules**

**5.2.1 Flat Rate Schedule**

The following schedule of rates is applicable for main station line service.

Rate Group	Main Station Lines and PBX Trunks	Monthly Rates One-Party <sup>1,2</sup>			Main Stations Arranged with Rotary Service, each <sup>1,2</sup>	
		Business	Residence	Business Extended Calling Service	Business	Business Extended Calling Service
1	0 – 50,000	41.00 (I)	23.48 (I)	45.99 (I)	47.99 (I)	53.00 (I)
2	50,001 – 90,000	41.00 (I)	23.48 (I)	45.99 (I)	47.99 (I)	53.00 (I)
3	90,001 – 170,000	41.00 (I)	23.48 (I)	45.99 (I)	47.99 (I)	53.00 (I)
4	170,001 – 300,000	41.00 (I)	23.48 (I)	45.99 (I)	47.99 (I)	53.00 (I)
5	Over 300,000	41.00 (I)	23.48 (I)	45.99 (I)	47.99 (I)	53.00 (I)

<sup>1</sup> Rates are discounted by 5%, 7% and 10% for term plans of 12 Months, 24 Months and 36 Months respectively. Discounts do not apply to PBX Trunks.

<sup>2</sup> In the event the customer terminates the service prior to the completion of the term commitment, Termination Liability may apply.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.2 Rate Schedules**

**5.2.2 Message Rate Schedule**

The following schedules of rates are applicable for message rate main station line service. Message rates and allowances do not apply for calls made to Extended Calling Service (ECS) exchanges.

**1. Business**

Rate Group	Main Station Lines and PBX Trunks	Individual Monthly Line Charge <sup>1</sup>	Monthly Message Allowance	Additional Local Message Charge	Main Stations Arranged with Rotary Service, each <sup>1</sup>
1	0-50,000	29.49 (I)	0	0.11	33.79 (I)
2	50,001-90,000	29.49 (I)	0	0.11	33.79 (I)
3	90,001-170,000	29.49 (I)	0	0.11	33.79 (I)
4	170,001-300,000	29.49 (I)	0	0.11	33.79 (I)
5	Over 300,000	29.49 (I)	0	0.11	33.79 (I)

<sup>1</sup>Rates are discounted by 5%, 7% and 10% for term plans of 12 Months, 24 Months and 36 Months respectively. Discounts do not apply to PBX Trunks.

**2. Residence**

Rate Group	Main Station Lines and PBX Trunks	Individual Monthly Line Charge	Monthly Message Allowance	Additional Local Message Charge
1	0-50,000	18.99 (I)	30	0.10
2	50,001-90,000	18.99 (I)	30	0.10
3	90,001-170,000	18.99 (I)	30	0.10
4	170,001-300,000	18.99 (I)	30	0.10
5	Over 300,000	18.99 (I)	30	0.10

**3. Regrouping Procedures**

Whenever the number of access lines in the local calling area of an exchange increases or decreases to the extent that such exchange would fall into a different rate group, a revised Tariff shall be filed for authority to reclassify the exchange to its appropriate group. The effective date of the proposed rate change shall be the effective date of the next directory for the affected exchange or 60 days after the date of filing the tariff, whichever is later.

- A. The rate group in which an exchange falls shall be determined by the peak number of access lines in the exchange’s local calling area since the effective date of the preceding directory.

## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.2 Rate Schedules**

#### **5.2.3 Monthly Exchange Rates**

1. General

Monthly exchange rates shown in 5.2.2 are applicable in each exchange for grades and classes of basic local exchange service offered.

2. Message Rate Service - Individual Line

- A. Subscribers to business or residence message rate service are regularly billed monthly in advance at the rate quoted in this tariff for the class of service furnished. Messages in excess of the monthly allowance are billed monthly in arrears. Local messages not used in one month are not credited to the subscriber's account for any other month service is rendered.
- B. Subscribers are entitled to the number of messages specified in 5.2.2 to all central office lines bearing the designations of exchanges listed in 5.3, Local Calling Area, for the respective exchange.
- C. Business Message Rate Service and Residence Message Rate Service are available in all exchanges and in all new rate groups.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.2 Rate Schedules**

**5.2.3 Monthly Exchange Rates**

3. Flat Rate Service – Individual Line

- A. The rates specified herein entitle subscribers to an unlimited number of messages to all central office lines bearing the designation of central offices within the serving exchange and additional exchanges or portions of exchanges as shown in the Local Calling Areas Section.

<u>Exchange</u>	<u>Rate Group</u>
Bartow	4
Bradenton	5
Clearwater	5
Englewood	3
Frostproof	1
Haines City	3
Hudson	3
Indian Lake	1
Lakeland	4
Lake Wales	3
Mulberry	3
Myakka	5
New Port Richey	3
North Port	4
Palmetto	4
Plant City	5
Polk City	4
Sarasota	5
St. Petersburg	5
Tampa	
Central Area	5
North Area	5
East Area	5
South Area	5
West Area	5
Tarpon Springs	5
Venice	5
Winter Haven	4
Zephyrhills	3

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.2 Rate Schedules**

**5.2.3 Monthly Exchange Rates**

4. PBX Trunk Line Rates

A. Flat Rate

Rate Group	Main Station Lines and PBX Trunks	Individual Trunk Monthly Charge	Individual Trunk Extended Calling Service Monthly Charge
1	0-50,000	59.99 (I)	63.00 (I)
2	50,001-90,000	59.99 (I)	63.00 (I)
3	90,001-170,000	59.99 (I)	63.00 (I)
4	170,001-300,000	59.99 (I)	63.00 (I)
5	Over 300,000	59.99 (I)	63.00 (I)

B. Message Rate

Rate Group	Main Station Lines and PBX Trunks	Individual Line Monthly Charge	Monthly Message Allowance	Additional Local Message Charges
1	0-50,000	39.99 (I)	0	0.11
2	50,001-90,000	39.99 (I)	0	0.11
3	90,001-170,000	39.99 (I)	0	0.11
4	170,001-300,000	39.99 (I)	0	0.11
5	Over 300,000	39.99 (I)	0	0.11

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.3 Local Calling Areas**

The rates specified in Section 5.2.3 entitle subscribers to access all central office lines bearing the central office designations of the exchange or additional exchanges as shown below. The local calling area of the exchange in the left-hand column also includes the exchanges listed in the right-hand column.

Exchange	Local Calling Area Includes
Bartow	Lakeland, Mulberry, Winter Haven, Lake Wales, Ft. Meade <sup>1</sup>
Bradenton	Palmetto, Sarasota, Myakka
Clearwater	St. Petersburg, Tarpon Springs, Tampa-West Area
Englewood	North Port, Venice, Cape Haze <sup>1</sup>
Frostproof	Lake Wales
Haines City	Winter Haven, Lake Wales
- Poinciana	Kissimmee <sup>1</sup> , West Kissimmee <sup>1</sup>
Hudson	New Port Richey
Indian Lake	Lake Wales
Lakeland	Bartow, Mulberry, Polk City, Winter Haven, Plant City, Ft. Meade <sup>1</sup>
Lake Wales	Indian Lake, Bartow, Haines City (excluding Poinciana Central Offices), Winter Haven, Frostproof
Mulberry	Bartow, Lakeland
Myakka	Bradenton, Palmetto, Sarasota
New Port Richey	Hudson, Tarpon Springs
North Port	Englewood, Venice, Port Charlotte <sup>1</sup>
Palmetto	Bradenton, Myakka, Tampa-South Area
Plant City	Lakeland, Tampa-All Areas
Polk City	Winter Haven, Lakeland
Sarasota	Bradenton, Myakka, Venice
St. Petersburg	Clearwater
Tampa	
- Central Area	Plant City
- North Area	Plant City, Zephyrhills
- East Area	Plant City
- South Area	Palmetto, Plant City
- West Area	Clearwater, Plant City
Tarpon Springs	New Port Richey, Clearwater
Venice	Sarasota, Englewood, North Port
Winter Haven	Polk City, Bartow, Lakeland, Haines City (excluding Poinciana Central Office), Lake Wales
Zephyrhills	Tampa-North Area, Dade City <sup>1</sup> , San Antonio <sup>1</sup> , Trillacoochee <sup>1</sup>

Note <sup>1</sup> Other than GTE Florida Incorporated Service Area.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.4 Directory Assistance Service**

#### **5.4.1 General**

1. The Company furnishes Directory Assistance Service whereby subscribers may request assistance in determining telephone numbers.
2. The rates set forth below apply when subscribers of the Company request assistance in determining telephone numbers of subscribers (1) who are located in the same local service area; or (2) who are located within the Extended Calling Service (ECS) exchanges in Section 5.6.2.
3. Directory Plus
  - A. Directory Plus provides an incoming Directory Assistance customer requesting an intraLATA number a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling customer).
  - B. The mechanized announcement will instruct the caller that for an additional charge he may have his call automatically completed by depressing a specific digit on the touch-tone key pad. All completed calls will be charged the Directory Plus surcharge in addition to any other appropriate charges. Customers may request blocking of Directory Plus calls originating from their telephone lines by contacting the local Company business office.
  - C. Directory Plus will only be furnished where facilities and operating conditions permit.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.4 Directory Assistance Service (Cont'd)**

**5.4.1 General (Cont'd)**

3. Directory Plus (Cont'd)

D. Directory Plus will not be provided to the following services:

800/877/888 Service

976 Service

900 Service

Inmate Telephone Service (ITS)

Public Telephone Access Service (PATS) for Customer-Provided  
Equipment (CPE)

Semipublic Telephone Service

Feature Group A Service

E. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

F. This offering provides call completion on a Local Access and Transport Area (LATA) basis.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.4 Directory Assistance Service (Cont'd)**

**5.4.1 General (Cont'd)**

4. Business Line Call Completion (BLCC)
  - A. Business Line Call Completion (BLCC) provides an incoming Directory Assistance customers requesting a business customer's listed intraLATA number a mechanized announcement offering call completion to the business customer's number. The call is completed on a reverse-paid basis (paid for by the business customer subscribing to BLCC).
  - B. The mechanized announcement will instruct the caller that he may have his call automatically completed at no additional charge by depressing a specific digit on the touch-tone key pad. For all completed calls, the BLCC surcharge will be reversed to the business customer receiving the call. The caller shall remain responsible for any other applicable local message charges and/or Directory Assistance charges.
  - C. Business Line Call Completion (BLCC) will only be furnished where facilities and operating conditions permit.

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44 Wall Street, 14th Floor  
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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.4 Directory Assistance Service (Cont'd)**

**5.4.1 General (Cont'd)**

4. Business Line Call Completion (BLCC) (Cont'd)

- D. Business Line Call Completion (BLCC) will not be provided to the following services:

Residence Service

800/877/888 Service

976 Service

900 Service

Inmate Telephone Service (ITS)

Public Telephone Access Service (PATS) for Customer-Provided Equipment (CPE)

Feature Group A Service

Cellular Carriers

- E. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.
- F. This offering provides call completion on a Local Access and Transport Area (LATA) basis.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.4 Directory Assistance Service (Cont'd)**

**5.4.2 Rates**

1. Where the subscriber dials the Local Directory Assistance number 411, the charge for each call (maximum of two requested telephone numbers per call) is \$2.49. (I)
  - A. A residential subscriber is allowed three Directory Assistance calls per access line and a business subscriber is allowed one Directory Assistance call per PBX trunk line per billing period at no charge when the local Directory Assistance number 411 is used. A subscriber to CENTREX Service is allowed one Directory Assistance call per month for each main CENTREX station line at no charge.
  - B. Call allowances are not transferable between separate accounts of the same subscriber.
  - C. Subscribers who have been certified as unable to use a directory because of a visual or physical handicap are allowed calls to Local Directory Assistance at no charge.
2. Where the subscriber places a call to Directory Assistance, via an operator, a surcharge of 20 cents applies per call.
3. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Plus), a surcharge of 45 cents shall apply per call. The Directory Plus surcharge is in addition to any applicable Directory Assistance and/or IntraLATA local or toll charges. Call allowances as specified preceding, do not apply to Directory Plus.

**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.4 Directory Assistance Service (Cont'd)**

**5.4.2 Rates (Cont'd)**

4. Directory Plus and Business Line Call Completion (BLCC) are not subject to optional calling plan discounts. However, the usage associated with a call completed via Directory Plus or BLCC will be subject to any applicable discounts.
5. The Business Line Call Completion (BLCC) charge shall be 45 cents for each call completed. This charge shall be billed to the business customer subscribing to BLCC which receives the call. The BLCC caller (person who places the call) shall be responsible for an application Directory Assistance, IntraLATA local and/or intraLATA toll charges. Call allowances as specified preceding do not apply to BLCC.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.4 Directory Assistance Service (Cont'd)**

#### **5.4.3 National Directory Assistance/Customer Name and Address Service**

1. General

National Directory Assistance (NDA) will provide the customer with directory listings from Verizon's Directory Assistance database. This database will make all Verizon listings available to any operator workstation along with national listings from other provider databases. Verizon will provide listings for residential, business, government, 1-800/877/888, and local emergency numbers. Customer Name and Address (CAN) service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the Directory Assistance operator telephone number.

2. Conditions

- A. The customer will receive a maximum of two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing, or two CAN listings.
- B. Customers who make operator calls to National Directory Assistance or to obtain Customer Name and Address service will be charged the NDA/CNA rate plus the applicable operator surcharge.
- C. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorneys' fees) that may arise from the use of such information.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.4 Directory Assistance Service (Cont'd)**

**5.4.3 National Directory Assistance/Customer Name and Address Service (Cont'd)**

2. Conditions (Cont'd)

- D. The customer will have access to any number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message “Non-published number/address” or “NP” is displayed and no information will be available.
- E. Charges for National Directory Assistance/Customer Name and Address service are not applicable to calls placed by customers who certify they are unable to use a directory because of a visual or physical handicap.
- F. National Directory Assistance/Customer Name and Address service will be available where technology permits.
- G. Directory Assistance call allowances are not applicable for National Directory Assistance/Customer Name and Address Service calls.

3. Rates

For each call to the National Directory  
Assistance/Customer Name and Address Service \$2.49 (I)

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.5 Operator Assisted Local Calls**

**5.5.1 Operator Assistance Charges**

1. All types of local exchange service have local calling areas as specified in this Tariff, which are the areas that can be called on a Flat Rate basis (no charge for individual calls), on a Local Coin Call Rate basis, on a Message Rate basis (calls charged for as message units) or on a Measured Service basis (charges based on a combination of one or more rating elements). Local calling area also includes Extended Calling Service (ECS) exchanges as specified in Section 5.6.
2. Local Dial Call: The call must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable.
3. The following service charges for local calls apply in addition to the local dial rate applicable.

<u>Station</u>	<u>Per Call</u>
- Customer Dialed Calling Card	\$0.95
- Corrections Collect (applies when person originating the call is calling from a correctional facility using special restricted corrections service)	\$1.60
- All other (including Operator Assisted sent-paid, collect, third number, and credit card calls)	\$3.75 (I)
<u>Person-to-Person</u>	<u>Per Call</u>
- All calls	\$3.75 (I)

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.5 Operator Assisted Local Calls (Cont'd)**

**5.5.2 Payphone Usage Surcharge**

1. In addition to the operator assistance service charge, all local coin calls utilizing operator handling services will be at the local coin rate.
2. In addition to any applicable operator assistance service charge, the following Public Payphone Usage Surcharge applies to all completed local and intraLATA long distance calls that are made from a payphone and are not paid by coins being placed in the payphone coin box.

	<u>Per Call</u>
Public Payphone Usage Charge	
- All calls not paid by coin	\$0.55

3. The Public Payphone Usage Surcharge does not apply to calls made to emergency numbers (911) or a telecommunications relay service (TRS), or to local calls for which the caller has made the coin deposit.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.6 Extended Calling Service (ECS)**

**5.6.1 General**

1. Extended Calling Service (ECS) provides usage sensitive billing (Business and Residence customers) or flat rate billing (Business Flat Rate customers only) for customer dialed or operator assisted calls to locations outside a customer's normal flat rate local calling area for the exchanges specified in Section 5.2.3.
2. ECS is provided by Verizon Florida Inc. between exchanges specified in Section 5.6.2 subject to the availability of facilities and billing capabilities.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.6 Extended Calling Service (ECS) (Cont'd)**

**5.6.1 General (Cont'd)**

3. ECS usage sensitive billing will apply to all business and residence individual lines; PBX trunk lines; Foreign Exchange Service; access lines provided in connection with Switched Data Service; access lines provided in connection with Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI), access lines provided in connection with Trunk Service; access lines provided in connection with Digital Facility Service; access lines provided in connection with Shared Tenant Service (STS); and access lines provided in connection with customer-provided coin telephone service.

The flat rate ECS option provides unlimited calling between the applicable ECS exchanges.

Optional flat rate ECS billing will apply to business customers meeting the following criteria:

- minimum of 3 Individual Business Flat Rate Main Station Lines  
(Note: not applicable for Business Message Rate Service Customers), or
- minimum of 3 Business Flat Rate Main Stations arranged with Rotary Service,  
or
- minimum of 3 PBX Trunks, or
- minimum of 3 DIOD Trunks, or
- a minimum combination of 3 Lines/NARS/Trunks as described above, or

Note 1: Optional flat rate ECS billing is not applicable with Business Message Rate Service, Business Message Rate Service arranged with Rotary, Message Rate NARs, Message Rate PBX Trunks, or Remote Call Forwarding.

Note 2: Flat Rate Business ECS 1- and 3-year term commitment rates apply only to BUiness One-Party lines, Main Stations Arranged with Rotary, and/or PBX trunks.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.6 Extended Calling Service (ECS) (Cont'd)**

#### **5.6.1 General (Cont'd)**

4. Mixing of flat rate ECS and usage sensitive ECS applicable to the analog network services as described in c. above on a single billing account and customer premise is not allowed.

Mixing of flat rate ECS and usage sensitive ECS between the analog network services as described in c. above can be provided at the customer premise on separate accounts with separate billing for each set of like services.

If the business customer increases or decreases the number of analog network access services at the site location, flat rate ECS must be added or removed accordingly based on the number of qualifying analog network access services. If the business customer account drops below three (3) analog network access services, the customer must revert to mandatory usage sensitive ECS for its analog network access services at the site location.

#### Termination Liability

In the event the customer terminates the service prior to the completion of the term commitment, Termination Liability may apply.

**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.6 Extended Calling Service (ECS) (Cont'd)**

**5.6.2 Extended Calling Service (ECS) Exchanges**

Listed below are the ECS exchanges associated with each exchange:

<b>Exchanges</b>	<b>Extended Calling Service (ECS) Exchanges</b>
Bartow	Haines City Haines City (Poinciana)
Clearwater	New Port Richey Tampa Central Tampa East Tampa North Tampa South
Englewood	Boca Grande* Sarasota
Haines City	Bartow Celebration* Kissimmee* Lake Buena Vista* Lakeland Orlando* Polk City Reedy Creek* West Kissimmee*
Haines City (Poinciana)	Bartow Celebration* Lake Buena Vista* Lakeland Polk City Orlando* Reedy Creek*
Hudson	Brooksville* Tarpon Springs
Lakeland	Haines City Haines City (Poinciana)

\* Other than Verizon Florida Incorporated Service Area

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.6 Extended Calling Service (ECS) (Cont'd)**

**5.6.2 Extended Calling Service (ECS) Exchanges (Cont'd)**

<b>Exchanges</b>	<b>Extended Calling Service (ECS) Exchanges</b>
Mulberry	Plant City Tampa Central Tampa East Tampa North Tampa South Tampa West
New Port Richey	Clearwater Tampa North Tampa West
North Port	Sarasota
Palmetto	Sarasota
Plant City	Mulberry
Polk City	Haines City Haines City (Poinciana)
Sarasota	Englewood North Point Palmetto
St. Petersburg	Tampa Central Tampa East Tampa North Tampa South Tampa West Tarpon Springs
Tampa Central	Clearwater Dade City* Mulberry San Antonio* St. Petersburg Tarpon Springs Zephyrhills

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.6 Extended Calling Service (ECS) (Cont'd)**

**5.6.2 Extended Calling Service (ECS) Exchanges (Cont'd)**

<b>Exchanges</b>	<b>Extended Calling Service (ECS) Exchanges</b>
Tampa East	Clearwater Mulberry St. Petersburg Tarpon Springs Zephyrhills
Tampa North	Clearwater Dade City* Mulberry New Port Richey San Antonio* St. Petersburg Tarpon Springs
Tampa South	Clearwater Mulberry St. Petersburg Tarpon Springs Zephyrhills
Tampa West	Mulberry New Port Richey St. Petersburg Tarpon Springs Zephyrhills
Tarpon Springs	Hudson St. Petersburg Tampa Central Tampa East Tampa North Tampa South Tampa West
Zephyrhills	Tampa Central Tampa East Tampa South Tampa West

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.6 Extended Calling Service (ECS) (Cont'd)**

**5.6.3 Rates and Charges**

Usage charges are applicable for all exchange services as specified below:

	Full Rate Period	
	Call Connection	Each Minute
Residence	\$0.25	\$0.00
Business	\$0.04	\$0.06

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.7 Local Calling Plans**

#### **5.7.1 Rates**

1. Application of Rates

The rates shown herein entitle the customer to local messages to all telephones of the exchanges of the expanded calling area listed following.

2. LCP Category Determination

The determination of which LCP category into which a particular exchange will fall when optional local calling plans are made available is calculated using two basic factors. The first is the current rate group where the exchange is located, which is based on the number of main station lines and PBX trunks in the existing local calling area. There are five of these groups in the tariff. The second factor is the total number of local access lines in the LCP expanded local calling area for a particular exchange at the time of implementation. These expanded calling scopes are divided into three classifications: 200,000 or less lines; 200,001 to 500,000 lines; and 500,001 and greater. There are nine potential LCP rating categories. Exchanges currently in Rate Groups 1 and 2 that receive LCP capability will be assigned to Categories I, II or III. Exchanges currently in Rate Groups 3 and 4 will be assigned to Categories IV, V, VI; and exchanges in local calling area 5 will be assigned to Categories VII, VIII or IX. For example, an exchange in current Rate Group 3 that offers the LCP with an expanded LCP local calling area of over 200,001 local access lines, but less than 500,000 local access lines, will fall into LCP rating Category V.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.7 Local Calling Plans**

**5.7.1 Rates**

3. Rate Schedule

	Monthly Rate LCP Category II*	Monthly Rate LCP Category V*
Business One Party		
- Basic Calling Plan	25.95 (I)	25.95 (I)
- Community Plus Plan	35.00 (I)	38.00 (I)
Business-Rotary		
- Basic Calling Plan	27.00	27.00
- Community Plus Plan	43.00	43.00
PBX Trunk		
- Basic Calling Plan	34.00	34.00
- Community Calling Plan	52.00	54.00

\* Other LCP categories will be added as LCP services are made available in other exchanges.

4. Usage Charges for calls from the Basic Calling and Community Plus Plan preceding.

Distance Bands	Airline Miles	Peak (Per Minute)	Off-Peak (Per Minute)
Local	--	.06	.036
A	1-10	.06	.036
B	11-16	.06	.036
C	17-22	.06	.036
D	23-30	.06	.036
E	31-41	.06	.036

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.7 Local Calling Plans (Cont'd)**

**5.7.2 Local Calling Plan Exchange #**

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	Band A	Band B	Band C	Band D	Band E
<b>ENGLEWOOD Business</b>							
Basic Calling Plan	None	Englewood	Cape Haze* North Point	Port Charlotte*	Punta Gorda*	Myakka	Bradenton
Community Plus Plan	Cape Haze* Englewood North Port Venice	None	None	Port Charlotte*	Punta Gorda*	Myakka	Bradenton
<b>FROSTPROOF Business</b>							
Basic Calling Plan	None	Frostproof	Avon Park*	Indian Lake Lake Wales	Bartow Fort Meade* Sebring*	Haines City Mulberry Poinciana** Winter Haven	Lakeland Polk City
Community Plus Plan	Bartow Frostproof Indian Lake Lake Wales Winter Haven	None	Avon Park*	None	Fort Meade* Sebring*	Haines City Mulberry Poinciana**	Lakeland Polk City
<b>INDIAN LAKE Business</b>							
Basic Calling Plan	None	Indian Lake	None	Frostproof Lake Wales	Avon Park*	Fort Meade* Haines City Poinciana** Sebring* Winter Haven	Bartow Lakeland Mulberry Polk City
Community Plus Plan	Bartow Frostproof Indian Lake Lake Wales Winter Haven	None	None	None	Avon Park*	Fort Meade* Haines City Poinciana** Sebring*	Lakeland Mulberry Polk City

\* Other than Verizon Florida Inc. Service Area.  
\*\* Poinciana is an exception area within the Haines City exchange.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.7 Local Calling Plans (Cont'd)**

**5.7.2 Local Calling Plan Exchange # (Cont'd)**

Exchange and Plan Options	Flat Rate Local Service Area	Measured Rate Local Service Area					
		Local	Band A	Band B	Band C	Band D	Band E
<b>LAKE WALES</b>							
<b>Business</b>							
Basic Calling Plan	None	Lake Wales	None	Bartow Frostproof Haines City Poinciana** Winter Haven	Avon Park* Fort Meade* Indian Lake	Lakeland Mulberry Polk City Sebring	None
Community Plus Plan	Bartow Frostproof Haines City Indian Lake Lake Wales Winter Haven	None	None	Poinciana**	Avon Park* Fort Meade*	Lakeland Mulberry Polk City Sebring*	None
<b>NORTH PORT</b>							
<b>Business</b>							
Basic Calling Plan	None	North Port	Englewood Port Charlotte*	Cape Haze* Port Gorda* Venice	Myakka	None	Bradenton Palmetto
Community Plus Plan	Englewood North Port Port Charlotte* Venice	None	None	Cape Haze* Punta Gorda*	Myakka	None	Bradenton
<b>POLK CITY</b>							
<b>Business</b>							
Basic Calling Plan	None	Polk City	None	Haines City Lakeland Poinciana** Winter Haven	Bartow Mulberry	Fort Meade* Lake Wales	Frostproof Indian Lake
Community Plus Plan	Bartow Haines City Lakeland Polk City Winter Haven	None	None	Poinciana**	Mulberry	Fort Meade* Lake Wales	Frostproof Indian Lake

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\*\* Poinciana is an exception area within the Haines City exchange.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.8 Business Listings**

#### **5.8.1 General**

1. Generally, business listings consist of a name, designation descriptive of the subscriber's business, the address at which service is rendered, and the business telephone number. Names may be those of individuals doing business as such, names or firms or members thereof, or names of corporations or officers thereof, or they may be the names of persons associated in business or registered trade names, including obsolete trade names or business, which the subscriber owns, controls or represents. Business listings may also include the names of employees of the subscriber or of persons designated as being associated in the business owned or controlled by the subscriber.
2. A name made up by adding a term such as Company, Agency, Shop, Works, etc. to the name of a commodity or service, or by combining two or more business names, is not accepted as a listing unless the subscriber is legally authorized to do business under such as a registered trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which, in its judgment, are otherwise objectionable or unnecessary for identification purposes.
3. All listings in connection with service under contract with a subscriber on the same premises must bear the same address. An exception may be made in the case of off-premises extensions and outside stations of private branch exchange systems when the address may be that of the premises in which the station is located.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.8 Business Listings (Cont'd)**

#### **5.8.2 Business Designations**

The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business indicates the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, together with the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.

#### **5.8.3 Special Designations**

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons or other medical practitioners, professors, government officials and officers, etc., may, for the purposed of identification, include abbreviated designations of titles. Also, the titles "Mrs.," "Ms.," or "Miss" are permitted.

## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.9 Residence Listings**

#### **5.9.1 General**

Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who contracts for the service, but where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party. At no additional charge and upon the request of any residential customer, the Company shall list an additional first name or initial under the same address, telephone and surname of the Customer. The Company shall place the first name or initials in the order requested by the customer. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's house who are recognized as a part of the subscriber's domestic establishment.

#### **5.9.2 Special Designations**

Designations as shown in Section 5.8.3 may be included in residence listings.

#### **5.9.3 Dual Name Listings**

1. Dual name listings may be provided for customers subscribing to residence service who share the same surname and reside at the same address.
2. Dual name listings may be provided as the primary listing at no recurring charge for the addition of the second name to the listing.
3. Dual name listings may be provided as an additional listing at the subscriber's option, at the regular additional listing rate.

#### **5.9.4 Business Designations**

The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general nature of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business indicates the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, together with the name or name and title of an individual connected therewith, in lieu of a business designation is not permitted.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.10 Nonpublished Telephone Numbers**

**5.10.1** Upon request a subscriber's primary telephone number may be "nonpublished" subject to the following conditions:

1. A nonpublished telephone number is omitted from both the telephone alphabetical directory and information records available to the general public. However, when a call is placed from a telephone number associated with a nonpublished listing, the number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers.
2. Requests for nonpublished numbers will be accepted only when, in the judgment of the Company, such an arrangement will not be detrimental to the service in general.
3. Incoming calls to nonpublished numbers will be connected only when the calling party places the call by the correct number. The Company will not connect a call to a nonpublished subscriber on behalf of another caller when the caller does not furnish the nonpublished number to the Company. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to refrain from publishing his telephone number in the directory does not create any relationship or obligation, directly or indirectly, to any person other than the subscriber.
4. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a nonpublished number in the directory or disclosing said number to any person shall attach to the Company and, where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such nonpublished number. At the subscriber's request, the Company will change the nonpublished telephone number at no charge to the subscriber.
5. Telephone numbers transmitted via Caller ID are intended solely for the use of the caller ID customer. Resale of this information is prohibited as described in this Tariff.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.10 Nonpublished Telephone Numbers (Cont'd)**

**5.10.2 Rates**

A rate of \$5.00 a month applies for each nonpublished telephone number. (I)

**5.10.3 Exceptions**

1. The rate for nonpublished and nonlisted services does not apply to the following:
  - A. Customer with a Published Listing  
  
If a customer has both published and nonpublished/nonlisted listings for the same address and class of service, the nonpublished/nonlisted monthly recurring charge will not apply
  - B. Customer with a Nonpublished/Nonlisted Listing  
  
If a customer has a nonpublished/nonlisted listing, only one monthly recurring charge will be applied for any nonpublished and/or nonlisted listing for the same customer with the same class of service at the same address. If the customer has a combination of nonpublished and nonlisted listings at the same address, the nonlisted monthly recurring charge will apply
  - C. Pay Telephone Service
  - D. Special Reversed Long Distance Service
  - E. Foreign Exchange/Zone Service
  - F. Temporary Service (service provided for a period not more than 30 days)

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55 Water Street, Floor 32  
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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.10 Nonpublished Telephone Numbers (Cont'd)**

**5.10.3 Exemptions (Cont'd)**

- G. Special services such as teletypewriters or data services provided for customer with impaired hearing having a limited requirement for voice communication.
- H. Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- I. New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.11 Nonlisted Telephone Numbers**

**5.11.1** Upon request a subscriber’s primary telephone number may be “nonlisted” subject to the following conditions:

1. Nonlisted telephone numbers are not listed in the Company’s alphabetical directory, but are maintained on information records and will be furnished upon request of the calling party.
2. Request for nonlisted telephone numbers will be accepted only when, in the judgment of the Company, such an arrangement will not be detrimental to the service in general.
3. The acceptance by the Company of the subscriber’s request to furnish a nonlisted telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
4. In the absence of gross negligence or willfull misconduct, no liability for damages arising from publishing or a nonlisted telephone number in the directory shall attach to the Company and, where such a number is published in the directory, the Company’s liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such nonlisted telephone number.
5. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a nonlisted telephone number.

**5.11.2 Rates**

	<u>Monthly Rate</u>	
Each nonlisted telephone number (RNL)	\$4.00	(I)

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.11 Nonlisted Telephone Numbers (Cont'd)**

**5.11.3 Exceptions**

The rate for nonpublished and nonlisted services does not apply to the following:

1. Customer with a Published Listing

If a customer has both published and nonpublished/nonlisted listings for the same address and class of service, the nonpublished/nonlisted monthly recurring charge will not apply.

2. Customer with a Nonpublished/Nonlisted Listing

If a customer has a nonpublished/nonlisted listing, only one monthly recurring charge will be applied for any nonpublished and/or nonlisted listing for the same customer with the same class of service at the same address. If the customer has a combination of nonpublished and nonlisted listings at the same address, the nonlisted monthly recurring charge will apply.

C. Pay Telephone Service

D. Special Reversed Long Distance Service

E. Foreign Exchange/Zone Service

F. Temporary Service (service provided for a period not more than 30 days)

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.11 Nonlisted Telephone Numbers (Cont'd)**

**5.11.3 Exceptions (Cont'd)**

- G. Special services such as teletypewriters or data services provided for customer with impaired hearing having a limited requirement for voice communication.
- H. Local Exchange Service for customers living in a hotel, hospital, retirement complex, or boarding house provided the customer is listed under the telephone listing of the establishment.
- I. New listings provided to a customer because of unusual circumstances, such as harassing calls, threat, or other acts adversely affecting the health, welfare, security or service of the customer (service provided for a period not more than 30 days).

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.12 Additional Listing Charges**

**5.12.1 General**

1. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears. In case the additional listing does not appear in the directory, the minimum chargeable period is for one month. Listing charges date from the day the directory assistance records are posted and are payable monthly in advance. Directory Assistance records are posted at the time the application for the listing is made or at any time to and including the closing date of the directory as the subscriber may desire.
2. Listing charges are automatically discontinued upon termination of the main contract for service, or in case the listed party becomes a subscriber to exchange service, similar in classification, i.e., business or residence, as that under which such party already is listed, or in case of the death of the listed party. Listing charges may also be discontinued at the expiration of the initial contract period upon request of the subscriber in advance of the closing date of the directory. In the latter charge, the minimum listing charge to be collected is that for one directory period.

**5.12.2 Rates**

Additional name listings in excess of those permitted without extra charge, directional calling information and listings for Shared Tenant Service operations and additional line matter, where permitted, are furnished at the following monthly rates:

	<u>Monthly Rate</u>	
Residence	\$3.00	
Business	\$5.00	(I)

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.12.3 Advanced Business Services**

**PBX Trunk Ports and DID Numbers**

Direct Inward/Outward Dialing (DIOD) Port Service<sup>1</sup>

	<u>Per Port</u>
Rate Groups 1 - 5	\$8.00
Identified Outward Dialing Service <sup>1</sup>	
Rate Groups 1 - 5	\$30.80

<sup>1</sup>Port Rates are in addition to charges for PBX Trunks

<u>Blocks of DID Numbers</u>	<u>Monthly</u>
20 DID Numbers - MTM	\$100.00
20 DID Numbers - 12 M	\$20.00
20 DID Numbers - 24/36 M	\$8.00
100 DID Numbers - MTM	\$440.00
100 DID Numbers - 12 M	\$40.00
100 DID Numbers - 24/36 M	\$20.00

**MetPath® ISDN BRI (Basic Rate Interface) SERVICE**

Per Line

ISDN BRI Measured Rate Digital Line Access <sup>1</sup>	\$32.07
ISDN BRI Measured Rate Digital Line Access w/400 Hr. Block of Time <sup>1</sup>	\$102.85

<sup>1</sup>Additional Charge for Measured Rate Business Line applies.

Circuit-Switched Usage for Measured Rate BRI Lines

Per  
Minute

Local Circuit Switched Voice & Data Calls	\$0.0250
LD Circuit Switched Data Calls	
Intrastate Rate - per min	\$0.1390

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.13 Service Charges**

**5.13.1 General**

1. The term “Service Charge” as specified and used herein and in other sections of this Tariff is defined as the charge or charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, and other telephone facilities.
2. A service charge results from one or more of the work functions necessary to perform a service connection, move or change.
3. The total service charge applicable for work performed by the Company in response to a subscriber’s request is the sum of the charges for each work function necessary to provide the requested service, except as provided hereinafter.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.13 Service Charges**

#### **5.13.2 Description of Work Functions**

1. Network Access

- A. The network access function is the work performed by the Company in connection with the receiving, recording, and processing of subscriber requests for service.
- B. Network access work associated with the connection of main station service and other services requiring central office line connection work is identified as network access establishment work. In addition, network access work associated with changing account responsibility on an existing service is identified as network access establishment work.
- C. The network access work associated with connecting, moving or changing supplemental items of service and equipment where there is no central office line connection work, is identified as network access change work.

2. Central Office Line Connection

The central office line connection function is the work associated with the line extending from the servicing central office to the subscriber's premises. This includes, but is not limited to, establishing or changing connections in distribution facilities, including necessary cross connections and line and station transfers, and connecting to the station protector, building cable terminal, or adjacent to the building cable terminal as required.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.13 Service Charges (Cont'd)**

**5.13.2 Description of Work Functions (Cont'd)**

3. Premises Visit

Premises work performed by a Company representative on a customer's premises exclusive of work required to establish network access. Examples of premises work include rearrangement of a drop wire protector and/or network interface.

4. Telephone Number Change

Telephone number change work is associated with the central office work required for the change of a telephone number. This includes but is not limited to Exchange Access Lines, Trunks, and CENTREX numbers where specific charges for number changes are not specified elsewhere in this tariff.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.13 Service Charges (Cont'd)**

#### **5.13.3 Application of Service Charges**

1. General

Except as provided hereinafter, a charge is applicable for each separate work function performed in connection with the provision of service.

2. Network Access Charge

Generally, the network access charge is applicable on a “per order” basis and is applicable for receiving, recording, and processing a customer’s order for installation, moves or changes. Where more than one account is located at the same premises, work on each individual account will be considered separately. The network access charge varies according to the type of activity involved. However, where two network access charges may be appropriate, the higher charge is applied, except where a subscriber has both business and residence service on the same premises, the per-order treatment is applicable separately to each service.

3. Flat Rate to Message Rate Service or Vice Versa

The network access change charge will apply in connection with changing from message rate service to flat rate service, or vice versa, in addition to a charge equivalent to the telephone number change charge, except that service charges will not apply in connection with changing from flat rate residential service to residential message rate service.

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## SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES

### 5.13 Service Charges (Cont'd)

#### 5.13.3 Application of Service Charges (Cont'd)

4. Transfers of Service

A. Transfers of telephone equipment from one premises to another of from one location to another on the “same premises,” involving a break in the continuity of service and resulting in the cessation of local service charges, are not classified as moves but as new service.

1. Such transfer may be provided by either the execution of:

(a) a new contract and the payment of the proper service charges; or

(b) with reasonable advance notice by the subscriber, the continuation of any existing contracts, and the payment of charges based on costs.

2. In the event (b) is elected by the subscriber, such election is binding once work is begun by the Company.

B. The transfer of extension stations or private branch exchange extension stations to different main station lines or private branch exchange main station lines is subject to regularly applicable service charges for the connection of a main station.

## SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES

### 5.13 Service Charges (Cont'd)

#### 5.13.3 Application of Service Charges (Cont'd)

5. Changes in Class of Service
  - A. Changes from Business to Residence, or vice versa, not involving private branch exchange service are subject to the following service charges for the new class of service.
    - (1) When all facilities are reused in place with no changes, the network access change charge applies.
    - (2) When existing items of service are moved or changed or new items of service are added, service charges for such moves, changes or additions apply.
6. Change of Number or Service Arrangement

The telephone number change charge applies to each change of telephone number or change of service arrangement requiring a telephone number change made at the request of a subscriber and is in addition to the network access change charge.
7. Move of Drop Wire and/or Protector

For the removal and replacement of drop wire and/or protector, the network access change charge, central office line connection charge, applicable to the main station or PBX trunk, as appropriate will apply

  - A. Where the change is temporary because of remodeling or other purposes, service charges will apply only once.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.13 Service Charges (Cont'd)**

**5.13.3 Application of Service Charges (Cont'd)**

8. Location Destroyed

When service is established at a location which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., service charges do not apply when the service is reestablished within a reasonable time. If the subscriber desires service at a new location for a temporary period, no service charge will apply for the establishment of service at the temporary location, and no service charge will apply when service is reestablished at the former location. If the subscriber desires service established at a new and permanent location, then the service charge will apply.

A. Changes in location of existing stations to points outside the premises occupied by the subscriber are considered as new service connections at new locations.

9. Suspension of Service

The customer shall be assessed a Seasonal Service Establishment Charge per number established upon requesting a Suspension of Service period as specified in this Tariff.

**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.13 Service Charges (Cont'd)**

**5.13.3 Application of Service Charges (Cont'd)**

10. Records Work Only

Service charges will not apply for the following subscriber requests:

- A. The addition, deletion, or change of an additional directory listing.
- B. The substitution of the name of another member of the family for that already listed in the directory.
- C. The correction of an address in the directory.
- D. Change made in the directory because of changes in wording in corporate, firm or other names where the same firm or persons are involved before and after the change.
- E. A manual bill date change.

11. Company-Initiated Work

Service charges will not apply for changes in telephone numbers made at the initiative of the Company.

12. Other Nonrecurring Charges

In all cases where construction or installation charges apply, such charges are in addition to the prescribed service charges; likewise, service charges do not supersede mileage charges, but apply in addition to such mileage charges.

13. Charges Based on Costs

Charges based on costs do not include the cost of new or duplicate equipment, such charges shall not exceed the sum of any termination charge applicable for the existing service and the service charges that would apply for establishing the entire service new, except as subsequently provided.

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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.13 Service Charges (Cont'd)**

#### **5.13.4 Payment of Service Charges**

Except as provided below, service connection charges are required to be paid at the time of application for service.

1. Service may be established in advance of payment of service charges for additions to the service of existing subscribers and for any service provided for the use of departments, administrations, or agencies of the federal, state, county or municipal governments.
2. Service charges may be paid in equal monthly installments over a period of at least three (3) months, not to exceed a total of more than six (6) months.
3. If such additional charges are incurred while a balance is due on previous charges, the above treatment will apply separately to the new charges.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.13 Service Charges (Cont'd)**

**5.13.5 Restoration Charge**

1. When service has been suspended for nonpayment, a restoration charge will be made and collected, along with payment of service due, in advance of restoration of service.
2. In its discretion, the Company may restore or reestablish service which has been suspended or discontinued for nonpayment of charges without payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or discontinue service for nonpayment of any such or other charges due and unpaid, or for the violation of the provisions of this tariff, nor shall the failure to suspend or discontinue service for nonpayment of any past-due account or accounts operate as a waiver to suspend or discontinue service for nonpayment of such account or any other past due account.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.13 Service Charges (Cont'd)**

**5.13.6 Schedule of Charges**

In accordance with the foregoing provisions, service charges are applicable as follows:

	Service Charge		
	Residence	Business	
Network Access, each			
(1) Establishment	\$25.50	\$43.90	(I)
(2) Change	11.25	24.00	(I)
Central Office Line Connection, each line	40.50	First Line - \$123.90 Each Addtl. Line - \$45.00	
Premises Visit	35.25	35.00	
Telephone Number Change, each	9.25	33.00	
Restoration of Service	18.25	38.00	(I)
Seasonal Service Establishment Charge, per number restored	18.25	18.25	

**5.13.7 Additional Service Connection Charges**

Disconnection Order Charge: When subscriber lines and trunks are disconnected the Company incurs costs which may include other carrier related charges.

Change of Service Charge: Requests to change service of a line or trunk will be billed a Change of Service Charge.

Change of Features: Requests to add/change or delete features, including hunting will be charged on a per order basis.

	<u>Per Line or Trunk</u>	<u>Per Order</u>
Disconnection Order Charge	\$16.75	
Change of Service Charge	16.75	
Change of Feature Charge		\$24.00

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55 Water Street, 32nd Floor  
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## **SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

### **5.14 Calling Features**

#### **5.14.1. Description**

1. Call Forwarding

This service feature permits a subscriber to arrange to have all incoming calls to his telephone automatically transferred to another dialable telephone number during any period in which this feature is activated. Calls may be transferred to long-distance telecommunications points, subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Where a charge (local or long distance) is applicable for a call between the subscriber's telephone and telephone to which calls are to be forwarded, such charge is applicable to the subscriber on every call forwarded to and answered at that telephone. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred. This service may be provided to a group of individual lines arranged for rotary hunting, where network switching facilities will permit.

2. Multipath

This feature allows a Call Forwarding customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forward to" number must be in a hunt group.

Multipath is available only as an enhancement to Call Forwarding.

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.14 Calling Features (Cont'd)**

**5.14.1. Description (Cont'd)**

3. Three-Way Calling

This feature permits a subscriber to add a third party to an already-established connection without the assistance of an operator.

At the customer's request, the "per activation" service will be blocked on all lines at no charge.

4. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a subscriber who is using his telephone that another party is attempting to call him. It also permits the subscriber to answer the incoming call while holding his original call.

Cancel Call Waiting allows a subscriber with Call Waiting to inhibit the operation of Call Waiting for one call. During this call, Call Waiting shall be inactive so that anyone calling the Call Waiting subscriber will receive a normal busy signal, and no call waiting tones will interrupt the subscriber's call.

5. Speed Dialing

This service permits a subscriber to call certain other predetermined telephone numbers by dialing an abbreviated code rather than the entire seven- or ten-digit telephone number. The two arrangements available are an 8-number capacity (8-code) and a 30-number capacity (30-code).

6. Distinctive Ring

This service allows coded ringing to be applied to an individual line where each of the two directory numbers would have a uniquely coded ring for customer identification.

7. Remote Call Forwarding

This service resides inside the Company central office and only offers inbound call capability. Calls are automatically directed to a pre-assigned telephone number and line which terminates at the location of the customer's service address.

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(N)

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**SECTION 5 – SERVICES AND RATES AVAILABLE IN VERIZON EXCHANGES**

**5.14 Calling Features**

**5.14.2. Rates**

The following rates and charges are for calling services features and packages only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for the exchange access line and other services with which it is associated.

	Monthly Rate	
	Residence	Business
Each service, per line equipped		
(1) Call Forwarding	\$4.25	\$8.10 <b>(I)</b>
(2) Multipath	4.25	6.25
(3) Three-Way Calling		
- Per Line	5.25	7.88
- Per Activation	1.25	1.25
(4) Speed Dialing (8-Code)	4.00	4.50
(5) Speed Dialing (30-Code)	5.00	5.50
(6) Call Waiting/ Cancel Call Waiting	7.95	10.35 <b>(I)</b>
(7) Distinctive Ring	6.00	11.25 <b>(I)</b>
(8) Call Waiting ID Deluxe	5.00	4.50
(9) Remote Call Forwarding – Initial and Additional Paths		32.50

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## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.1 General**

**6.1.1** Exchange rate schedules are applied according to the total number of lines and PBX trunks in the local service area.

#### **6.1.2** Selections of Local Exchange Services

1. All systems (PBX and multi-functional) that permit connections to access lines through an operator, dial access, or systems that maintain within their operating capabilities features that permit dial access will be billed the PBX trunk rate.
2. When system connection access lines is achievable other than as described above, the PBX trunk rates will not apply. Instead, a different class of service will be selected as is appropriate to the needs of the customer being served. When hybrid Key Systems are used by the customer, the Company will provide access lines at business rates if the customer certifies that there is no use of shared trunks and/or dial access arrangements. In the absence of such certification, orally or in writing, the customer using hybrid Key Systems will be charged for system connection access lines at PBX trunk rates.

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.1 General (Cont'd)

#### 6.1.3 Definitions

1. EAS – Extended Area Service – Telephone service provided under tariff whereby subscribers of a given exchange may complete calls to and receive calls from one or more exchange without incurring toll charges. See Dialing Plans for a complete explanation of this service.
2. \$.20 EAS (Central Telephone exchanges only) – A type of Extended Area Service where calls from the referenced exchange to any exchange listed will be charged at \$.20 per completed call of unlimited duration for residence; and \$.20 per call up to a total of 60 minutes per message with usage exceeding the 60 minutes being charged for at the long distance message rates for business. See Dialing Plans for a complete explanation of this service.
3. ECS – Extended Calling Scope – A type of extended local calling developed by the Commission, which provides an alternative to toll message rates on routes between specified exchanges. Consists of three plans:

Plan A: All calls, residence and business, are rated at \$.25 per call for unlimited duration.

Plan B: All residence calls are rated at \$.25 per call of unlimited duration, and business calls are rated at \$.10 for the first minute and \$.06 for each additional minute.

Plan C: All calls, residence and business, are rated on a usage-sensitive basis of \$.10 for the first minute of use and \$.06 for each additional minute of use.

See Dialing Plans for a complete explanation of this service.

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## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.1 General (Cont'd)**

#### **6.1.3 Definitions (Cont'd)**

4. TOLL-PAC – A one-way calling plan which allows a subscriber the option of placing toll calls to specific nearby exchanges at a 30% discount applied to the direct dial rate. The plan has a minimum monthly rate which will apply for each point-to-point or for each point-to-multi-point service. TOLL-PAC for United exchanges had two rate steps, designated in the listing of exchange rate group classifications and calling areas on the following pages as (RS1) and (RS2). TOLL-PAC is available in only one Central Telephone Exchange, therefore only one rate is applicable. See Dialing Plans for a complete explanation of this service.
5. OELC – Optional Extended Local Calling – An optional two-way calling plan available between specific exchanges. The plan permits customers to pay a monthly flat rate for the ability to place and receive unlimited toll-free calls to and from the selected exchange which is outside the normal calling area. See Dialing Plans for a complete explanation of this service.
6. OEAS – A one-way optional calling plan offered on selected exchanges to provide an alternative to long distance message rates on exchanges within the same LATA. There are two flat-rated block of time options and one unlimited calling option available to residence customers and a discounted toll option available to residence and business customers.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.2 Company-Wide Rate Groups**

**6.2.1 Rate Groups**

The following schedules of rate groups are appropriate for the furnishing of flat-rate service. The groupings are based on access lines and PBX trunks in the local service areas.

<u>Group</u>	<u>Upper Limit</u>
1	12,500
2	85,000
3	200,00
4	550,000
5	Over 550,000

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges	
Alford	2	EAS	Cottdonale, Marianna, Graceville*, Grand Ridge,	
		\$.20 EAS	Greenwood, Malone, Sneads	
Apopka	5	EAS	East Orange*, Lake Buena Vista*, Montverde, Orlando, Reedy Creek, Windemere, Winter Garden, Winter Park, Celebration	
		ECS	Plan A: Mount Dora	
Arcadia	2	ECS	Plan B: Port Charlotte, Zolfo Springs, Wauchula	
Astor	3	EAS	Clemont, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Leesburg, Montverde, Mount Dora, Tavares, Umatilla, Weirsdale	
Avon Park	2	EAS	Sebring	
		ECS	Plan A: Lake Placid, Spring Lake Plan B: Wauchula	
Baker	2	EAS	Crestview, <b>Destin, Fort Walton Beach, Shalimar, Valparaiso</b>	(N)
		ECS	Plan B: DeFuniak Springs, Larel Hill*	(D)
Bellevue	4	EAS	Citra*, Dunnellon*, Forest, McIntosh*, Lade Lake, Ocala, Ocklawaha, Orange Springs*, Salt Springs, Silver Springs Shores, Weirsdale	
		ECS	Plan B: Wildwood	
Beverly Hills	3	EAS	Crystal River, Dunnellon*, Homosassa Springs, Inverness	
Boca Grande	1	ECS	Plan A: Cape Haze Plan B: Port Charlotte, Punta Gorda, Englewood*	
Bonifay	2	EAS	Reynolds Hill, Westville, Chipley*, Graveville*, Vernon*	
		\$.20 EAS	DeFuniak Springs, Ponce de Leon	
Bonita Springs	4	EAS	Fort Myers, For Myers Beach, Naples, North Naples	
Bowling Green	1	EAS	Wachula, Solfo SPings	
		ECS	Plan A: Fort Meade	
Bushnell	2	EAS	Wildwood	
		ECS	Plan B: Howey-in-the-Hills, Leesburg	

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**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges	
Cape Coral	4	EAS	Fort Myers, Fort Myers Beach, North Cape Coral, North Fort Meyers, Pine Island, Samobe;-Captiva Islands, Punta Gorda	(T)
		ECS	Plan B: Lehigh	
Cape Haze	2	EAS	Englewood*	
		ECS	Plan A: Boca Grande, Port Charlotte Plan B: Punta Gorda	
Cherry Lake	1	EAS	Greenville, Lee, Madison	
Clermont	5	EAST	Astor, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Lake Buena Vista*, Leesburg, Montverde, Mount Dora, Orlando*, Reedy Creek, Tavares, Umatilla, Windermere, Winter Garden, Celebration*, Weirsdale	
Clewiston	1	ECS	Plan A: Moore Haven Plan B: LaBelle Plan B: Belle Glade*	
Cottondale	2	EAS	Alford, Marianna, Chipley*, Graceville*	
		\$.20 EAS	Grand Ridge, Greenwood, Malone, Sneads	
Crawfordville	4	EAS	Alligator Point*, Carrabelle*, Panacea, Saint Marks, Sopchoppy, Tallahassee	
Crestview	2	EAS	Baker, Laurel Hill*, <b>Destin, Fort Walton Beach, Shalimar, Valparaiso</b>	(N) (N) (D)
		ECS	Plan B: DeFuniak Springs	
Crystal River	2	EAS	Beverly Hills, Homasassa Springs, Inverness, Yankeetown*	
Dade City	2	EAS	Brooksville*, San Antonio, Trilacoochee, Zephyrhills*	
		ECS	Plan B: Tampa-Central and North*	
DeFuniak Springs	2	EAS	Freeport, Glendale, Paxton*, Ponce de Leon, Santa Rosa Beach, Seagrove Beach, <b>Destin, , Valparaiso, Fort Walton Beach, Shalimar</b>	(N) (N) (D) (D)
		\$.20 EAS	Bonifay, Reynolds Hill, Westville	
		ECS	Plan B: Crestview, Baker, Plan C: Graceville*	

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**6.2 Company-Wide Rate Groups (Cont’d)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont’d)**

Exchange	Rate Group	Category	Additional Exchanges	
Destin	3	EAS	Fort Walton Beach, Santa Rosa Beach, Shalimar, Seagrove Beach, Valparaiso, <b>Baker, Crestview, DeFuniak Springs, Freeport</b>	(N)
		\$.20 EAS	Glendale, Ponce de Leon	(N) (D)
Eustis	3	EAS	Astor, Clermont, Groveland, Howey-in-th-Hills, Lady Lake, Leesburg, Montverde, Mount Dora, Tavares, Umatilla, Weirsdale	
Everglades	3	EAS	Naples	
Forest	3	EAS	Belleview, Citra*, Dunnellon*, McIntosh*, Ocala, Ocklawaha, Orange Springs*, Salt Springs, Silver Springs Shores, Weirsdale	
		EAS	Bartow*, Lakeland*	
Fort Meade	3	ECS	Plan A: Bowling Green	
		EAS	Bonita Springs, Cape Coral, Fort Myers Beach, Lehigh Acres, North Cape Coral, North Fort Myers, Pine Island, Sanibel-Captiva Islands, Punta Gorda	
Fort Myers	4	ECS	Plan A: Immokalee Plan B: LaBelle, Naples, North Naples	
		EAS	Bonita Springs, Cape Coral, Fort Myers, North Cape Coral, NorthFort Myers, Pine Island, Sanibel-Captiva Islands	
Fort Myers Beach	4	ECS	Plan B: Naples, North Naples	
		EAS	Destin, Holley-Navarre*, Santa Rosa Beach, Shalimar, Valparaiso	
Fort Walton Beach	3	\$.20 EAS	Baker, Cresview, Seagrove Beach	
		ECS	Plan B: Freeport, DeFuniak Springs	
Freeport	2	EAS	DeFuniak Springs, Seagrove Beach, <b>Fort Walton Beach, Destin, Santa Rosa Beach, Valparaiso</b>	(N) (N)
		\$.20 EAS	Glendale, Ponce de Leon	(D) (D) (D)

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**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges
Glendale	1	EAS	DeFuniak Springs
		\$.20 EAS	Destin, Freeport, Paxton*, Ponce de Leon, Santa Rosa Beach, Seagrove Beach, Valparaiso
Grand Ridge	2	EAS	Graceville*, Marianna, Sneads
		\$.20 EAS	Alford, Cottondale, Greenwood, Malone
Greenville	4	EAS	Cherry Lake, Lee, Madison, Monticello, Tallahassee
Greenwood	2	EAS	Graceville*, Malone, Marianna
		\$.20 EAS	Alford, Cottondale, Grand Ridge, Sneads
Groveland	5	EAS	Astor, Clermont, Eustis, Howey-in-the-Hills, Lady Lake, Leesburg, Montverde, Mount DORA, Orlando*, Tavares, Umatilla, Weirsdale, Windermere, Winter Garden
		TOLL-PAC	Bushnell (RS2)
Homosassa Springs	2	EAS	Beverly Hills, Crystal River, Inverness
Howey-in-the-Hills	3	EAS	Astor, Clermont, Eustis, Groveland, LadyLake, Leesburg, Montverde, Mount Dora, Tavares, Umatilla, Weirsdale
		ECS	Plan B: Bushnell, Wildwood
Immokalee	1	ECS	Plan A: Fort Myers, Naples
			Plan B: LaBelle
Inverness	2	EAS	Beverly Hills, Crystal River, Homasassa Springs
		TOLL-PAC	Brooksville* (RS2), Dunnellon* (RS2), Yankeetown* (RS3)
Kenansville	3	EAS	Kissimmee, Saint Cloud, West Kissimmee
		TOLL-PAC	Orlando* (RS3)
Kingsley Lake	1	EAS	Lawtey, Raiford*, Starke
		TOLL-PAC	Jacksonville*
Kissimmee	4	EAS	Haines City (427, 496)*, Kenansville, Orlando*, Saint Cloud, West Kissimmee, Celebration*
		ECS	Plan A: Reedy Creek Plan B: Haines City*, Winter Park

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges
LaBelle	1	ECS	Plan B: Clewiston, Immokalee, Fort Myers
		OEAS	Fort Myers
Lady Lake	4	EAS	Astor, Belleview, Clermont, Eustis, Groveland, Howey-in-the-Hills, Leesburg, Montverde, Mount Dora, Tavares, Umatilla, Weirsdale, Wildwood
		ECS	Plan A: Ocklawaha Plan B: Silver Springs Shores
Lake Placid	2	EAS	Sebring
		ECS	Plan A: Avon Park, Spring Lake
Lawtey	1	EAS	KingsleyLake, Raiford*, Starke
		ECS	Plan A: Brooker*, Waldo* Plan C: Gainesville*
Lee	1	EAS	Cherry Lake, Greenville, Madison
Leesburg	3	EAS	Astor, Clermont, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Montverde, Mount Dora, Tavares, Umatilla, Weirsdale
		ECS	Plan B: Bushnell, Wildwood
Lehigh Acres	3	EAS	Fort Myers
		ECS	Plan B: Cape Coral, North Cape Coral, North Fort Myers
Madison	1	EAS	Cherry Lake, Greenville, Lee
		ECS	Plan A: Monticello, Tallahassee
Malone	2	EAS	Graceville*, Greenwood, Marianna
		\$.20 EAS	Alford, Cottondale, Grand Ridge, Sneads
Marco Island	4	EAS	Naples, North Naples
Marianna	2	EAS	Alford, Altha*, Cottondale, Graceville*, Grand Ridge, Greenwood, Malone, Sneads
Monticello	4	EAS	Greenville, Tallahassee
		ECS	Plan A: Madison
Montverde	5	EAS	Apopka, Astor, Clermont, East Orange*, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Lake Buena Vista*, Leesburg, Mount Dora, Orlando*, Reedy Creek, Tavares, Umatilla, Windermere, Winter Garden, Winter Park, Celebration*, Weirsdale

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**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges
Moore Haven	1	ECS	Plan A: Clewiston
Mount Dora	3	EAS	Astor, Clermont, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Leesburg, Montverde, Tavares, Umatilla, Weirsdale
		ECS	Plan A: Apopka, Winter Park Plan C: Orlando*
Naples	4	EAS	Bonita Springs, Everglades, <b>Immokalle</b> Marco Island, North Naples
			Plan B: Fort Myers, Fort Myers Beach
North Cape Coral	4	EAS	Cape Coral, Fort Myers, Fort Myers Beach, North Fort Myers, Pine Island, Sanibel-Captiva Islands
		ECS	Plan B: Lehigh Acres, Punta Gorda
North Fort Myers	4	EAS	Cape Coral, Fort Myers, Fort Myers Beach, North Cape Coral, Pine Island, Sanibel, Captiva Islands
		ECS	Plan B: Lehigh Acres, Punta Gorda
North Naples	4	EAS	Bonita Springs, Marco Island, Naples
		ECS	Plan B: Fort Myers, Fort Myers Beach
Ocala	3	EAS	Belleview, Citra*, Dunnellon*, Forest, McIntosh*, Ocklawaha, Orange Springs*, Salt Springs, Silver Springs Shores, Weirsdale
		ECS	Plan B: Williston, Wildwood
		OELC	Williston
Oklawaha	3	EAS	Belleview, Citra*, Dunnellon*, Forest, McIntosh*, Ocala, Orange Springs*, Salt Springs, Silver Springs Shores, Weirsdale
		ECS	Plan A: LadyLake
		TOLL-PAC	Eustis (RS2), Leesburg (RS2), Umatilla (RS2)
Okeechobee	2	ECS	Plan B: Sebring
Orange City	3	EAS	DeBary*, Deland*, DeLeon Springs*
		ECS	Plan A: Sanford* Plan B: Winter Park Plan C: Daytona Beach*, New Smyrna Beach*, Oak Hill*, Pierson*

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges
Panacea	4	EAS	Alligator Point*, Crawfordville, Sain Marks, Sopchoppy, Tallahassee
Pine Island	4	EAS	Cape Coral, Fort Myers, Fort Myers Beach, North Cape Coral, North Fort Myers, Sanibel-Captiva Islands
Ponce de Leon	1	EAS	DeFuniak Springs
		\$.20 EAS	Bonifay, Destin, Freeport, Glendale, Reynolds Hill, Santa Rosa Beach, Seagrove Beach, Westville, Valparaiso
		ECS	Plan C: Graceville*
Port Charlotte	3	EAS	North Port*, Punta Gorda
		ECS	Plan A: Cape Haze Plan B: Arcadia, Boca Grande
Punta Gorda	4	EAS	Cape Coral, Port Charlotte, Fort Myers
		ECS	Plan B: Boca Grande, Cape Haze, North Cape Coral, North Fort Myers
Reedy Creek	5	EAS	Apopka, Clermont, East Orange*, Lake Buena Vista*, Montverde, Orland*, West Kissimmee, Windermere, Winter Garden, Winter Park, Celebration*
		ECS	Plan A: Kissimmee Plan B: Haines City*
Reynolds Hill	1	EAS	Bonifay, Graceville*, Westville
		\$.20 EAS	Ponce de Leon, DeFuniak Springs
Saint Cloud	4	EAS	Celebration*, Kenansville, Kissimmee, Orlando, West Kissimmee
		ECS	Plan B: WinterPark
Saint Marks	4	EAS	Alligator Pint*, Crawfordsville, Panacea, Sopchoppy, Tallahassee
Salt Springs	3	EAS	Bellevue, Citra*, Dunnellon*, Forest, McIntosh*, Ocala, Ocklawaha, Orange Springs*, Silver Springs Shores, Weirsdale
San Antonio	2	EAS	Brooksville*, Dade City, Trilacoochie, Zephyrhills*
		ECS	Plan B: Tampa North & Central*

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**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges	
Sanibel-Captiva Islands	4	EAS	Cape Coral, Fort Myers, Fort Myers, Beach, North Cape Coral, North Fort Myers, Pine Island	
Santa Rose Beach	3	EAS	Destin, DeFuniak Springs, Fort Walton Beach, Seagrove Beach, <b>Freeport, Valparaiso</b>	(N)
		\$.20 EAS	GLendale, Ponce de Leon	(D)
Seagrove Beach	2	EAS	DeFuniak Springs, Destin, Freeport, Santa Rosa Beach <b>Fort Walton Beach, Valparaiso</b>	(N)
		\$.20 EAS	Glendale, Ponce de Leon	(D)
Sebring	2	EAS	Avon Park, Lake Placid, Spring Lake	
		ECS	Plan B: Okeechobee, Wauchula	
Shalimar	3	EAS	Destin, Fort Walton Beach, Valparaiso, <b>Baker, Crestview, : DeFuniak Springs</b>	(N)
				(N)
				(D)
				(D)
Silver Spring Shores	3	EAS	Belleview, Citra*, Dunnellon*, Forest, McIntosh*, Ocala, Ocklawaha, Orange Springs*, Salt Springs, Weirsdale	
Sneads	2	EAS	Graceville*, Grade Ridge, Marianna	(T)
		\$.20 EAS	Alford, Cottondale, Greenwood, Malone, Chattahoochee*	
Sopchoppy	4	EAS	Alligator Point*, Carabelle*, Crawfordville, Panacea, Saint Marks, Tallahassee	
Spring Lake	2	EAS	Sebring	
		ECS	Plan A: Avon Park, Lake Placid	
Starke	2	EAS	Keystone Heights*, Kinsley Lake, Lawtey, Raiford*	
		ECS	Plan A: Brooker*, Lake Butler*, Waldo* Plan C: Gainesville*	
Tallahassee**	4	EAS	Alligator Point*, Bristol*, Carrabelle*, Chattahoochee*, Crawfordville, Greensboro*, Greenville, Gretna*, Havana*, Hosford*, Monticello, Panacea, Quincy*, Saint Marks, Sopchoppy	
		ECS	Plan A: Madison	
Tavares	3	EAS	Astor, CLermont, Eustis, Groveland, Howey-in-the-Hills, Lady Lake, Leesburg, Montverde, Mount DORA, Umatilla, Weisdale	

\*Other than Embarq Florida, Inc. service area.

\*\* Calls to the Chattahoochee exchange will be based on an allowance of the five (5) calls in the aggregate per month with a charge of twenty cents (\$.20) per call to apply to each additional call above five (5).

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**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges
Trilacoochee	2	EAS	Brooksville*, Dade City, San Antonio, Zephyrhills*
		TOLL-PAC	Bushnell (RS2)
Umatilla	3	EAS	Astor, Clermont, Eustis, Groveland, Howey-in-th-Hills, Lady Lake, Leesburg, Montverde, Mount Dora, Tavares, Weirsdale
Valparaiso	3	EAS	Destin, Fort Walton Beach, Shalimar, <b>Baker, Crestview, DeFuniak Springs, Freeport, , Santa Rosa Beach, Seagrove Beach</b>
		\$.20 EAS	Glendale, Ponce de Leon
Wauchula	1	EAS	Bowling Green, Zolpho SPrings
		ECS	Plan B: Avon Park, Sebring, Arcadia
Weirsdale	4	EAS	Astor, Belleview, Clermont, Eustis, Forest, Groveland, Howey-in-the-Hills, Lady Lake, Leesburg, Montverde, Mount Dora, Ocala, Ocklawaha, Salt Springs, Silver Springs Shores, Tavares, Umatilla
		ECS	Plan A: Wildwood
West Kissimmee	4	EAS	Haines City (427, 496)*, Kenansville, Kissimmee, Orlando*, Reedy Creek, Saint Cloud, Celebration*
		ECS	Plan A: Lake Buena Vista* Plan B: Haines City*, Winter Park
Westville	2	EAS	Bonifay, Graceville*, Reynolds Hill, Vernon*
		\$.20 EAS	DeFuniak Springs, Ponce de Leon
Wildwood	2	EAS	Bushnell, Lady Lake
		ECS	Plan A: Weirsdale Plan B: Belleview, Howey-in-the-Hills, Leesburg, Ocala, Silver Springs Shores

(N)  
(N)  
(N)  
(D)  
(D)

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**6.2 Company-Wide Rate Groups (Cont'd)**

**6.2.2 Exchange Rate Group Classifications and Calling Areas (Cont'd)**

Exchange	Rate Group	Category	Additional Exchanges
Williston	3	EAS	Archer*, Bronson*, Gainesville*
		ECS	Plan B: McIntosh*, Ocala
		OELC	Ocala
Windermere	4	EAS	Apopka, Clermont, East Orange*, Groveland, Lake Buena Vista*, Orlando*, Montverde, Reedy creek, Winter Garden, Winter Park, Celebration*
Winter Garden	5	EAS	Apopka, Clermont, East Orange*, Groveland, Lake Buena Vista*, Monteverde, Orlando*, Reedy Creek, Windermere, Winter Park, Celebration
Winter Park	5	EAS	Apopka, East Orange*, Geneva, Lake Buena Vista*, Montverde, Orlando*, Oviedo*, Reedy Creek, Sandford*, Windermere, Winter Garden, Celebration
		ECS	Plan A: Mount Dora Plan B: DeBary*, Kissimmee, Orange City, Saint Cloud, West Kissimmee
Zolfo Springs	1	EAS	Bowling Green, Wauchula
		ECS	Plan B: Arcadia

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans**

**6.3.1 EAS – Extended Area Service**

Telephone service which is provided under tariff whereby subscribers of a given exchange may complete and receive calls from one or more exchanges without the application of long distance message telecommunications charges.

**6.3.2 \$.20 EAS**

1. Calls from the referenced exchange to any exchange listed, but not shown in the corresponding call area, will be charged at the following rates:

Residence Service	\$.20 per completed call*, unlimited duration
Business Service	\$.20 per completed call up to a total of 60 minutes per message. Usage exceeding the sixty minutes per message limit will be charged for on a usage basis at the long distance message rates shown in Section 6.1.

\*Residential customer calls under this plan will be based on an allowance of five (5) calls for all applicable routes in the aggregate. This allowance applies on a per account basis per month.

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.3 Dialing Plans (Cont'd)

#### 6.3.3 ECS – Extended Calling Scope

Also called Message Rate Plan, this plan was instituted in Docket No. 891239-TL, Order No. 24595, and established a \$.25\* per call message rate plan for exchanges with rate centers within a 1-10 mileage band of each other. The plan may also be established for exchanges with rate centers over 11 miles, with the approval of the Florida Public Service Commission.

Each call between the designated exchanges listed under Plan A will be charged for at a flat rate of \$.25 per call of unlimited duration. Such calls will be dialed as seven-digit local calls where the involved exchanges are in the same NPA. Where the exchanges are different NPAs, the plan may be implemented on a 10-digit basis due to NXX code conflicts. This rate is applicable to both residential and business customers.

Plan A includes calls dialed or placed through an operator from all single party access lines, rotary lines, Centrex lines, PBX trunks, SmallTalk access lines and pay telephone lines. Plan A calls placed from SmallTalk access lines and message-rated PBX trunks will be assessed \$.25 per call; such calls are not included in call allowances. Calls placed as landline-to-mobile will be billed at \$.25 per call unless the mobile carrier subscribes to the landline-to-mobile reverse billing option. Operator-assisted local call charges are applicable to plan calls placed through an operator.

Plan B routes include calls dialed and placed from all residential access lines, residential rotary, residential Centrex, SmallTalk and residential PBX to be billed at a flat rate of \$.25 per call\* regardless of duration. Calls dialed and placed from business access lines, business rotary, business Centrex, pay telephones and business PBX will be billed at \$.10 for the first minute and \$.06 for each additional minute of use. Calls placed as landline-to-mobile reverse billing option will be billed at either \$.25\* per call for residential services of \$.10/\$.06 per minute for business service unless the mobile carrier subscribes to landline-to-mobile reverse billing option. Operator-assisted local call charges are applicable to plan calls placed through an operator.

\* Residential customer calls under this plan will be based on an allowance of five (5) calls for all applicable routes in the aggregate. This allowance applies on a per account basis per month.

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## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.3 Dialing Plans (Cont'd)**

#### **6.3.3 ECS – Extended Calling Scope (Cont'd)**

Plan C routes include one-way interLATA calls dialed and placed from all single party access lines, rotary lines, Centrex lines, PBX trunks, SmallTalk access lines and pay telephone lines to be billed on a usage-sensitive rate of \$.10 for the first minute of use and \$.06 for each additional minute of use. Calls placed as landline-to-mobile will be billed on a usage-sensitive rate of \$.10 for the first minute of use and \$.06 for each additional minute of use. Operator-assisted local call charges are applicable to plan calls placed through an operator.

PATS phones utilizing the B-1 rate option will be assessed normal PATS usage charges on calls placed over ECS routes for Plan A, Plan B and Plan C.

Calls between ECS route exchanges will be considered local and will be charged for under the appropriate ECS plan rate.

#### **6.3.4 TOLL-PAC**

1. TOLL-PAC (Toll-Personalized Area Calling) is a one-way calling plan which allows a subscriber the option of placing toll calls to nearby communities with a discount of 30% applied to the direct dial rate as appropriate for the period in which the call was made. This service is an alternative to the toll rates which would normally apply for such calls.

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**6.3 Dialing Plans (Cont'd)**

**6.3.4 TOLL-PAC (Cont'd)**

2. When a customer elects to subscribe to TOLL-PAC, the rate remains in effect for a minimum of one billing cycle period for that customer. Thereafter, it will remain in effect until discontinued by the customer with such ending period coinciding with the customer's billing cycle.
3. The service is available only to one-party services. It is not available to PATS or FX services.
4. The resale of this service is not permitted.
5. Rates
  - A. A Secondary Service Ordering Charges will apply for changes to and from the service except as provided in (B) following. The charge will apply on a per account basis.
  - B. The Company will waive the Secondary Service Ordering Charge for exchange subscribers for a period of thirty (30) days following notification to customers that the TOLL-PAC plan will be implemented within their exchange as ordered by the Florida Public Service Commission. In addition, if also ordered by the Commission, the Secondary Service Ordering Charge will be waived for a second period of thirty (30) days after customers who could benefit from the plan have been identified and notified as to their potential savings with TOLL-PAC. Such benefiting of customers will be identified through studies conducted by the Company of the preceding six (6) months toll calling habits.
  - C. Minimum monthly rates, as indicated, will apply for point-to-point or for each point to multipoint service

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.4 TOLL-PAC (Cont'd)**

6. United Telephone Exchanges

Rate Step	Route Distance	Minimum Rate Per Month Per Account	
		RES	BUS
2	11-22	\$6.00	\$7.00
3	23-55	7.00	11.00

(I)  
(I)

7. Central Telephone Exchanges

Kingsley Lake to Jacksonville  
Residence and Business \$3.12



**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.5 OELC – Optional Extended Local Calling**

1. General

- A. Optional Extended Local Calling (OELC) is an optional two-way calling plan available to customers in the exchanges listed previously.
- B. OELC permits exchange subscribers to place and receive unlimited toll-free calls to and from the selected exchange which is outside the subscriber's normal local calling area for a monthly rate as specified following. This rate is in addition to the applicable local exchange rate with which OELC is associated.
  - 1. Calls eligible under this plan are those which are direct-dialed either from the access line arranged for the OELC to the selected exchange or from the selected exchange to the access line arranged for OELC, except as identified following.
  - 2. OELC service does not include calls to or from those other exchanges which are considered within the local calling scope of the selected exchange.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.5 OELC – Optional Extended Local Calling (Cont'd)**

1. General (Cont'd)

B. (Cont'd)

3. Credit card calls and calls that require the assistance of an operator for completion are not eligible under the OELC plan. Such calls will be charged for at the appropriate long distance rate except that an operator will reestablish an eligible call that is interrupted due to facilities or poor transmission.
4. Calls from coin telephones in the selected exchange to access lines arranged for OELC are not eligible under this plan. Such calls will be charged for at the appropriate long distance rate. The operator, at the time the call is placed, does not have the capability of determining which access lines are arranged for OELC.
5. Calls from hotel/motel guest rooms in the selected exchange to access lines arranged for OELC will be quoted the appropriate long distance rate at the time the call is placed. The operator does not have the capability of determining which access lines are arranged for OELC and will quote time and charges as they would for any toll call.
6. When a subscriber to rotary service requests OELC, the last line in the rotary group will be the first line so arranged; the next-to-last line will be second, and so on. Each line arranged for OELC will be charged for at the appropriate rate.

C. OELC is not offered to pay telephones or FX service or to resellers.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.5 OELC – Optional Extended Local Calling (Cont'd)**

2. Directory Listing
  - A. Subscribers to OELC are entitled to one listing in the telephone directory of the selected exchange at no charge. This is in addition to their regular exchange directory listing.
  - B. Such listing will contain a line of information sufficient to advise callers in the selected exchange that the subscriber to OELC can be called toll-free on a direct-dialed basis. The choice of wording in the line of information rests entirely with the Company.
  - C. Due to the nature of the service, subscribers to OELC who are listed in the selected exchange directory will have their telephone number changed with no referral of calls if the OELC service is discontinued for other than a complete disconnect of exchange service during the life of the directory containing the OELC listing.
  - D. Additional listings and additional line matter are available at rates specified in this tariff.
3. OELC is available from Ocala to Williston and from Williston to Ocala.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.5 OELC – Optional Extended Local Calling (Cont'd)**

4. Rates

- A. A Secondary Service Ordering Charge will be applicable to changes to and from OELC except that the Company will waive the charge for a 90-day period following the effective date of any new routes in this tariff.
- B. The Secondary Service Ordering Charge is not applicable if the customer subscribes to OELC with initial service installation.

	1-pty	Rotary	PBX
Ocala to Williston			
- Residence	6.25	7.30	
- Business	13.95	17.95	21.60
Williston to Ocala			
- Residence	8.50	10.00	
- Business	16.95	23.95	30.05

(I)

## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.3 Dialing Plans (Cont'd)**

#### **6.3.6 OEAS Optional Extended Area Service**

1. OEAS is a one-way optional calling plan offered by the company to subscribers in the exchanges specified in this section. OEAS provides alternative billing for direct distance dialed (DDD) calls to an exchange beyond the subscriber's local calling area but within the same LATA.

A customer with multiple access lines, subscribing to OEAS, will be billed a monthly minimum charge for each access line.

2. Options I, III and IV of the OEAS plan are available only to subscribers with residential access lines. Option II is available to both residential and business access line services.
3. OEAS is not offered in conjunction with FX service, pay telephone service, Shared Tenant Services, guest and patient lines which terminate in hotels, motels, nursing homes or hospitals, nor any other form of resold service.
4. OEAS does not include calls to other exchanges which are considered within the local calling scope of the additive charge.
5. Suspension of service is permitted for lines arranged for OEAS at the rates and regulations prescribed in this tariff.
6. Credit card calls and calls that require the assistance of an operator for completion are not eligible under the OEAS plan. Such calls will be charged for at the appropriate long distance rate except that an operator will reestablish an eligible call that is interrupted due to facilities or poor transmission.

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.3 Dialing Plans (Cont'd)

#### 6.3.6 OEAS Optional Extended Area Service (Cont'd)

##### 7. Options

- A. Residence and business subscribers in exchanges where OEAS has been approved by the Florida Public Service Commission may select from the following options at rates specified following.
1. Option I, III and IV – Available to residential access lines only. With Option I and III, subscribers pay a monthly flat fee (i.e., the per line monthly minimum) and receive a block of time. The customer may use the block of time to make calls to the specified exchange. If the entire block of time is not used, the customer will be billed only the monthly minimum. Additional usage, in excess of the monthly minimum, is billed on a per minute of use basis. With Option IV, subscribers pay a monthly flat rate and receive unlimited calling to the specified exchange.
  2. Option II – Available to residence and business access lines. Option II provides a 50% discount from applicable DDD rates for calls placed to a specific exchange. Subscribers to Option II will be billed a minimum monthly charge per account. If total discounted toll charges to the specified exchange are less than the monthly minimum, the subscriber will be billed only the monthly minimum. Total discounted toll charges to the specified exchange that are equal to or greater than the monthly minimum will be billed the total discounted toll charges, not the monthly minimum.
- B. All Options are offered subject to the availability of facilities and as authorized by the Florida Public Service Commission.

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.3 Dialing Plans (Cont'd)

#### 6.3.6 OEAS Optional Extended Area Service (Cont'd)

8. Rates and Charges

- A. The rates for OEAS Options I, II, III and IV are in addition to the rates and charges applicable to the basic local exchange service with which the options are associated.

If a customer subscribes to the OEAS Options I, III or IV and the customer has more than one access line on the same account, each access line will be billed a monthly minimum charge. For example, a customer with two access lines subscribing to Option I is billed two \$2.00 monthly minimum charges totaling \$4.00 and has available 60 minutes for each line totaling 120 minutes that can be originated from either line.

- B. During the six month period following the effective date of each authorized OEAS plan, the secondary service ordering charge will be waived for the initial subscription to one of the options and for one subsequent change.
- C. The rates for OEAS Options are shown in the following matrix. Option II rates for specific routes are based on the airline mileage between rate centers of the involved exchanges.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.6 OEAS Optional Extended Area Service (Cont'd)**

8. Rates and Charges (Cont'd)

Option I, II and IV (Residence Only, Per Line)		
Monthly Minimum	Block of Time	Additional Usage (in excess of block of time)
Option I \$3.00	60 Minutes	\$.05 per minute
Option III \$10.00	500 Minutes	\$.05 per minute
Option IV \$20.00	Unlimited	N/A

(I)

Option II (Residence and Business, Per Account)		
OEAS Minimum Monthly Charge	Mileage Bands 11-22	Mileage Bands 23-55
Residence	3.00	5.00
Business	6.00	10.00
PBX and Centrex	12.00	20.00

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.6 OEAS Optional Extended Area Service (Cont'd)**

8. Rates and Charges (Cont'd)

D. Authorized OEAS Exchange Routes

Options I, III and IV

West Kissimmee to Orlando	Option I only
Trilacoochee to Brooksville	Option I only
LaBelle to Fort Myers	Option I, III and IV
Wildwood to Leesburg	Option I only

Option II

LaBell to Fort Myers	Residence	\$5.00
	Business	\$10.00
	PBX and Centrex	\$20.00

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.3 Dialing Plans (Cont'd)**

**6.3.7 Unlimited Calling – Flat Rate**

Unlimited Calling is a Flat Rate optional calling plan which allows customers unlimited intraLATA calling for a single monthly rate.

1. Customers must subscribe to Integrated Services Digital Network – Primary Rate Interface II (ISDN-PRI-II) as described in Section 29 or Individual Voice Channels for Custom Access Solutions or Digital Trunking Service.
2. Unlimited Calling – flat rate is available only between intraLATA exchanges with the 239, 863 and 941 NPAs (Area Codes).
3. Operator assisted local call charges apply to calls placed through an operator.
4. Rates

	<u>Monthly Recurring Rate</u>
Per 1.544 Mbps Facility	\$100.00

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## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.4 Monthly Exchange Rates – Basic Services**

The rates specified herein entitle the subscribers to an unlimited number of messages to all stations bearing the designation of central offices within the service exchange and additional exchanges or portions of exchanges as shown preceding.

#### **6.4.1 Residential**

Service which is provided to private residences for the use of those occupying that dwelling.

#### **6.4.2 SmallTalk**

1. SmallTalk is a single-party local exchange access line service offered to residential subscribers only.
2. Subscribers to residence SmallTalk service are billed monthly in advance at the basic service rate specified herein. Messages in excess of the monthly allowance are billed monthly in arrears. Any message allowance not used in one month is not credited to the subscriber's account toward any other month.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.2 SmallTalk (Cont'd)**

3. Regulations

- A. The rules and regulations of this tariff governing service to subscribers of flat rated access line services and flat- and message-rate service are also applicable to subscribers of SmallTalk.
- B. SmallTalk is available only in areas serviced by digital central offices.
- C. SmallTalk access lines are eligible for a reduction in rate for Vacation Service only as specified in this tariff.
- D. The regulations regarding flat- and message-rate service in this tariff are applicable to SmallTalk access lines.
- E. SmallTalk charges are not applicable for calls to the Company business office, repair, 411, 911, NII, local 976 or the Company operator.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.2 SmallTalk (Cont'd)**

4. Rates and Charges
  - A. Monthly rates are listed following.
  - B. The equivalent of \$3.00 per month in call allowance is provided with the basic SmallTalk service. Calls in excess of the \$3.00 allowance will be billed to the subscriber at the rate of \$.10 per call.
  - C. Calls to areas outside the subscriber's local exchange and EAS calling scope will be billed at the appropriate long distance rates. Such calls are not included in the monthly allowance calculation.
  - D. SmallTalk is not offered in conjunction with any other local or EAS alternative calling plan.

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## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

#### **6.4.3 Residential, Key Line**

Individual access lines terminating in CPE capable of multiple access line terminations.

#### **6.4.4 Residential – Rotary**

1. Individual access lines arranged for rotary, level hunting or similar service which allows completion of an incoming call to a line that is called but in use, to another line, by utilizing central office equipment, will have a rate as specified following applicable to each line so arranged. This rotary rate is not applicable on PBX trunks, nor will it apply to access lines arranged for the Call Forwarding feature of Custom Calling Service.
2. Residential Rotary Line Service is limited to three lines in rotary. If more than three lines in rotary are required, Business Rotary Line rates will apply to all lines in rotary.

#### **6.4.5 Residential, Key Line –Rotary**

1. Individual access lines configured in central office provided rotary hunting and terminating in CPE capable of multiple access line terminations.
2. Residential, Key Rotary Line Service is limited to three lines in rotary. If more than three lines in rotary are required, Business, Key Line Rotary rates will apply to all lines in rotary.

#### **6.4.6 Business**

Services which is primarily or substantially of a business, professional, institutional or otherwise occupational nature or where the listing required is such as to indicate business use.

## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

#### **6.4.7 Business, Key Line**

Individual access lines terminating in CPE capable of multiple access line terminations.

#### **6.4.8 Business, Centrex Line**

Individual access lines provided with central office based Centrex software.

#### **6.4.9 Business – Rotary**

Individual access lines arranged for rotary, level hunting or similar service which allows completion of an incoming call to a line that is called but in use, to another line, by utilizing central office equipment, will have a rate as specified following applicable to each line so arranged. This rotary rate is not applicable on PBX trunks, nor will it apply to access lines arranged for the Call Forwarding feature of Customer Calling Service, unless the line is also arranged for rotary service.

#### **6.4.10 Business, Key Line – Rotary**

Individual access lines configured in central office provided rotary hunting and terminating in CPE capable of multiple access line terminations.

#### **6.4.11 Business, Centrex Line – Rotary**

Individual access lines provided with central office based Centrex software configured in central offices provided rotary hunting.

#### **6.4.12 Trunks**

1. PBX flat rate trunks are provided as inward, outward, or two-way.
2. Central Telephone – Eglin AFB – one way trunks used for the completion of incoming toll calls to Eglin AFB will be provided at the rate found following.

**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.13 Trunks, Message Rate**

PBX message rate trunks are provided to hotels, motels, apartment houses or convalescent homes. In connection with message rate trunks, the management may separately contract for any form of business service for administrative use. Guests may separately and individually subscribe to any form of residence or business service. Message usage is accumulated on a group basis.

**6.4.14 Rates and Charges**

- The rates specified herein entitle subscribers to an unlimited number of messages, unless otherwise specified to all stations bearing the designation of central office within the service exchange and additional exchanges or portions of exchanges as shown preceding. Touch-Tone Service is included in these rates.

	Rate Groups				
	1	2	3	4	5
Residential, Flat Rate	16.40	16.40	16.40	17.00	17.00
SmallTalk, Residential Only	12.60	13.95	14.70	16.00	15.45
Residential, Key Line	23.00	23.00	23.00	27.00	27.00
Residential, Rotary, Flat Rate	18.90	18.90	18.90	20.50	20.50
Residential, Rotary, Key Line	25.40	25.40	25.40	29.40	29.40
Business, Flat Rate	31.00 (I)	32.00 (I)	33.00 (I)	35.00 (I)	35.00 (I)
Business, Key Line	31.00 (I)	32.00 (I)	33.00 (I)	35.00 (I)	35.00 (I)
Business, Centrex Line - Digital (C)	57.00 (I)	57.00 (I)	57.00 (I)	57.00 (I)	57.00 (I)
Business, Rotary, Flat Rate	35.00 (I)	35.00 (I)	37.00 (I)	40.00 (I)	40.00 (I)
Business, Rotary, Key Line	35.00	35.00	37.00	40.00 (I)	40.00 (R)
Business, Rotary, Centrex Line 1) United Telephone	ICB	ICB	ICB	ICB	ICB
Trunks, Flat Rate	40.00 (I)	40.00 (I)	43.00	43.00	49.00
Central Telephone - Eglin AFB	42.21				

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.14 Rates and Charges (Cont'd)**

Trunks, Message Rate

First Trunk, including 100 messages per month

Orange City exchange only \$43.67  
Winter Park exchange only \$48.07

Each additional trunk

Orange City exchange only \$43.67  
Winter Park exchange only \$48.07

Messages in excess of allowance, each

Orange City and Winter Park \$0.07

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.14 Rates and Charges (Cont'd)**

2. Term Discount Plan (TDP)

A. General

1. A Term Discount Plan (TDP) provides customers who have five (5) or more trunks at the same location and billed under a single bill or who have five (5) or more lines/trunks at different locations and billed under a single bill, with discounted rates for Business Rotary Key Lines, and Trunks Flat Rate. Fewer than five (5) lines/trunks billing under a single bill are not eligible for TDP rates regardless of whether the customer subscribes to five (5) or more lines/trunks.
2. Business Flat Rate, Business Rotary Flat Rate, Business Key Lines, Business Rotary Key Lines, and Trunks Flat Rate may be ordered under a TDP for fixed periods of two (2) years and three (3) years.
3. The customer must specify the length of the initial service period at the time the service is ordered.
4. At the end of the TDP commitment period the customer may subscribe to a new TDP at discounts on the prevailing rates as set forth following. If the customer does not contact the Company 90 days prior to the expiration of the TDP, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the minimum commitment period with no penalty or obligation to continue the service.

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.14 Rates and Charges (Cont'd)**

2. Term Discount Plan (TDP) (Cont'd)

A. General (Cont'd)

5. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the increase.

6. The customer can extend TDP commitment periods at any time during the term of the plan, up to a maximum of three years. The number of remaining months in the original term plan will apply toward the new term plan selected.

B. Termination Liability Charges

1. If a customer under a Term Discount Plan (TDP) disconnects any portion of the Business Flat Rate, Business Rotary Flat Rate, Business Key Lines, Business Rotary Key Lines, and/or Trunks Flat Rate TDP service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments for the remainder of the TDP. Should a customer drop below the line/trunk minimum requirement, the customer will no longer qualify for the TDP, and the remaining lines/trunks will default to the standard month-to-month rates effective with the disconnect date.

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**6.4 Monthly Exchange Rates – Basic Services (Cont'd)**

**6.4.14 Rates and Charges (Cont'd)**

2. Term Discount Plan (TDP) (Cont'd)

C. Discounts

	Two Years	Three Years
Business Flat Rate	10%	15%
Business Rotary Flat Rate	10%	15%
Business, Key Line	10%	15%
Business, Rotary, Key Line	10%	15%
Trunks, Flat Rate	10%	15%

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.5. Directory Assistance**

**6.5.1 General**

1. Directory Assistance Service is provided by the Company to assist the users of the service in obtaining telephone numbers.
2. The rates set forth following apply when subscribers of the company request assistance in determining telephone numbers of subscribers (1) who are located in the same Local Calling Area or (2) who are not located in the same Local Calling Area or Home Numbering Plan Area as the subscriber's serving exchange.
3. There will be no charge for Local Calling Area Directory Assistance calls received from customers with a physical or mental impairment rendering them unable to use the telephone directory.
4. Calls to Long Distance Directory Assistance are charged for at the appropriate rate.
5. Directory Assistance Service for Outside the Local/Home Numbering Plan Area is not available for Pay Telephone Service as described in this tariff.

**6.5.2 Rates and Charges**

1. Local Calling Area
  - A. A charge of \$3.99 is applicable for each call to Directory Assistance.
  - B. A maximum of two numbers may be requested on each call. I
2. Outside the Local/Home Numbering Plan Area
  - A. A charge of \$3.99 is applicable for each call to Directory Assistance. I
  - B. A maximum of two numbers may be requested on each call.
3. In locations where the customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0" Operator Assisted Station-to-Station charges will apply, in addition to the Directory Assistance Service Charge.

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.5. Directory Assistance Call Completion

#### 6.5.1 General

1. Directory Assistance Call Completion (DACC) provides an incoming Directory Assistance customer requesting a local or intraLATA number a mechanized announcement offering call completion to the listed number requested, excluding nonpublished numbers. The call is completed on a sent-paid basis which is paid for by the calling customer, except on 0+HNPA+555 calls which will allow Calling Card and Billed to Third Number Charges.
2. The mechanized announcement will instruct the caller that for an additional charge, they may have the call automatically completed by depressing a specific digit on the key pad. All completed calls will be charged the DACC charge, in addition to any other appropriate charges.
3. The Company assumes no responsibility or liability for an errors in the information furnished. The caller shall indemnify the Company and hold it free and harmless of and from any and all claims, demands, or damages that shall arise from the use of the service.
  - A. This service is furnished solely for the telephone calling purposes of the caller.
  - B. Additional provisions concerning limitations of liability and allowance for interruption of service are set forth in this tariff.
4. This offering provides call completion on a Local Access and Transport Area (LATA) basis. Customers will need to consult their directory for LATA maps.
5. DACC will be furnished only where facilities permit and where the service used by the customer can support all billing requirements for the service.

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New York, New York 10005

**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.5. Directory Assistance Call Completion (Cont'd)**

**6.5.1 General (Cont'd)**

6. Only the second provided Directory Assistance telephone number may be dialed and completed by DACC if two Directory Assistance requests are made during the same call.
7. Customers who currently subscribe to a screening option that includes 1+ or 411 will not be eligible for this service.
8. DACC is not available for the following:
  - A. Alternately billed calls, i.e., Collect, Calling Card\* or Billed to Third Number
  - B. Any PBX type customer who requires real-time notification of charges, i.e., hotels/motels, hospitals, etc.
  - C. Any special lines, i.e., prisons, etc.
  - D. 900/976 directory assistance number requests
  - E. Calls from Pay telephone, coin or coinless stations.
  - F. InterLATA long distance calls
  - G. Cellular providers/wireless technology
  - H. Independent telephone companies that access the Company's directory assistance service.
  - I. WATS
  - J. Alternate or Competitive Local Exchange Companies
  - K. N11 Services
9. Local and intraLATA individual message detail is included as a party of this service.
10. DACC is not subject to concessions.

\*On 0+HNPA+555 calls, Calling Card and Billed to Third Number charges will be allowed.

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44 Wall Street, 14th Floor  
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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.5. Directory Assistance Call Completion (Cont'd)**

**6.5.2 Rates and Charges**

1. The DACC service charge specified will be applicable to all subscribers, except that DACC service charges are not applicable to handicapped customers who are exempt from Directory Assistance charges.
2. For charging purposes, a completed call is defined in this tariff.
3. Service Charges

	Rate
DACC service charge, per completed call	\$.95 (I)

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44 Wall Street, 14th Floor  
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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.6 Operator Assisted Local Calls**

**6.6.1** All types of local exchange service have local calling areas as specified previously in this tariff which are the areas that can be called on a flat-rate basis (no charge for individual calls), on a local coin call rate basis, or a measured rate basis.

**6.6.2** Local dial calls must be dialed and completed without the assistance of a Company operator and must be billed to the originating telephone when a charge is applicable. Otherwise, operator assistance charges will apply to the call, in addition to the applicable local dial rate.

**6.6.3** The following service charges apply in addition to the local dial rate applicable for operator assisted local calls

Station-to-Station customer dialed credit card local call	\$2.50 (I)
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Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls	\$2.50 (I)
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Person-to-Person operator assisted local calls	\$5.50 (I)
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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.6 Operator Assisted Local Calls (Cont'd)**

**6.6.4** The following Operator Assisted Local Calls are exempt from the service charge:

1. Calls to designated Company numbers for official telephone business.
2. Emergency calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
  - A. re-establish a call which has been interrupted after the called number has been reached; or
  - B. reach the called telephone number where facility problems prevent customer dial completion.
  - C. Place a non-coin, sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of that handicap.

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44 Wall Street, 14th Floor  
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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.7 Verification and Emergency Interrupt Service

#### 6.7.1 General

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

#### 1. Verification

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

#### 2. Emergency Interrupt Service

- A. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
- B. A subscriber originated request for Emergency Interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt request.
- C. An Emergency Interrupt requires verification. Both charges are applicable for an Emergency Interrupt Request.

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## **SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

### **6.7 Verification and Emergency Interrupt Service**

#### **6.7.2 Rates and Charges**

1. A charge of \$2.00 is applicable for each chargeable verification request as defined previously.
2. A charge of \$2.00 in addition to the verification charge is applicable for each chargeable emergency interrupt request as defined previously.
3. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire department, licensed hospitals, etc.
4. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
5. If the number verified is not in use, or as a result of interrupt, the line is cleared, and at the calling party's request the operator completes the call, the charges for Operator Assisted Local Calls as defined in this tariff section apply in addition to the applicable verification and emergency interrupt charges.

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.8 Custom Calling Features

#### 6.8.1 Definitions

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via preprogramming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable usage charges.

Call Forward Busy will allow incoming calls to be routed to another telephone number when a busy condition is encountered.

Call Forward Don't Answer will allow incoming calls to be routed to another telephone number when the called line is unanswered.

Three-Way Calling Service - This service permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Three-Way Calling is available on a flat rate or a usage sensitive basis. The usage sensitive option is only available to residence and business single line customers. Under the usage sensitive option, the customer will incur an activation charge on a completed call. The provision of this service on a usage sensitive basis is subject to technical limitations and is provided on a where available basis.

Call Waiting Service - This service provides a tone signal to indicate to a customer who is using his/her telephone that another party is attempting to call him/her. It also permits the customer to answer the incoming call while holding the original call.

Enhanced Call Waiting - This service combines the features of call waiting and the cancel call waiting feature which allows the customer to defer the call waiting feature to prevent call waiting tones from interrupting calls or disrupting data transmissions. Cancel call waiting can be activated before or during a call by dialing an access code and the cancellation stays in effect for the duration of the call. Incoming calls receive a busy signal while cancel call waiting is in effect.

Speed Calling Service (Abbreviated Dialing Service) - This service permits a customer to call certain other predetermined telephone numbers by dialing an abbreviated code rather than the entire 7 or 10 digit telephone number. The arrangement available is an 8-number capacity (8-code).

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.8 Custom Calling Features (Cont'd)**

**6.8.2 Rates**

	<u>Residential</u>	<u>Business</u>
<u>Call Forward</u>	\$6.00	\$6.00
Busy	\$2.40	\$2.65 (I)
Don't Answer	\$2.40	\$2.65 (I)
<u>Three-Way Calling Service</u>		
Monthly	\$5.45	\$6.00
Per Use	\$1.25	\$1.50 (I)
<u>Call Waiting</u>	\$7.80	\$8.50 (I)
<u>Enhanced Call Waiting</u>	\$7.80	\$7.50 (I)
<u>Speed Calling Service</u>		
8 Number	\$5.45	\$6.00 (I)
30 Number	\$6.45	\$6.00 (I)
Caller ID with Name	\$12.00	\$12.50 (I)
Speed Dial 8	\$5.00	\$5.00 (D)
Speed Dial 30	\$5.00	\$5.00 (D)
Distinctive Ring – Initial Line	\$7.00	\$7.00
Distinctive Ring – Additional Line	\$9.00	\$9.00
Unlimited Call Return	\$6.00	\$6.00
Per Use		\$1.50 (N)
Unlimited Repeat Dialing	\$6.00	\$6.00
Per Use		\$1.50 (N)
Hotline		\$7.50 (N)
Inside Wire Maintenance Plan		\$7.50 (N)
Call Acceptance		\$6.00 (N)
Privacy Manager		\$7.75 (N)

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## SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES

### 6.9 Directory Listings

#### 6.9.1 Definitions

Nonpublished Service Nonpublished numbers will not be furnished upon request of a calling party. However, when a call is placed from a telephone number associated with a nonpublished listing, the number may be disclosed if the called party has the necessary equipment for receiving and/or disclosing incoming telephone numbers. Incoming calls to nonpublished telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will not complete a call to a nonpublished subscriber on behalf of another caller when the caller does not furnish the nonpublished number to the Company. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a nonpublished number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

Nonlisted Service A nonlisted telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the directory assistance records and is given out upon request. The acceptance by the Company of the subscriber's request to furnish a nonlisted telephone number does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.

Vanity Listings - Where available, a subscriber may request to have the assigned telephone number published in the telephone directory in upper case alpha form, i.e., "333-THIS", rather than 333-8447. Use of Vanity Listings is not exclusive to any single subscriber. The letters "Q" and "Z" are not available nor may the "#" or "\*" symbols be used with this service. The numbers "0" or "1" may not be used to represent the letters "O" or "I", respectively, in a Vanity Listing. Prior to establishing a Vanity Listing, the Company reserves the right to require, when necessary in its sole discretion, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.

Additional name listings in excess of those permitted without extra charge, reference listings, alternative (directive) listings, temporary listings, foreign exchange listings, listings for clients of Shared Tenant Service, Mobile Carriers, and Pay Telephone Service (PATS) operations and additional line matter, where permitted, are furnished at the following monthly rates:

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-EMBARQ EXCHANGES**

**6.9 Directory Listings (Cont'd)**

**6.9.2 Rates**

	<u>Monthly Rate</u>
Per foreign exchange listing, residence	\$3.00
Per foreign exchange listing, business	3.50 <b>(I)</b>
Per Vanity Listing, residence	3.00
Per Vanity Listing, business	5.00
Per listing, all other types of listings, residence	1.85
Per listing, all other types of listings, business	3.50 <b>(I)</b>
Non-listed Service	6.00 <b>(N)</b>
Non-published Service	6.00 <b>(N)</b>

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**SECTION 6 – SERVICES AND RATES AVAILABLE IN SPRINT-  
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**6.10 Digital ISDN Basic Rate Service**

Integrated Services Digital Network Basic Rate Interface (ISDN BRI) is a service that provides an integrated voice/data communications capability for the transmission of circuit switched voice and data signals. ISDN services use two 64 Kbps "B" channels to transmit any combination of Circuit Switched Voice and/or Circuit Switched Data. The "D" channel is used for signaling.

Access	Monthly Recurring Charge
ISDN BRI Digital Line incl. Flat Rate CSV/CSD	\$35.00
Features	
ISDN BRI Additional Call Offering (ACO)	\$5.00
ISDN BRI Additional Directory Number (each)	2.00
ISDN BRI Automatic Callback (Repeat Dial)	6.00
ISDN BRI Call Forwarding	6.00
ISDN BRI Call Pickup (per member)	5.00
ISDN BRI Calling Number ID/Calling Name ID	11.40
ISDN BRI Feature Package 1	10.99
ISDN BRI Flexible Calling	5.00
ISDN BRI Multi-line Hunt Group	3.00
ISDN BRI Six-Way Conference Calling	5.45
Usage	
Regional Data, per Minute	\$0.0390
Installation	
ISDN BRI Digital Service, First Line	\$200.00
ISDN BRI Digital Service, Each Additional Line	200.00

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**SECTION 7 – MISCELLANEOUS**

**7.1 IntraLATA Long Distance Services**

Long Distance Services are available from the Company pursuant to terms, conditions, regulations and rates as provided for in its Florida Tariff No. 1.

(M)\*

(M)

\* Material on this page formerly appeared on Original Page 77.

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**SECTION 7 – MISCELLANEOUS**

(M)\*

**7.2 Presubscription Services**

After a Customer's initial selection for a presubscribed toll carrier and as detailed above, for any change thereafter, an presubscription change charge, as set forth below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

Nonrecurring Charges:

Per line	\$5.00
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(M)

\* Material on this page formerly appeared on Original Page 78.

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**SECTION 7 – MISCELLANEOUS**

(M)\*

**7.3 Promotional Offerings**

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. No individual promotional offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer. Promotional offerings will be approved by the Commission and made part of this price list.

**7.4 Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this price list. Rates quoted in response to such competitive requests may be different than those specified for such services in this price list. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis. ICB arrangements will be approved by the Commission and made part of this price list.

**7.5 Special Assembly**

The Company may provide a unique intrastate service arrangement for a customer where no tariffed service exists for the service. The unique service can be provided via a Special Assembly.

**7.6 Telecommunications Relay Service**

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

(M)

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**SECTION 7 – MISCELLANEOUS**

(M)\*

**7.7 Special Rates For The Handicapped**

**7.7.1 Directory Assistance**

Subscribers who have applied for and received Company certification as being unable to use a telephone directory due to a visual or physical disability which can be confirmed by a physician, appropriate group, or agency shall be eligible to make up to fifty (50) Directory Assistance calls per billing cycle at no charge. The Company shall charge the prevailing price list rates for every Directory Assistance call in excess of fifty (50) within a billing cycle. Written confirmation must be provided to the Company for this exemption to apply. Application procedures may be obtained by calling the local business office.

**7.7.2 Hearing and Speech Impaired Persons**

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

(M)

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44 Wall Street, 14th Floor  
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## SECTION 7 – MISCELLANEOUS

### 7.8 Telecommunications Service Priority (TSP) System

#### 7.8.1 Description

The following rates and charges are for calling services features and packages only and are in addition to the applicable service charges, monthly rates, and nonrecurring charges for the exchange access line and other services with which it is associated.

The Telecommunications Service Priority (TSP) System is a structured coding scheme that prescribes the order in which National Security Emergency Preparedness (NSEP) telecommunications services are installed or restored. TSP service is limited to qualifying state and local governments, the federal government, foreign governments and certain private industry telecommunications services. The Company can only accept orders for TSP service from holders of valid TSP Authorization Codes. TSP Authorization Codes are administered by The Manager, National Communications System (TSP Program Office), Washington, D.C. 20305-2010. The TSP System was developed to support the requirements of the U. S. Government and applies only to NSEP telecommunications services to which the Company is able to apply priority treatment. It requires and authorizes priority action by the Company.

Conditions of emergency or crises that cause invocation of NSEP treatment can only be declared by authorized officials of the Federal Government or other officials (Federal or non-Federal) specified by the Manager - National Communications System (NCS) on behalf of the Executive Office of the President of the United States.

#### 7.8.2 Service Limitations

Priority installation and/or restoration of NSEP telecommunications services shall be provided in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations.

In addition, TSP System service shall be provided in accordance with the guidelines set forth in "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual" (NCS manual 3-1-1 dated July 9, 1990) and "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" (NCS manual 3-1-2 dated July 9, 1990).

The customer for the TSP System service must also be the same customer for the underlying Exchange Service with which it is associated.

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## **SECTION 7 – MISCELLANEOUS (Cont'd)**

### **7.8 Telecommunications Service Priority (TSP) System (Cont'd)**

#### **7.8.2 Service Limitations (Cont'd)**

The Company will arrange for the installation and/or restoration of TSP System service upon receipt of the proper certification as specified in A. preceding.

It is the responsibility of the TSP user to provide the TSP Authority Code to the Company with each service request.

When performing Priority Installation or Priority Restoration (repair) on TSP-designated services in compliance with the Rules and Regulations cited in A. preceding, the Company may not be in a position to notify the customer regarding additional labor charges if additional labor is required. The customer recognizes that quoting charges and obtaining permission to proceed with the installation or restoration of service may cause unnecessary delays and grants the Company the right to quote charges after the installation or restoration has been completed.

#### **7.8.3 Priority Installation or Repair**

1. When a customer for TSP System service requests that service be installed or repaired on an expedited or emergency basis in accordance with Part 64.401, Appendix A, of the Federal Communications Commission's Rules and Regulations, the customer will be required to bear the excess costs of providing service on an expedited basis.

2. The calculated excess costs would be in addition to all other service and installation charges normally applicable.

#### **7.8.4 Rules and Regulations**

Under certain conditions, it may be necessary to preempt one or more customer services with a lower (or no) restoration priority in order to install or restore NSEP telecommunications service(s). If preemption is necessary and if circumstances permit, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

No charge applies when a TSP designation is discontinued.

## SECTION 7 – MISCELLANEOUS (Cont'd)

### 7.8 Telecommunications Service Priority (TSP) System (Cont'd)

#### 7.8.4 Rules and Regulations (Cont'd)

With the exception of credit information, a customer obtaining TSP System service acknowledges and consents to the provision of certain customer service details by the Company to the Federal Government to allow for the proper maintenance and administration of the TSP System. That information includes but is not necessarily limited to:

- Confirmation of completed TSP service orders directly to the Manager, National Communications System (NCS);
- Verification of installation and/or restoration priority level assignment(s) with the Manager, NCS;
- Reconciliation of TSP service information with the Manager, NCS, or the customer (prime service vendor).

#### 7.8.5 Definitions

##### **National Communications System (NCS)**

The NCS is established under the Executive Office of the President of the United States and is responsible for the day-to-day operations of the TSP System. This includes maintaining a twenty-four hour point-of-contact to handle emergency provisioning requests, assigning priority levels and Authorization Codes and maintaining data on TSP assignments.

##### **National Security Emergency Preparedness (NSEP) Services**

NSEP services are telecommunications services that are used to maintain a state of readiness or to respond to and manage any events or crises (local, national or international) which causes or could cause injury or harm to the population, damage to or loss of property, or degrade or threaten the NSEP posture of the United States.

##### **Prime Vendor**

The service vendor from whom the service user or its authorized agent orders service.

##### **Priority Installation (PI)**

Provisioning, on a priority basis, of a new TSP service authorized as so urgent that it must be provided earlier than the Company's standard provisioning interval.

##### **Priority Restoration (PR)**

Restoration, on a priority basis, of an existing TSP service for which any interruption would have serious adverse impact on the supported NSEP function.



## SECTION 7 – MISCELLANEOUS (Cont'd)

### 7.8 Telecommunications Service Priority (TSP) System (Cont'd)

#### 7.8.5 Definitions (Cont'd)

##### **Subcontractor**

The service vendor from whom the prime vendor obtains service for the completion of the prime vendor's end-to-end service.

##### **Telecommunications Service Priority (TSP) System**

TSP is a structured coding scheme that establishes the order in which NSEP services are to be installed or restored in the event of an emergency. The TSP System was developed to ensure priority treatment of the nation's most important telecommunications services.

##### **TSP Authorization Code**

A twelve character code that identifies an NSEP TSP service and denotes the order in which that service is to be provisioned (installed) and/or restored.

##### **TSP Rate Categories**

There are two basic rate categories which apply to TSP System service:

1. Priority Installation
2. Priority Restoration
  - Level Implementation
  - Level Change
  - Maintenance/Administration

Certain activities associated with the TSP System are included in the rate elements as follows:

1. Priority Installation includes order coordination.
2. Priority Restoration includes system development, verification and confirmation.

**SECTION 7 – MISCELLANEOUS**

**7.8 Telecommunications Service Priority (TSP) System**

**7.8.6 Rates**

The following rates and charges are in addition to all other rates and charges that may be applicable for other services furnished in conjunction with TSP service:

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
a. Priority Installation (PI)		
(1) Per line or trunk		
(a) Prime vendor	\$42.00	
(b) Subcontractor	42.00	
b. Priority Restoration (PR)		
(1) Level Implementation, per line or trunk		
(a) Prime vendor	65.00	
(b) Subcontractor	65.00	
(2) Level Change, per line or trunk		
(a) Prime vendor	65.00	
(b) Subcontractor	65.00	
(3) Maintenance/Administration, per line or trunk		
(a) Prime vendor		\$3.00
(b) Subcontractor		3.00

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**SECTION 8 – SERVICE CHARGES (New Section)**

**8.1 General**

**8.1.1 Service Order and Change Charges – Embarq Territory**

New Line Installation	<u>Business</u>
First Line	\$99.00
Each Additional Line	\$37.00
Move Service – Different Premises	<u>Business</u>
First Line	\$99.00
Each Additional Line	\$37.00
Telephone Number Change Charge	<u>Business</u>
First Line	\$55.00
Each Additional Line	\$37.00
Rewire Charge-Change svc type/class	<u>Business</u>
First Line	\$55.00
Each Additional Line	\$37.00
Restoral for Non-Payment, Per Account	<u>Business</u> \$34.00
Features – Add/Change/Delete Per Order	<u>Business</u> \$24.00
Change of Service Charge Per Line Disconnected	<u>Business</u> \$16.75
Maintenance of Service Charge Dispatch & No Trouble in Network	<u>Business</u> \$175.00
Inside Premises Wire Work	<u>Business</u>
First 1 Hour & Minimum	\$250.00
Ea. Additional 1 Hour or thereof	\$125.00
Outside Business Hours - First Hr	\$450.00
Outside Business Hours - Ea. Addl Hr	\$250.00

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