

LOCAL EXCHANGE COMMUNICATIONS SERVICES

TITLE PAGE

REGULATIONS AND SCHEDULE OF CHARGES APPLYING TO LOCAL EXCHANGE
COMMUNICATIONS SERVICES WITHIN THE COMMONWEALTH OF VIRGINIA

This tariff is on file with the Virginia State Corporation Commission (SCC) and can be viewed at their Division of Communications located in the Tyler Building – 9th Floor, 1300 East Main Street, Richmond, Virginia 23219. In addition, this tariff is available for review at the Company's principle place of business, Monday – Friday, 9:00 a.m. to 5:00 p.m., local time, located at 15022 Lee Highway, Bristol, Virginia 24202. Telephone Number 866-835-1288

Issued: April 8, 2004
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Effective: April 9, 2004

LOCAL EXCHANGE COMMUNICATIONS SERVICES

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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3	10 th Rev.	*	34	1 st Rev.		63	1 st Rev.
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29	1 st Rev.		58	1 st Rev.		89	1 st Rev.
30	1 st Rev.		59	1 st Rev.		90	1 st Rev.
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* - indicates those pages included with this filing

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LOCAL EXCHANGE COMMUNICATIONS SERVICES

SYMBOLS

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

- D - Delete or Discontinue Rate, Regulation or Text
- I - Change Resulting in an Increase to a Customer's Bill
- M - Moved From or To Another Tariff Location
- N - New Rate, Regulation or Text
- R - Change Resulting in a Reduction to a Customer's Bill
- T - Change in Text or Regulation, but no change in Rate or Charge
- C - Changed Regulation Effecting Application in a Rate

LOCAL EXCHANGE COMMUNICATIONS SERVICES

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially; however, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 11 and 12 would be 11.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page where applicable. These numbers are used to indicate the most current page version on file with the Commission. For example, 4th Revised Page 13 cancels 3rd Revised Page 13. Consult the Check Sheet for the Pages 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 Tariff filing is made with the Commission, an updated Check Sheet accompanies the Tariff filing. The Check Sheet lists the pages contained in the Tariff, with a cross reference to the current Revision Number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e.: the format, etc. remains the same, just revised revision levels on some pages). The Tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on Commission file.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

APPLICATION OF TARIFF

The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 3 of this Tariff.

Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.

Failure on the part of any Customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS

ACCESS LINE - A central office circuit or channel which provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT - The shortest distance between two points. A measurement for computation of mileage charges between termination points.

ANCILLARY DEVICES - All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT - Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT - Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE - A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER - A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

BUILDING (Same) - A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE - Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

CALL - An attempted communication, whether completed or not.

CALLING AREA - See "Local Service Area."

CANCELLATION CHARGES - A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

CENTRAL OFFICE - A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CHANNEL - A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

CIRCUIT - A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) **Two-wire circuit:** A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) **Four-wire circuit:** A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

CLASS OF SERVICE - A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

COMMISSION - Commonwealth of Virginia, State Corporation Commission.

COMMUNICATIONS SYSTEMS - Channels and other facilities which are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

COMPANY - City of Bristol, d/b/a Bristol Virginia Utilities Board, d/b/a BVU OptiNet

COMPLEX SERVICE - The provision of a circuit requiring special treatment, special equipment or special engineering design.

CONDUIT - A tubular runway for cable facilities

CONNECTING COMPANY - A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

CONNECTION - Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

CONNECTION CHARGE - See "Service Charges."

CONSTRUCTION CHARGE - A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

CONTINUOUS PROPERTY - The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT - The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

CONTRACT PERIOD - The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS - Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOM CALLING SERVICES - Custom Calling Services provide for call features like Call Waiting and Call Forwarding and is furnished in connection with individual line service (private line).

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) - Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS is furnished in connection with individual line service (private line).

CUSTOMER - Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

CUSTOMER PREMISES INSIDE WIRE - All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT - Devices or apparatus and their associated wiring provided by a Customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

CUSTOMER TROUBLE REPORT - Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARCATION POINT - The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

DETACHED ACCESS LINE - An additional circuit connected to an access line either directly or through a switching device which uses Company facilities.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

DIRECT BURIAL - The installation of cables or conductors directly in the earth and not in conduit or duct.

DIRECT CONNECTION - Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION - The physical connection of electrical conductors in the communications path.

DIRECTORY - A book which typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

DIRECTORY ASSISTANCE SERVICE - Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

DIRECTORY LISTING - The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

DISCONNECT NOTICE - The written notice sent to a Customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DISCONNECTION OF SERVICE - An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

DIVISION - Commonwealth of Virginia, State Corporation Commission, Division of Communications.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

DROP WIRE - Wires used to connect the aerial, buried or underground distribution facilities to the point where connection is made with a Customer's premise.

E911 SERVICE - See Emergency Number Service.

EMERGENCY NUMBER SERVICE - A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

ENTRANCE FACILITIES - Facilities extending from the point of entrance on private property to the premise on which service is furnished.

EXCHANGE - The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA - The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE SERVICE - Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

- (a) Flat rate service: A classification of exchange service furnished a Customer for which a stipulated charge is made regardless of the amount of use.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

FACILITIES - All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

FLAT RATE SERVICE - A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

GENERAL EXCHANGE SERVICES - Services furnished by the Company connected to or associated with primary local exchange service.

HARM - Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

HIGH CAPACITY CIRCUIT (HI CAP) - Digital-data transmission service equal to, or in excess of T1 data rates (1.544 Mbits).

HOUSEHOLD - A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

IDENTIFICATION NUMBER - An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INDIVIDUAL LINE SERVICE - A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

INITIAL NONRECURRING CHARGE - A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD - The minimum period of time for which service is provided, which is typically one month unless otherwise specified in the Tariff

INSTALLATION CHARGE - A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

INTEREXCHANGE PRIVATE LINE - A communication path between two or more serving areas not connected for exchange telephone service.

INTERFACE

- (a) The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

INTERFACE EQUIPMENT - Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA - Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

INTRALATA - Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

INTRAEXCHANGE CHANNEL SERVICE - Channel connecting two or more "primary terminations" in the same exchange.

INTRAEXCHANGE SERVICE - Telecommunications service confined wholly within a single exchange.

JACK - A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

KEY EQUIPMENT - Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

KEY SYSTEM LINE - A circuit connecting key system equipment with a central office.

KEY TELEPHONE SET - A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM - An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

LINE - See "Access Line."

LOCAL ACCESS AND TRANSPORT AREA (LATA) - Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

LOCAL CALLING AREA - See "Local Service Area."

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

LOCAL CHANNEL - Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

LOCAL EXCHANGE SERVICE - Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

LOCAL MESSAGE - A communication between two or more exchange access lines within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE - The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE - The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA) - The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

LOCAL SERVICE CHARGE - The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE - Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

MAINTENANCE SERVICE CHARGE - A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

MESSAGE - A communication between two or more exchange access lines. Messages may be classified as local or toll.

MILEAGE - The measurement (airline, route, etc..) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD - The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

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 and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NONPUBLISHED TELEPHONE NUMBER - A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE - A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

OFF PREMISE EXTENSION (OPX) - A telephone located in a different office or building from the main phone system.

ONE PARTY SERVICE - Any exchange access line designed for the provision of exchange service to one premise.

PERMANENT DISCONNECT - A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSON - Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISE - The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

PREMISE WIRING - All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

PREASSIGNED NUMBER - A telephone number preassigned before service is actually established.

PREWIRING - Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY SERVICE - The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

PRIMARY TERMINATION - Applies to channels which extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

PRIVATE BRANCH EXCHANGE - An arrangement of equipment situated on a customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE LINE - A channel connecting the Private Branch Exchange (PBX) station or other terminal equipment with the PBX switching equipment.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

PRIVATE BRANCH EXCHANGE TRUNKS - Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE - A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PRIVATE LINE SERVICE - The channels furnished to a Customer for communication between specified locations.

PROTECTIVE CONNECTING ARRANGEMENT - Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

PUBLIC THOROUGHFARE - A road, street, highway, lane or alley under the control of and kept by the public.

PUBLISHED TELEPHONE NUMBER - A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER - A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING - The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

REGISTERED PROTECTIVE CIRCUITRY - Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

REGISTERED TERMINAL EQUIPMENT - Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

RESIDENTIAL SERVICE - Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

ROTARY HUNTING SERVICE - A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE CHARGE - A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

SERVICE DROP - Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

SERVING CENTRAL OFFICE - The central office from which a Customer's telephone service is normally provided.

SIGNAL CONDITIONING EQUIPMENT - That equipment connected to a channel to condition signals generated by data terminal equipment.

SINGLE CHANNEL (Half Duplex) - A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

SPECIALIZED CUSTOMER PREMISE EQUIPMENT - Terminal equipment required by persons with impaired hearing, speech, vision or mobility.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

STATION EQUIPMENT - Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

SUPERSEDURE OF SERVICE - An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

SUPPLEMENTAL CONTRACT - A contract for service, equipment or facilities in addition to that provided for under the original contract.

SUSPENSION OF SERVICE - An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

TARIFF - The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

TELECOMMUNICATIONS SERVICES - For purposes of this Tariff, the various services offered by the Company as specified in this Tariff.

TELEPHONE COMPANY - See "Company."

TELEPHONE NUMBER - A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

TELEPHONE SOLICITATION - An unsolicited telephone call.

TEMPORARY DISCONNECTION - See "Suspension of Service."

TEMPORARY SERVICE - The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

TERMINATION AGREEMENT - An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE - A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE - The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

TIE LINE - A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

TOLL MESSAGE - A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS OF TERMS, (CONT'D.)

TOLL RATE - The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

TOLL SERVICE - That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Long Distance Message Telecommunications Tariff as may be issued or concurred in by the Company.

TRUNK LINE - A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

UNDERGROUND SERVICE CONNECTION - A drop wire or cable which is run underground from a pole line or an underground distributing cable.

VOICE GRADE FACILITY - A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS) - A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

WIRE CENTER - A central office location where telephone feeder and distribution cables are terminated.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

This Tariff contains the regulations and rates applicable to local telecommunications services provided by the Company for telecommunications between points within the Commonwealth of Virginia. Services are furnished subject to the availability of facilities and subject to the terms and conditions of this Tariff in compliance with limitations set forth in the Commission's rules. The Company's services are provided in the service territory outlined in this Tariff. The Company offers service to all those who desire to purchase service from the Company consistent with all of the provisions of this Tariff. Customers interested in the Company's services shall file a service application with the Company that fully identifies the Customer, the services requested and other information requested by the Company.

Additionally, the Company shall be responsible for the marketing practices of its contracted dealers and for their compliance with this provision. The Company understands that violation of this provision could result in a rule to show cause as to the withdrawal of its certification to complete local telecommunications traffic within the Commonwealth of Virginia.

The Company will provide local exchange telecommunication services within its certificated service area as described in Section 3.

- 2.1.1 The services provided by the Company are not part of a joint undertaking with any other entity providing telecommunications channels, facilities or services.
- 2.1.2 The rates and regulations contained in this Tariff apply only to the services furnished by the Company and do not apply, unless otherwise specified, to the lines, facilities or services provided by a local exchange telephone company or other common carrier for use in accessing the services of the Company.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

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

- 2.1.3 The Company reserves the right to limit the length of communications, to discontinue furnishing services, or limit the use of service necessitated by conditions beyond its control including without limitation: lack of satellite or other transmission medium capacity; or when the use of service becomes or is in violation of the law or the provisions of this Tariff.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.2 Use of Services

- 2.2.1 The Company's services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services, subject to any limitations set forth in this Section.
- 2.2.2 The use of Company's services to make calls that might reasonably be expected to frighten, abuse, torment or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
- 2.2.3 The use of Company's services without payment for service or attempting to avoid payment by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 2.2.4 The Company's services are available for use twenty-four (24) hours per day, seven (7) days per week.
- 2.2.5 The Company does not transmit messages, but the services may be used for that purpose.
- 2.5.6 The Company's services may be denied for nonpayment of charges or for other violations of this Tariff.
- 2.5.7 Customers shall not use the service provided under this Tariff for any unlawful purpose.
- 2.5.8 The Customer is responsible for notifying the Company immediately of any unauthorized use of services.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.3 Obligations of the Customer

- 2.3.1 The Customer is responsible for placing any necessary orders and complying with Tariff regulations. The Customer is also responsible for the payment of charges for services provided under this Tariff.
- 2.3.2 The Customer is responsible for charges incurred for special construction and/or special facilities the Customer requests and ordered by the Company on the Customer's behalf.
- 2.3.3 The Customer must use the services offered in this Tariff in a manner consistent with the terms of this Tariff and the policies and regulations of all state, federal and local authorities having jurisdiction over the service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.4 Liabilities of the Company

- 2.4.1 The Company shall not be liable for any claim, loss, expense or damage for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this Tariff, if caused by the Underlying Carrier, an act of God, fire, war, civil disturbance, act of government, or due to any other causes beyond the Company's control.
- 2.4.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by the Customer against any claim, loss, expense, or damage for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data or information transmitted.
- 2.4.3 No agent or employee of any other carrier or entity shall be deemed to be an agent or employee of the Company.
- 2.4.4 The Company's liability for damages, resulting in whole or in part from or arising in connection with the furnishing of service under this Tariff, including but not limited to mistakes, omissions, interruptions, delays, errors, or other defects or misrepresentations shall not exceed an amount equal to the charges provided for under this Tariff for the monthly service charge for the period during which the call was affected. No other liability in any event shall attach to the Company.
- 2.4.5 The Company shall not be liable for and shall be indemnified and saved harmless by any Customer or by any other entity from any and all loss, claims, demands, suits, or other action or any liability whatsoever, whether suffered, made, instituted, or asserted by any Customer or any other entity or any other property whether owned or controlled by the Customer or others.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.4 Liabilities of the Company, (Cont'd.)

2.4.6 The Company shall not be liable for any indirect, special, incidental, or consequential damages under this Tariff including, but not limited to, loss of revenue or profits, for any reason whatsoever, including the breakdown of facilities associated with the service, or for any mistakes, omissions, delays, errors, or defects in transmission occurring during the course of furnishing service.

2.4.7 The remedies set forth herein are excluding and in lieu of all other warranties and remedies, whether express, implied, or statutory, including without limitation implied warranties of merchantability and fitness for a particular purpose.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.5 Special Construction

2.5.1 General

- 2.5.1.A Construction charges are applicable under certain conditions and are in addition to other charges specified.
- 2.5.1.B Construction charges are payable upon application for service or when billing is rendered as the Company, at its option, may require.
- 2.5.1.C Construction performed by the applicant where authorized in this Tariff, is subject to approval of the Company.
- 2.5.1.D The Customer will be charged for the cost of construction.
- 2.5.1.E Except as otherwise provided, the regulations in this Tariff contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.
- 2.5.1.F When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the costs incurred in securing, clearing, and retaining such right-of-way.
- 2.5.1.G When attachments are made to poles of other companies in lieu of providing new pole line construction for which construction charges would be applicable under provisions of this Section, the attachment rental charges to the Company for such attachments may be assessed to the applicant(s) in whole or in part as the particular circumstances may warrant.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.5 Special Construction,(Cont'd.)

2.5.1 General, (Cont'd.)

2.5.1.H Construction charges will be based on the costs incurred by the Company (including return) and may include:

- 2.5.1.H.1 Nonrecurring charges;
- 2.5.1.H.2 recurring charges;
- 2.5.1.H.3 termination liabilities; or
- 2.5.1.H.4 combinations of 1, 2 and 3 above.

2.5.2 Basis for Cost Computation

The costs referred to in Section 2.5.1 preceding are comprised of Company costs plus a reasonable administrative charge minus any credits for reuse, salvage, etc., and may include one or more of the following items to the extent they are applicable:

- 2.5.2.A Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 2.5.2.A.1 Equipment and materials provided or used;
 - 2.5.2.A.2 engineering, labor, and supervision;
 - 2.5.2.A.3 transportation; and
 - 2.5.2.A.4 rights of way and/or any required easements.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.5 Special Construction,(Cont'd.)

2.5.2 Basis for Cost Computation, (Cont'd.)

2.5.2.B cost of maintenance;

2.5.2.C depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;

2.5.2.D administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items;

2.5.2.E license preparation, processing, and related fees;

2.5.2.F Tariff preparation, processing and related fees;

2.5.2.G any other identifiable costs related to the facilities provided; or

2.5.2.H an amount for return and contingencies.

2.5.3 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.

2.5.3.A The period on which the termination liability is based is the estimated service life of the facilities provided.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.5 Special Construction,(Cont'd.)

2.5.3 Termination Liability, (Cont'd.)

2.5.3.B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:

2.5.3.B.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;

2.5.3.B.2 license preparation, processing, and related fees;

2.5.3.B.3 Tariff preparation, processing and related fees;

2.5.3.B.4 cost of removal and restoration, where appropriate; and

2.5.3.B.5 any other identifiable costs related to the specially constructed or rearranged facilities.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.5 Special Construction,(Cont'd.)

2.5.3 Termination Liability, (Cont'd.)

2.5.3.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 paragraph b. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in paragraph b. 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.

2.6 Customer Equipment

2.6.1 Network Interface Device

Subsections 2.6.1.A through 2.6.1.D. apply to simple one or two line installations in single or duplex residence or business structures.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.6 Customer Equipment, (Cont'd.)

2.6.1 Network Interface Device, (Cont'd.)

2.6.1.A. All wiring on the Customer's premises that is connected to the telephone network shall connect to the Company's network through the Company's provided Network Interface Device (NID).

2.6.1.B. Maintenance of the NID is the Company's responsibility.

2.6.1.C. The NID used for the termination of Customer Premises Wiring (CPW) shall be located outside the Customer premises unless an outside location is impractical or the Customer requests that it be located inside the premises. When the NID is located inside the premises, it shall be located at a point closest to the protector that is convenient to the Customer. Any additional cost associated with placing the NID inside when requested by the Customer shall be at the Customer's expense.

2.6.1.D. The Company shall instruct the Customer as to the location, purpose and use of the NID.

Sections 2.6.1.E through 2.6.1.H. apply to simple one and two line installation in multi-story or multi-occupancy buildings, campuses, malls, etc.

2.6.1.E. All wiring on the Customer's premises that is connected to the telephone network shall connect to the Company network through the NID.

2.6.1.F. Maintenance of the NID is the responsibility of the Company.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.6 Customer Equipment, (Cont'd.)

2.6.1 Network Interface Device, (Cont'd.)

2.6.1.G. The NID shall be located at a point between the CPW and the Company network. This location may be the telephone equipment room, wiring closet, inside or outside the Customer premises, or other designated location that is accessible to the Customer. If a Customer requests that the NID be placed in a location which is other than that selected by the Company and which conforms to the criteria set out in this section, the Customer shall pay any additional expense associated with so placing the NID.

2.6.1.H. The Company shall instruct the Customer as to the location, purpose and use of the NID. Subsections 2.6.1.I through 2.6.1.M apply to simple one and two line residence and business installations. These rules govern when a NID is installed on visits to the Customer premises for reasons other than the initial installation of telephone service by a network installer-repair person.

2.6.1.I. A NID shall be installed on all maintenance visits to the Customer premises by a network installer-repair person. The NID must be installed in a location accessible to the Customer. The only exceptions to this rule are as follows:

- a. For residential Customers who subscribe to an optional wire maintenance plan, providing all existing telephone sets are modular.
- b. For residential Customers who subscribe to an optional wire maintenance plan with all or some hard-wired telephone sets, providing there is no maintenance visit charge for troubles located in hard-wired telephone sets.
- c. Where no access to Company station protector exists.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.6 Customer Equipment, (Cont'd.)

2.6.1 Network Interface Device, (Cont'd.)

2.6.1.I. (Cont'd.)

- d. Where excessive work load, including labor force shortage, excessive troubles, storms, strikes, emergencies, or acts of God would make it not feasible for Company to immediately install a NID.
- e. A suitable NID is not available in the marketplace to accommodate the existing installation.

2.6.1.J. It will be the telephone company's decision whether to place the NID inside or outside the Customer premises. This decision should be the one that will best accommodate the installation of the NID at the least cost to the telephone company.

2.6.1.K. The maintenance of the NID shall be the responsibility of the telephone company.

2.6.1.L. If the Customer requests that the NID be placed in a location other than the location selected by the telephone company, any additional cost to the telephone company will be at Customer expense.

2.6.1.M The telephone company shall instruct the Customer as to the location, purpose and use of the NID.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.6 Customer Equipment, (Cont'd.)

2.6.1 Network Interface Device, (Cont'd.)

Subsections 2.6.1.N through 2.6.1.P apply to the termination of all telephone company network facilities in all new multi-story, multi-occupancy buildings, campuses, malls, etc. Beginning construction shall be deemed to occur when the telephone companies have initial contact with the architect and/or owners respecting a building.

2.6.1.N The Company network facilities will terminate inside the building at a point of minimum penetration to the building. This location will be arranged through the building owner or architect. Normally, this location will be the same location as the termination for riser, house, or building distribution cable.

2.6.1.O The Company will not be responsible for the provision of telephone riser, house or building distribution cable as a regulated service. This section does not restrict the telephone company from installing riser, house or building distribution cable under contract.

2.6.1.P The Company shall terminate the telephone network facilities at an appropriate company-provided NID. The NID shall permit premises wiring to be readily connected or disconnected from the Company network facilities.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.6 Customer Equipment, (Cont'd.)

2.6.2 Maintenance Visit Charge

Where a NID exists, if the Company is able to test for Dial Tone and the problem proves to be beyond the NID (within Customer premises) a maintenance charge is applicable. In the event there is no NID and/or the Company is unable to test for dial tone, then no maintenance charge will be assessed. In those cases where the Customer has bought an inside wire maintenance warranty/plan from the Company, no maintenance charge will be applicable regardless of the dial tone test results or whether a NID exists or not.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.7 Payment Arrangements

2.7.1 Deposit

2.7.1.A The Company may require a deposit from Customers to protect against uncollectible accounts. The maximum amount of any deposit shall not exceed the equivalent of the Customer's estimated liability for two months usage.

2.7.1.C. Payment of a deposit by the Customer does not relieve the Customer of the responsibility to make timely payments on the account with the Company.

2.7.1.D. The Company will pay interest on deposits held longer than 90 days, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Commission shall notify the Company in January of each year of the interest rate prevailing for the year.

2.7.1.E. At the option of the Customer making a security deposit, the Company shall annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer's account. Customer deposits may be refunded by a utility at any time. A residential Customer's deposit should not be held longer than one year and all other deposits should not be held longer than two years provided the Customer has established satisfactory credit during the period.

2.7.1.F. When the Company requires a deposit from any residential Customer, said Customer shall be permitted to pay it in three consecutive equal monthly installments whenever the total amount of the required deposit exceeds the sum of forty dollars (\$40.00). Provided, however, that the Company shall have the discretion to allow payment of any deposit (more or less than \$40.00) over a longer period of time to avoid undue hardship.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.7 Payment Arrangements, (Cont'd.)

2.7.2 Billing

2.7.2.A. Service is provided on the basis of a minimum period of at least one (1) month. For the purpose of computing charges in this Tariff, a month is considered to have thirty (30) days. Services are billed on a billing cycle basis, beginning on the date that service becomes effective. Billing is payable upon the same date each month.

2.7.2.B. Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customers telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Section 2.7.5, Termination Notice. The statement shall specify the due date. The statement shall state that if payment is not received within 20 days after the due date, the Company may discontinue service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.7 Payment Arrangements, (Cont'd.)

2.7.2 Billing, (Cont'd.)

2.7.2.C. Basic month to month Customers shall have one full billing period to pay for one month's local or basic services, before the Company initiates any proceeding against a Customer for non-payment of local service.

2.7.2.D. The Customer is responsible for payment of all charges for facilities and services furnished, including charges for services originated, or charges accepted, at such facilities. The Customer's responsibility also includes charges associated with the fraudulent use of facilities and services by the Customer or any end users of the Customer.

2.7.2.E. At such time as the Company or its agent(s) completes installation or connection of the necessary facilities and/or equipment to provide service, the Company shall conduct appropriate tests thereon. Upon successful completion of such tests, the Company shall notify the Customer that such services are available for use, and the first day following such notice shall be called the "Service Date" and shall be the starting date of service and billing.

2.7.2.F. 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 may be calculated on a pro rata basis. For this purpose, every month is considered to have thirty (30) days. This only applies to fixed monthly recurring charges.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.7 Payment Arrangements, (Cont'd.)

2.7.2 Billing, (Cont'd.)

2.7.2.G. All bills are presumed accurate, and shall be binding on the Customer unless objection is received by the Company in writing within the applicable statute of limitations. No credits, refunds, or adjustments shall be granted if demand therefore is not received by the Company in writing within such limitation period.

2.7.2.H. All federal, state and local taxes, assessments, surcharges, and fees, including sales taxes, use taxes, gross receipts taxes, municipal utilities taxes, Telephone Relay Service, 911, rights of way and number porting are billed as separate line items and are not included in the rates quoted herein.

2.7.2.I. Customer shall pay all sales, use, gross receipts, excise, access, bypass or other local, State and Federal taxes, charges or surcharges, however designated, imposed on or based upon the provision, sale or use of the services.

2.7.2.J. Any objection to billed charges should be reported promptly to the Company. Adjustments to Customers' 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. If over-billing of a subscriber occurs, due to either Company or subscriber error, no liability exists which will require the Company to pay any interest, dividend or other compensation on the amount over-billed. In the event that the Company willfully overcharged any Customer, the Company shall refund the difference plus interest as prescribed by the Commission.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.7 Payment Arrangements, (Cont'd.)

2.7.2 Billing, (Cont'd.)

2.7.2.K. Customer inquiries or complaints regarding service or accounting may be made in writing or by telephone to the Company at:

15022 Lee Highway
Bristol, VA 24202
866-835-1288

2.7.2.L. All Customer complaints are subject to the jurisdiction of the Commission, which may be contacted at the following address and telephone number:

Virginia State Corporation Commission
Communications Division
P.O. Box 1197
Richmond, VA 23218
Voice - 804-371-9420
Deaf/TDD/Voice – 804-371-9206

2.7.3 Return Check Charge

Checks presented in payment for services and subsequently returned to the Company by the Customer's financial institution for "Non-Sufficient Funds" (NSF) or other reasons will incur a non-recurring charge per Customer, per check. The Return Check charge per occurrence is \$30.00.

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2.7.4 Payment

If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds that are not immediately available, within 20 days of the mail date on the bill, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the date due minus any charges billed as local taxes multiplied by 1.5 percent.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.7 Payment Arrangements, (Cont'd.)

2.7.5 Termination Notice (Disconnect for Non-Payment)

2.7.5.A. Non-payment of noncompetitive Tariffed services, regulated by the Virginia State Corporation Commission, billed on a Customer's local service account may result in disconnection of that Customer's local telephone service.

2.7.5.B. The Company will note on the Customer bill those items that non-payment of may lead to disconnection of local telephone service.

2.7.5.C. The Company will not terminate local telephone service for non-payment of non-regulated services.

2.7.5.D. The Company will not terminate the Customers local service for non-pay of regulated noncompetitive Tariffed services without first giving the Customer ten (10) days written notice.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.8 Interruptions of Service

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

No credit will be allowed for an interruption of less than twenty-four (24) hours. After the first twenty-four (24) hour period, a credit equal to 1/30 of the fixed monthly recurring charges will be applied to each interruption which is in excess of twelve (12) hours and up to twenty-four hours.

2.8.1 Limitation on Allowances

No credit allowance will be made for:

- A. Interruptions due to the negligence of, or noncompliance with the provisions of this tariff by the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- B. Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company’s facilities;

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.8 Interruptions of Service, (Cont'd.)

2.8.1 Limitation on Allowances

- C. Interruptions due to the failure or malfunction of non-Company equipment;
- D. Interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- E. Interruptions of service during period in which the Customer continues to use the service on an impaired basis;
- F. Interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- G. Interruption of service due to circumstances or causes beyond the control of the Company.

2.9 Disconnection of Service by the Customer

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

2.10 Restoration of Service

- 2.10.1 For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable.
- 2.10.2 If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges as found in Section 4 of this Tariff.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.10 Restoration of Service, (Cont'd.)

- 2.10.3 At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

2.11 Use of Service by Others

- 2.11.1 The Company may refuse to install or may terminate a Customer's service if it is located on premise of a public or semi-public nature or in a business establishment, where the public in general or patrons of the Customer may make use of the service.
- 2.11.2 Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from the user except as provided herein:
 - 2.11.2.A. Access services provided pursuant to Interstate or Intrastate Access Services Tariffs the Company issues or concurs in.
 - 2.11.2.B. Services provided to hotels, motels, hospitals, and cellular and paging Customers when such services are resold to guests, patients, or Customers.
- 2.11.3 The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the Customer's usage or that of any Authorized Users and regardless of whether such Authorized Users have paid the Customer for their share of the Company's charges.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 3 – DESCRIPTION OF SERVICE

3.1 Basic Local Exchange Service

3.1.1 Basic Local Exchange Service is available to residential and business Customers on a month-to-month basis. Basic Local Exchange Service provides a residential or business Customer with a single, voice grade dial tone line allowing unlimited local calls for one (1) flat monthly rate. Basic Local Exchange Service is provided with touch-tone as a standard feature. Basic Local Exchange Service is available with the features described herein. Access to E-911 Emergency Services is provided at no charge.

3.1.2 PBX Trunk Service is available to business Customers on a month-to-month basis and provides a PBX trunk allowing unlimited local calling inclusive of hunting for one (1) flat monthly rate.

3.1.3 Hosted PBX Service is a Central Office-based PBX-like service offered to Business Customers. A Hosted PBX System consists of common system equipment and 2 or more Hosted PBX Station Lines equipped with intercom calling and standard/optional features. (T)

Hosted PBX Station Lines provide intercommunication on a two- to five-digit basis (activated by dialing the appropriate, pre-programmed intercom code for the terminating station) in addition to access to and from the local exchange network without Customer attendant assistance. Hosted PBX Station Lines are assigned a 7-digit telephone number and are provided with Direct Inward Dialing (DID) capability.

Hosted PBX Services, when offered by the Company, may be provided on an Individual Case Basis (ICB) as Special Service Arrangements for large (i.e., 10 lines) arrangements, or customers requesting service other than the standard arrangements identified herein. (C)

Basic Local Service Monthly recurring charges apply as specified in 10.3.1. Unless otherwise specifically identified, all nonrecurring, local usage and other per use charges identified herein apply to Hosted PBX arrangements as specified in 10.3.

The standard feature package, referred to elsewhere in this tariff as the EasyIP Basic Feature Package, includes Call Hold, Call Forward No Answer, Call Forward Busy, Call Forward Unconditional, Call Pick Up, Call Waiting and choice of Sim Ring or Find Me/Follow Me. (N)
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(N)

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.1 Basic Local Exchange Service, (Cont'd.)

3.1.4 Hunting Service is available to business Customers on a month-to-month basis for one (1) flat monthly rate. (T)

3.1.5 Direct Inward Dial (DID) Service is available to business Customers and permits calls incoming to a PBX system or other Customer Premise Equipment requiring out pulsing-of-digits from the network to reach a specific station line without the assistance of an attendant. DID service is provided subject to the availability of facilities and telephone numbers. (T)

The assignment of telephone numbers and the sequence of the numbers assigned to a DID service is made at the discretion of the Company. The Company does not guarantee to provide DID numbers arranged in a consecutive manner. DID numbers furnished herein are not entitled to free directory listings.

(Material on this page has been moved from Page 55)

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.1 Basic Local Exchange Service, (Cont'd.)

3.1.6 The Company's service area is shown below with the associated Local Calling Area.

3.1.7 Service Area Exchange and Local Calling Exchanges

Service Area Exchange	Local Calling Exchanges	
Abingdon	In VA: Abingdon, Damascus, Glade Spring, Konnarock, and Meadowview	
Bluefield	In WV: Bluefield, Bluewell, Bramwell	
	In VA: Burkes Garden, Jewell Ridge, Pocahontas, Richlands, Rocky Gap, Tazewell	
Bristol	In TN: Bluff City, Blountville, Bristol, Church Hill ¹ , Fall Branch ¹ , Johnson City ¹ , Kingsport ¹ , Midway ¹ , and Sullivan Gardens ¹	
	In VA: Bristol	
Chilhowie	In VA: Chilhowie, Konnarock, Marion, Rich Valley, Saltville, and Sugar Grove	
Clintwood	In VA: Clincho, Clintwood, Coeburn, Dante, Haysi, Pound, Wise	
Grundy	Big Prater, Big Rock, Davenport, Dwight, Honaker, Hurley, Maxie, Oakwood	(N) (N)
Honaker	In VA: Davenport, Grundy, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands, Tazewell	
Lebanon	In VA: Dante, Davenport, Haysi, Honaker, Jewell Ridge, Lebanon, Richlands, St. Paul	

¹ This exchange is included in the local calling area for those customers that subscribe to a qualifying service or group of qualifying services from the Company which result in monthly recurring charges which equal or exceed \$44.95 pursuant to Section 11.2.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.1 Basic Local Exchange Service, (Cont'd.)

3.1.7 Service Area Exchange and Local Calling Exchanges

Service Area Exchange	Local Calling Exchanges	
Marion	In VA: Chilhowie, Konnarock, Marion, Rich Valley, Saltville, and Sugar Grove	(N) (N) (M)
Meadowview	In VA: Abingdon, Damascus, Glade Spring, Konnarock, and Meadowview	
Richlands	In VA: Davenport, Dwight, Haysi, Honaker, Jewell Ridge, Lebanon, Oakwood, Richlands, Tazewell, Big Prater, Big Rock, Bluefield, Grundy, Hurley, Maxie, Pocahontas.	(C) (C) (M)
Rural Retreat	In VA: Austinville, Cripple Creek, Max Meadows, Rural Retreat, and Wytheville	(N)
St. Paul	In VA: Coeburn, Dante, Lebanon, St. Paul	
Saltville	In VA: Chilhowie, Konnarock, Marion, Rich Valley, Saltville, and Sugar Grove	
Tazewell	In VA: Bluefield, Burkes Garden, Dwight, Grundy, Honaker, Jewell Ridge, Oakwood, Pocahontas, Richlands, Rocky Gap, Tazewell	(N)

(M) *Material appearing on this page was previously located on Page 56.*

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.2 Directory Listings

3.2.1 Provision of Directory Listings

3.2.1.A For each Customer of Company provided Basic Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company in the area at no additional charge. Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

3.2.1.B Listing must conform to the Company's specifications with respect to directories.

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

3.2.1.C At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance. Additional listing charges are automatically discontinued upon termination of the main service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.2 Directory Listings, (Cont'd.)

3.2.1 Provision of Directory Listings, (cont'd.)

3.2.1.D Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service or Non-Listed Number Service as described in Section 3.2.4 and 3.2.5 respectively below.

3.1.2.E Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers, and special position or arrangement of names is not contemplated.

3.1.2.F The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

3.1.2.G The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.

3.1.2.H In accepting listings as prescribed by Applicants or Customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between Customers or others as a result of listings published in the directory.

3.2.2 Additional Directory Listings

3.2.2.A Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.

3.2.2.B Additional listing charges are automatically discontinued upon termination of the main service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.2 Directory Listings, (Cont'd.)

3.2.3 Custom Directory Listings

3.2.3.A Where available, a Customer may request to have the assigned telephone number listed in the directory using upper case alpha and/or numeric characters in lieu of standard numeric characters. Use of Custom 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 digit "0" or "1" may not be used to represent the letters "O" or "I" respectively in a Custom Listing telephone number. The Company reserves the right to reject a Custom Listing when, in its judgment, such listing is objectionable or would tend to delay or impede the use of the directory.

3.2.3.B Prior to establishing a Custom 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.

3.2.3.C Charges as found in Section 10 of this Tariff are applicable for the provision of Custom Listing service.

3.2.3.D Custom Listings are accepted for a minimum chargeable period of the life of the directory issue in which the listing first appears. Listings for subsequent directory issues will be automatically renewed unless the subscriber notifies the Company they wish to discontinue this service. The minimum chargeable period will not apply when the subscriber disconnects service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.2 Directory Listings, (Cont'd.)

3.2.4 Non-Published Listings

3.2.4.A. Non-published Telephone Number Service is a type of service where the Customer's number is not included in the published directory, and is not included in the information records and is not provided by the directory assistance operator upon request. Non-published telephone number service is available at the rates set forth in this Tariff.

3.2.4.B In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.

3.2.4.C The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.

3.2.4.D The rate for Non-Published Telephone Number Service does not apply to:

- a. additional service furnished to the same Customer who has other service listed in the directory at the same address;
- b. a Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments;
- c. or service which is installed for a temporary period.

3.2.4.E A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.2 Directory Listings, (Cont'd.)

3.2.5 Non-listed Telephone Number Service

3.2.5.A A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.

3.2.5.B A Service Connection Charge, as stated in Section 4 of this Tariff, applies to the establishment or change of non-listed telephone numbers.

3.2.6 Liability For Directory Listing Service

3.2.6.A The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The Customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.

3.2.6.B The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.

3.2.6.C In accepting listings as prescribed by Applicants or Customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between Customers or others as a result of listings published in the directory.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.2 Directory Listings, (Cont'd.)

3.2.7 Rates and Charges

3.2.7.A Recurring monthly rates are found in the Section 10 of this Tariff.

3.2.7.B Service Charges as found in Section 4 of this Tariff apply as follow:

1. A Service Order Charge applies for additions or changes in directory listings. For all orders to establish or change non-published telephone numbers a Service Order Charge applies.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

3.2.8 Provision and Ownership of Directories

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

3.2.8.B Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its Customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 3.2.6 of this Tariff.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

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

3.3 Directory Assistance

- 3.3.1 The Company shall list each Customer with directory assistance except those numbers not listed at the Customer's request.
- 3.3.2 Local directory assistance service is furnished to Customers who request assistance in determining directory information at the rates set forth in the Rate Section of this Tariff after using the allowance described in 3.3.3 below.
- 3.3.3 There is an allowance of 3 calls per month to directory assistance prior to being charged the per-call rate as set forth in the Rate Section of this Tariff.
- 3.3.4 No credit will be given for any unused portion of the call allowance. No credit will be given for requested listings that are non-published or non-listed. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- 3.3.5 Call allowances are not transferable between separately billed accounts of the same Customer.
- 3.3.6 A Customer is allowed to request two (2) numbers from directory assistance per call.
- 3.3.7 Directory Assistance includes the option for Call Completion. This option provides the Customer the ability to request that the operator place the call on behalf of the Customer. The charge for this option can be found in Section 10.2.2.1. The Customer is responsible for any applicable local or long distance usage charges which may be associated with the completed call.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 4 – DESCRIPTION OF SERVICE CHARGES

4.1 Definitions

4.1.1 Account - A Customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one (1) or more premise as long as it is part of his/her main telephone system and billed to the main telephone number.

4.1.2 Service Charge Elements

4.1.2.A Service Order Charge, New Install/Reconnect - The Company's charge associated with the receipt, recording and processing of information necessary to execute a Customer's initial request to for service or to reconnect service after a disconnection.

Service Order Charge, Change Simple - The Company's charge associated with the receipt, recording and processing of information necessary to execute a Customer's request to connect, move or change telephone service and equipment.

Service Order Charge, Change Complex - The Company's charge associated with the receipt, recording and processing of information necessary to execute a Customer's request to connect special services (when connecting Company and/or inter/intra exchange type facilities within the Company's operating territory; such as WATS, FX, Private Line, Alarm Circuits etc.)

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 4 – DESCRIPTION OF SERVICE CHARGES, (CONT'D.)

4.2 Application of Charges

4.2.1 General

4.2.1.A Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.

4.2.1.B The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.

4.2.1.C The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (9:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.

4.2.1.D Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.

4.2.1.E Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.

4.2.1.F Service Charges are not applicable for:

1. Moves or changes required for normal maintenance and repair of the Company's service.
2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
3. An upgrade or regrade of service for Company reasons.
4. Telephone number changes for Company reasons.
5. When existing Customers disconnect their Local Exchange Access Service.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 4 – DESCRIPTION OF SERVICE CHARGES, (CONT'D.)

4.2 Application of Charges, (Cont'd.)

4.2.1 General, (Cont'd.)

4.2.1.F Service Charges are not applicable for: (Cont'd)

6. Blocking access to 700/900 Service, provided that the blocking is requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

4.2.2 Specific Application of Service Charges

4.2.2.A Service Order Charges

1. Service Order Charges are applicable:

- a. For requests to establish an account for initial connection of service.
- b. For connection of additional local exchange access lines, private lines or detached access lines to an established service.
- c. For changes and transfers of service involving a change in name or responsibility. However, Service Order Charges do not apply for changing the primary listing of a residential customer to the name of the remaining spouse/relative in the event of death, or to the name of the remaining spouse in the event of divorce, or to the new spouse in the event of marriage.
- d. For restoration of service disconnected for non-payment of telephone bills.
- e. For subsequent requests for service, for restoration of service at the Customer's request, and for requests for change in class or grade of service.
- f. For service ordered while that Customer has a pending service order and which requests services that cannot be included on the pending service order.
- g. For additions, moves or changes of lines in the same building or in different buildings on the same premise.

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LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 4 – DESCRIPTION OF SERVICE CHARGES, (CONT'D.)

4.2 Application of Charges, (Cont'd)

4.2.2 Specific Application of Service Charges, (Cont'd.)

4.2.2.A Service Order Charges, (Cont'd.)

1. Service Order Charges are applicable: (Cont'd.)

- h. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company
- i. When two (2) or more segments of a local private line or detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

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LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE

5.1 Local Operator Services

5.1.1 Definitions Used in this Section

5.1.1.A Billed to Third Party Call – Any call charged to a number other than that of the origination or destination party.

5.1.1.B Collect Call – A telephone call in which the called person pays for the call. Authorization from the person being called is obtained prior to the callers call being placed through. This may be done by saying yes or pressing a button on a touchtone phone.

5.1.1.C Person to Person Call – A Call completed with the assistance of a Company operator to a particular person or station specified by the calling party. Chargeable time for person-to-person calls begins when connection is established between the calling person and the particular person or station specified or an agreed alternative.

5.1.1.D Station to Station Call – A direct dialed call. A station to station call may be made on a customer dialed or operator assisted basis.

5.1.1.E. Customer Dialed Calling Card – Customer Dialed Calling Card Service permits Customers that have arranged for a Company issued calling card to make calling card calls throughout the domestic United States through the use of a specific toll free telephone number provided by the Company.

5.12 General

5.1.2.A Local Operator Services are available to all residential and business Customers.

5.1.2.B All types of Basic 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) or on a local coin call rate basis.

5.1.2.C Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applicable.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.1 Local Operator Services, (Cont'd.)

5.1.2 General, (Cont'd.)

5.1.2.D The Service Charges found in the Rate Section of this Tariff apply for operator assisted local calls made by residential and business Customers in addition to the local dial rate applicable.

1. Station-to-Station Customer dialed credit card local call.
2. Station-to-Station operator assisted sent-paid, collect, third number, and non-Customer-dialed credit card calls.
3. Person-to-person operator assisted local call.

5.1.3 Service Charges do not apply for the following Operator Assisted Local Calls made by residential or business Customers:

5.1.3.A Calls to designated Company numbers for official telephone business;

5.1.3.B. Emergency calls to recognizable authorized civil agencies; or

5.1.3.C. Those cases where an operator provides assistance to:

- a. Re-establish a call that has been interrupted after the calling number has been reached;
- b. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion; or
- c. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.1 Local Operator Services, (Cont'd.)

5.1.4 [Reserved for Future Use]

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.2 700/900 Blocking Service

5.2.1 700/900 Blocking Service is available to residential and business Customers at no additional charge if the request for blocking service is received within sixty-days of subscribing to the Company's basic local service. Service charges will apply for Customers who subscribe to the blocking service after the initial sixty-day period.

5.2.2 700/900 Blocking Service is available to residential and business Customers who subscribe to this service. Rates as shown in the Rate Section of this Tariff apply.

5.2.3 700/900 Blocking Service is a feature that permits Customers to restrict access from their telephone line to various discretionary services.

5.2.4 The following blocking options are available:

900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.

5.2.5 Blocking Service is available where equipment and facilities permit.

5.3 Emergency Service (E/911)

5.3.1 Enhanced 9-1-1 service" or " E-911" is a service consisting of telephone network features and Public Safety Answering Points (PSAPs) provided for Customers to reach a PSAP by dialing the digits "9-1-1." Such service automatically directs 9-1-1 emergency telephone calls to the appropriate PSAPs by selective routing based on the geographical location from which the emergency call originated and provides the capability for Automatic Number Identification and Automatic Location Identification features.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.3 Emergency Service (E/911), (Cont'd.)

5.3.2 All E-911 calls will be placed by the calling party via interconnection with a local exchange carrier or an interexchange carrier other than the Company. The Company cannot guarantee the completion of said E-911 call, the quality of the call or any features that may otherwise be provided with E-911 Service, except to the extent guaranteed in the Company's interconnection or resale agreements with the incumbent local exchange carrier or other facilities provider.

5.3.3 This service is offered as an aid in handling assistance calls in connection with, fire, police and other emergencies and does not create any relationship or obligation direct or indirect, to any person. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the Tariff rate for the service or facilities provided to the Customer for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer of the service.

5.3.4 Further, each Customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of E-911 service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E-911 services hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.3 Emergency Service (E/911), (Cont'd.)

5.3.5 A 911 tax will be billed to the Customer as shown in 2.7.2.H, when imposed by the local government of the service address of the Customer.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.4 Virginia Relay Service

5.4.1 Virginia Relay Service is available to all Customers of the Company. This service allows people who are deaf, hard-of-hearing or speech disabled to access the telephone network via its toll free “800” number or 711 number where operators relay messages either electronically to disabled persons or verbally to hearing persons.

5.4.2 A monthly surcharge will be assessed on each access line. Customers may incur usage charges from the Virginia Relay Service provider in connection with relay service calls which are outside the local calling area.

5.5 Call Management Features

5.5.1 Call Management Features are optional feature arrangements available to all Customers of the Company. The following Call Management features are available within the exchange area of all exchanges served by a central office where facilities and operating conditions permit. Monthly rates found in Section 10 apply.

5.5.1.A. Call Waiting – Call Waiting permits the Subscriber engaged in a call to receive a tone signal indicating a second call is waiting; and, by operation of the switch hook, to place the first call on hold and answer the waiting call.

5.5.1.B. Call Forwarding - When Call Forwarding is activated, the feature redirects attempted terminating calls to another Subscriber-specific line. The Subscriber may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Subscriber with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding is provided in several different variations:

Call Forwarding with Remote Access – forward calls to another telephone on a temporary basis

Fixed Call forwarding – forward calls to another telephone on a permanent basis

Preferred Call Forwarding – create a list of telephone numbers for which all associated incoming calls will be forwarded to another telephone.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.5 Call Management Features, (Cont'd.)

5.5.1. (Cont'd.)

- 5.5.1.C. Call Return (*69) – Allows the Subscriber to return a call to the last incoming call whether answered or not.
- 5.5.1.D. Repeat Dialing (*66) - Repeat Dialing continues dialing a number where the line is busy or there is no answer. Repeat Dialing is also available on a per use basis.
- 5.5.1.E. Three-Way Calling – Permits the Subscriber to add a third party to an established connection on both outgoing and incoming calls.
- 5.5.1.F. Telemarketer Call Screening – Provides Caller ID Subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Telemarketer Call Screening intercepts all unidentified calls before the Subscriber's telephone rings then asks the caller to state their name or company. Once the calling party has responded, the service rings the Subscriber and announces the call party's information. The Subscriber has the option to accept the call, reject the call, play an announcement to the calling party or forward the call to voicemail. Caller ID service is required in order to subscribe to Telemarketer Call Screening.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.5 Call Management Features, (Cont'd.)

5.5.1. (Cont'd.)

- 5.5.1.G. Toll Control with Personal ID Number (PIN) – Allows Subscriber to prevent long distance calls from being made from their telephone line. Toll control with PIN can be overridden on a per call basis by dialing a special access code plus the PIN. Incoming local and long distance calls are not affected by this feature.
- 5.5.1.H. Do Not Disturb – Allows Subscribers to define a period of time in which incoming calls will be restricted. Callers will be routed to a recording announcing the Subscriber is not taking calls at this time. Important callers can get through by dialing an override code.
- 5.5.1.I. Personal Ringing – Allows the Subscriber to add up to three (3) telephone numbers that all ring differently on one access line.
- 5.5.1.J. Warm Line – Provides a pre-designated telephone number to be automatically dialed when the handset is lifted and dialing has not begun within fifteen (15) seconds.
- 5.5.1.K. Hot Line - Provides a pre-designated telephone number to be automatically dialed when the handset is lifted and dialing has not begun within ten (10) seconds. No other calls can be made from this line. No dial tone is provided on this line.
- 5.5.1.L. Call Trace (*57) – Enables the Subscriber to initiate an automatic trace of the last call received. The results of the trace will be provided to the proper law enforcement agency when the Company receives a proper request. Subscriber is required to contact BVU after a Subscriber originated trace.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 5 – MISCELLANEOUS SERVICE, (CONT'D.)

5.5 Call Management Features, (Cont'd.)

5.5.1. (Cont'd.)

- 5.5.1.M. Call Screening – Allows the subscriber to designate a list of telephone numbers from which the Subscriber does not wish to receive incoming calls. Telephone numbers on the Call Screening list will be provided an announcement informing the caller you are not receiving calls at this time.
- 5.5.1.N. Call Hold – Allows Subscriber to place a call on hold and make another call. The Subscriber has the ability to alternate between the two calls.
- 5.5.1.O. Anonymous Call Rejection – Provides automatic routing of incoming calls designated as “Private” or “Anonymous” to an announcement so the Subscriber’s line does not ring. This feature does not re-route “Unknown” or “Out of Area” calls.
- 5.5.1.P. Special Call Acceptance – Permits the Subscriber to screen incoming calls by creating a list of telephone numbers from which the Subscriber is willing to accept calls. Unaccepted calls will be provided an announcement informing the caller the Subscriber is not receiving calls at this time.
- 5.5.1.Q. Priority Ringing – Allows the Subscriber to designate a list of telephone numbers that will ring with a special ring allowing the Subscriber to treat these calls as priority.
- 5.5.1.R. Caller ID Block (*67) – Permits the Subscriber to block their number from being displayed on Caller ID units by dialing *67 before placing a call. Cancel Caller ID Block is provided at no charge.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 6 - SPECIAL ARRANGEMENTS

6.1 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.

The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

6.2 Individual Case Basis (ICB)

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 Tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

The Company will maintain records of its ICB contracts for Commission review as conditions or circumstances may require.

6.3 Temporary Promotional

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 (6) months in duration, and any promotional offering will be extended on a non-discriminatory basis if any Customer similarly classified who requests the specific offer.

The Company will submit its Promotions by letter to the Commission Staff outlining the promotion, listing the item being promoted, and the promotion's start and end dates in lieu of filing language in the Tariff.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 6 - SPECIAL ARRANGEMENTS, (CONT'D.)

6.4 Presubscription – 2-PIC

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customers will incur a charge as provided in this tariff each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.* If a customer changes both its interLATA and intraLATA carriers simultaneously, only one (1) charge will apply.

The company offers, at no charge, the ability to "freeze" carriers selections for both intraLATA and interLATA calling. The presubscribed carrier "freeze" option will prohibit unauthorized changes to customers records. Customers who elect to have a "freeze" on their line(s) may change carriers only via a three-way call or by a written notice from the customer.

* New customers or customers adding a new line with a separate number will have 30 days from the date they ordered local exchange service to select an intraLATA carrier at no charge. Selections made after the time periods specified in this paragraph are subject to the Carrier Change charge.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 7 – COMPUTATION OF MILEAGE

7.1 Regulations and Computation of Mileage

Charges associated with the Company's Private Line Services described in Section 8 are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 7 – COMPUTATION OF MILEAGE, (CONT'D)

7.1 Regulations and Computation of Mileage, (Cont'd.)

7.1.1 Calculation of Mileage

Airline mileage between wire centers is obtained by using the "V" and "H" coordinates assigned to each wire center and contained in NECA FCC Tariff No. 4 or successor Tariffs. "V" and "H" coordinates can be obtained from national publications such as those available from Telcordia and/or NECA or upon request from the Company. To determine the airline distance between any two locations, proceed as follows:

- a. Obtain the "V" and "H" coordinates for each location. The "V" coordinate is the first four digits in the "VH" column. The "H" coordinate is the next four digits.
- b. Obtain the difference between the "V" coordinates of each of the locations. Obtain the difference between the "H" coordinates.
- c. Square each difference obtained in step b., above.
- d. Add the square of the "V" difference and the "H" difference obtained in step c., above.
- e. Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
- f. Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:

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

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 8 – PRIVATE LINE TELEPHONE SERVICE

8.1 General

- 8.1.1 Private Line Telephone Service provides a dedicated transmission path to connect Customer designated premise, directly, through a Company hub or hubs where bridging or multiplexing functions are preformed, or to connect a Customer designated premise and a WATs serving office. Private Line Telephone Service under this tariff is offered for local applications only.
- 8.1.2 The connections provided by Private Line Telephone Service can be either analog or digital.
- 8.1.3 Company services may be connected to services or facilities of other communications carriers only where authorized by, or in accordance with, the terms and conditions of any Tariffs of such other communications carriers.
- 8.1.4 All facilities required for this service are furnished by the Company on a full period basis only.
- 8.1.5 Where special or unusual configurations are required for this service, one that has limited requirements by other Customers of the Company, either an Installation Charge or Termination Charge may be required at the option of the Company. Such charge will be at least equal to the nonrecovered in plant cost plus taxes, overhead and profit.
- 8.1.6 When multipoint service is furnished, the local channels are bridged at the wire center.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 8 – PRIVATE LINE TELEPHONE SERVICE, (CONT'D.)

8.2 Service Configurations

8.2.1 There are two types of service configurations over which Private Line Telephone Service can be furnished: two (2) point and multi-point service.

8.2.1.A. Two-Point Service

A two-point service connects two Customer premises, either directly through a serving wire center, or through a hub where multiplexing functions are preformed.

8.2.1.B. Multi-Point Service

Multi-point services connect three or more Customer premises through one or more Company hubs.

The channel between hubs (i.e. bridging locations) on a multi-point service is a mid-link. There is no limitation on the number of mid-links available with multi-point service. However, when more than three mid-links are provided the quality of service may be degraded.

Multi-point service utilizing a customized technical specification package will be provided when technically feasible. If the Company decides that the requested parameter specifications are not compatible, the Customer will be advised and given an opportunity to change the order. When a customized channel is ordered, the Customer will be notified whether Additional Engineering Charges apply. In such cases, the Customer will be advised and given the opportunity to change the order.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 8 – PRIVATE LINE TELEPHONE SERVICE, (CONT'D.)

8.3 Digital Data Service

8.3.1 Basic Rate Categories

- 8.3.1.A. Local Channels. A local channel provides for a communication path between a Customer's premise and the serving wire center of that premise. One local channel charge applies per channel termination.
- 8.3.1.B. Interoffice Channel. An interoffice channel provides for the transmission facility between serving wire centers associated with two Customer premises, between serving wire centers associated with a Customer premise and a hub, or between two Company hubs. Interoffice mileage is charged on a per mile basis.
- 8.3.1.C. Non-Wire Center Connected Channels (Point to Point) is Private line Service connecting two Customer premises without going through a Company wire center or hub.
- 8.3.1.D. Optional features and functions are items that may be added to service to improve quality or meet specific communications requirements. Such items may include signaling, conditioning, transfer arrangements, protection switching, etc.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 8 – PRIVATE LINE TELEPHONE SERVICE, (CONT'D.)

8.3 Digital Data Service, (Cont'd.)

8.3.2 Interoffice Mileage

Mileage is determined between offices, between offices and hubs, or between two-point or multipoint service located in two offices between the Customer premises per the formula detailed in Section 7. For the purposes of applying multipoint charges, the bridging or hubbing locations are determined by that combination of airline distances connecting the serving wire center that will produce the lowest interoffice mileage charges.

8.3.3 Interoffice Mileage Calculation

The channel mileage charge applies on a per mile basis of interoffice transport.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 8 – PRIVATE LINE TELEPHONE SERVICE, (CONT'D.)

8.3 Digital Data Service, (Cont'd.)

8.3.4 Channelized T-1

8.3.4.A. Basic Description

Channelized T-1 provides channelization capability for the Customer at the company's central office. Channelized T-1 is provided in packets based upon multiple voice grade channel equivalents (DS0) where 24 voice grade channels are equal to a T-1. The service provides local channels or interoffice channels for network access, Centrex station lines, off-premise extensions and digital data lines.

Channelization is provided by D type channel banks. The Customer may channelize all or part of a T-1 to activate voice and data facilities. Individual channels may be connected with service offerings in other parts of this Tariff as appropriate.

The Customer must provide the Network Channel Terminating Equipment associated with the high capacity channel at the Customer's premise. Customer equipment must be compatible with the Company provided channelization at the central office. The Customer must be prepared to activate his portion of joint service in a timely manner on the negotiated due date.

A channel with the technical specifications of HC1 will be capable of an error free performance of 98.75% over a continuous twenty-four (24) hour period as measured at the rate of 1.544 Mbps rate through a CSU equivalent which is designed, manufactured and maintained to conform with the specifications in Technical Reference PUB 62411.

8.3.4.B. Optional Features and Functions

1. Transfer Arrangement

An arrangement that affords the Customer an additional measure of flexibility in the use of an access channel. The arrangement can be used to transfer a leg of a private line service to another channel that terminates in either the same or a different Customer premise. A key activated or dial-up control is required to operate the transfer arrangement. A spare channel, if required, is not part of this option.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 8 – PRIVATE LINE TELEPHONE SERVICE, (CONT'D.)

8.3 Digital Data Service, (Cont'd.)

8.3.5 Unchannelized T-1

8.3.5.A. Basic Description

Unchannelized T-1 provides a high capacity transmission link of 1.544 Mbps.

An unchannelized T-1 Channel provides for the connection between a Customer's premise and their serving wire center.

Customer provided Terminal Equipment may be connected to an unchannelized T-1 when such connections are acceptable to the Company.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 9 – INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

9.1 Integrated Services Digital Network (ISDN)

ISDN service allows for the integrated voice and non-voice (data) communications capability.

9.1.1 General Service Description

- 9.1.1.A. Digital Service Line - Provides the digital central office termination, via a Primary Rate Interface, that has the potential to support digital transmission of voice and data to the Customer's premise.
- 9.1.1.B. Circuit Switched Voice and Data Services - establishes a connection between two terminals where network resources are dedicated throughout the duration of the call.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 9 – INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

9.1 Integrated Services Digital Network (ISDN), (Cont'd.)

9.1.2 Regulations

9.1.2.A. The rates specified for ISDN Service contemplate the availability of existing compatible facilities from the normal serving wire center which must be a digital ISDN equipped central office entity. If such facilities are required to provide ISDN Service, a charge based on the cost incurred may apply in addition to the rates for this service. These charges may be in the form of a nonrecurring and/or monthly charge.

9.1.2.B. An individual directory number will be assigned for each digital service line.

9.1.2.C. The Customer must provide Customer Premises Equipment (CPE) that complies with the ISDN requirements of the Company.

9.1.3 Termination Charges

9.1.3.A. If ISDN Service is terminated prior to the expiration of the minimum service period, the Customer shall be required to continue paying the applicable charges for the remainder of the minimum service period.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 9 – INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

9.1 Integrated Services Digital Network (ISDN), (Cont'd.)

9.1.4 ISDN Primary Rate Interface (PRI) Service

9.1.4.A. ISDN PRI provides a method to access the network using an ISDN based T-1 access link and provides the integration of multiple voice and data transmission channels on the same line. The basic channel structure for ISDN PRI is twenty-three 64 Kbps B channels and one 64 Kbps D channel. One primary Directory listing will be furnished at no charge for each ISDN PRI Plus service B Channel.

9.1.4.B. ISDN PRI is a service for the transmission of digital signals only.

9.1.4.C. The minimum service period for ISDN PRI is 12 months.

9.1.4.D. ISDN PRI service between a serving wire center and a Customer location will be charged at a rate per Basic PRI. Interoffice Channels between central offices will be charged based upon airline distance between offices.

There is a Service Order Charge applicable to each ISDN PRI in addition to any installation nonrecurring charge.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES

10.1 Service Charges, Non-Recurring

10.1.1 Service Order Charge

	<u>Business</u>	<u>Residential</u>
New Install/Reconnect ¹	\$ 38.45	\$ 32.05
Change - Simple ¹	\$ 38.45	\$ 32.05
Change - Complex ¹	\$ 45.55	N/A

10.1.2 Maintenance Visit Charge

	<u>Business</u>	<u>Residential</u>
Minimum Charge for first two hours	\$ 24.00	\$ 24.00
Each additional hour or fraction thereof	\$ 12.00	\$ 12.00

10.1.3 Primary Interexchange Carrier Change

	<u>Business</u>	<u>Residential</u>
Charge, per occurrence		
InterLATA	\$ 5.00	\$ 5.00
IntraLATA	\$ 5.00	\$ 5.00

10.2 Miscellaneous Services

10.2.1 Directory Listings, Monthly Recurring

	<u>Business</u>	<u>Residential</u>
Initial Directory Listing	No Charge	No Charge
Custom Directory Listing	\$ 2.50	\$ 5.00
Non-Published Number	\$ 2.00	\$ 2.00
Non-Listed Number	\$ 2.00	\$ 2.00
Additional Listings, per line	\$ 1.00	\$ 1.00

¹ For customers that subscribe to a qualifying service or group of qualifying services from the Company which result in monthly recurring charges which equal or exceed \$44.95 pursuant to Section 11.2, the New Install/Reconnect fee is \$30.00 for business and residential lines, the Change – Simple fee is \$10.00 for business and residential lines, and the Change – Complex fee is \$26.25 for business lines.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'D)

10.2 Miscellaneous Services, (Cont'd)

10.2.2 Operator Services, Per Call

10.2.2.1 Local Directory Assistance,

	<u>Business</u>	<u>Residential</u>
Via Operator *, per call	\$ 0.75 (I)	\$ 0.75 (I)
Direct Dialed *#, per call	\$ 0.29	\$ 0.29

* Maximum of 2 requested telephone numbers per call
billed for calls in excess of the 3 call allowance per month

Directory Assist/Call Complete	\$0.30	\$0.30
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10.2.2.2 Person-to-Person	\$ 3.00	\$ 3.00
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10.2.2.3 Operator Assistance for Local Calls	\$ 0.50	\$ 0.50
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10.2.2.4 Station to Station Operator Assisted other than Customer Dialed Calling Card	\$ 1.55	\$ 1.55
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10.2.2.5 Customer Dialed Calling Card	\$ 0.60	\$ 0.60
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10.2.3 700/900 Blocking Service	No Charge	No Charge
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10.2.4 Call Management Features, Monthly Recurring

First feature ^{1,2}	\$ 4.00	\$ 4.00
Each additional feature ^{1,2}	\$ 1.00	\$ 1.00
"Favorite Five" Package ^{1,2}	\$ 10.00	\$ 8.00
"Favorite Ten" Package ^{1,2}	N/A	\$ 14.00
"Enhanced Feature" Package ¹	\$12.00	N/A
"Basic Feature" Package ¹	\$10.00	N/A

¹ Only available to customers that subscribe to a qualifying service or group of qualifying services from the Company which result in monthly recurring charges which equal or exceed \$44.95 pursuant to Section 11.2.

² Does not include Caller ID. See Section 10.3.5.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'D)

10.2 Miscellaneous Services, (Cont'd)

10.2.5 Call Management Features, Monthly Recurring¹

	<u>Business</u>	<u>Residential</u>
Call Waiting	\$2.20	\$1.65
Call Forwarding	\$1.90	\$1.35
Call Return (subscription)	\$3.85	\$3.35
Call Return (per use)	\$0.75	\$0.75
Repeat Dialing (subscription)	\$4.00	\$3.60
Repeat Dialing (per use)	\$0.75	\$0.75
Three-Way Calling (subscription)	\$2.75	\$2.20
Three-Way Calling (per use)	\$0.75	\$0.75
Personal Ringing	\$2.20	\$1.65
Warm Line	\$1.60	\$1.60
Hot Line	\$1.60	\$1.60
Call Trace (per activation)	\$2.50	\$2.00
Anonymous Call Rejection	\$3.10	\$3.10
Special Call Acceptance	\$4.00	\$3.10
Priority Ringing	\$5.00	\$4.00
Caller ID Number	\$8.25	\$6.15
Caller ID Name and Number	\$9.00	\$7.20

¹ Available to customers that do not subscribe to a qualifying service or group of qualifying services from the Company which result in monthly recurring charges which equal or exceed \$44.95 pursuant to Section 11.2.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'D)

10.3 Basic Local Exchange Service

10.3.1 Basic Local Service, Monthly Recurring

	<u>Business</u>	<u>Residential</u>
Abingdon	\$31.58	\$13.62
Bluefield	\$25.96	N/A
Bristol	\$34.66	\$14.64
Chilhowie	\$32.48 ¹	N/A
Clintwood	\$41.76	N/A
Grundy	\$30.00	\$15.59
Honaker	\$45.50	N/A
Lebanon	\$41.76	\$13.10
Marion	\$32.22 ¹	N/A
Meadowview	\$31.58	\$13.62
Richlands	\$28.08	N/A
Rural Retreat	\$33.10	N/A
Saltville	\$33.79 ¹	N/A
St. Paul	\$38.43	N/A
Tazewell	\$28.05	N/A

(N)

10.3.2 Rotary Trunk Hunting, Monthly Recurring

Per line in a group	\$ 5.00	N/A
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(M)

¹Includes Extended Local Service (ELS) Adder (additional monthly charge) for Konnarock.. ELS is the provision of local calling that extends from the subscribers home Exchange Service Area to selected contiguous Exchange Service Area(s).

²The 1-10 line rate applies to the first ten lines and the 11+ line rate applies to the eleventh and over lines. (Ex. if a customer has 18 PBX lines, the 1-10 lines rate applies to the first ten (10) lines and the 11+ lines rate applies to the eleventh (11th) through the eighteenth (18th) lines.

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(M) Material previously found on this page has been moved to Page 95.0.1

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'D)

10.3 Basic Local Exchange Service

10.3.3 PBX Trunk Service, Monthly Recurring (includes hunting, unlimited usage)

Abingdon	\$47.37	N/A
Bluefield ²		
1-10 lines	\$52.82	N/A
11+ lines	\$44.90	N/A
Bristol	\$52.00	N/A
Chilhowie	\$48.72 ¹	N/A
Clintwood	\$64.08	N/A
Grundy		
1-10 lines	\$60.50	N/A
11+ lines	\$51.50	N/A
Honaker	\$70.81	N/A
Lebanon	\$64.08	N/A
Marion	\$48.32 ¹	N/A
Meadowview	\$47.37	N/A
Richlands ²		
1-10 lines	\$56.92	N/A
11+ lines	\$48.38	N/A
Rural Retreat	\$49.66	N/A
Saltville	\$50.70 ¹	N/A
St. Paul	\$56.08	N/A
Tazewell ²		
1-10 lines	\$56.92	N/A
11+ lines	\$48.38	N/A

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¹Includes Extended Local Service (ELS) Adder (additional monthly charge) for Konnarock.. ELS is the provision of local calling that extends from the subscribers home Exchange Service Area to selected contiguous Exchange Service Area(s).

²The 1-10 line rate applies to the first ten lines and the 11+ line rate applies to the eleventh and over lines. (Ex. if a customer has 18 PBX lines, the 1-10 lines rate applies to the first ten (10) lines and the 11+ lines rate applies to the eleventh (11th) through the eighteenth (18th) lines.

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(M) Material appearing on this page was previously located on Page 95.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'D)

10.3 Basic Local Exchange Service

10.3.4 Hosted PBX

A. EasyIP – Basic*

	Message Rate	Unlimited	(M1, C)
Lebanon, Monthly Recurring per line			
Exchange Access	\$17.00 (I)	\$41.76 (I)	
Intercommunication**	NR	NR	(M1, C)
Honaker, Monthly Recurring per line			(N)
Exchange Access	\$17.00	\$41.76	
Intercommunication**	NR	NR	
Richlands, Monthly Recurring per line			
Exchange Access	\$17.00	\$41.76	
Intercommunication**	NR	NR	
Tazewell, Monthly Recurring per line			
Exchange Access	\$17.00	\$41.76	
Intercommunication**	NR	NR	
Bluefield, Monthly Recurring per line			
Exchange Access	\$17.00	\$41.76	
Intercommunication**	NR	NR	(N)
Message Rate, per message unit	\$0.096		(M1)

*Order Processing, Line Connection and Line Change Charges will not apply to the installation of Easy IP – Basic lines when installed under a term commitment. Includes EasyIP Basic Feature Package.

* Not regulated under this tariff.

(M1) Material appearing on this page was previously located on Page 95.
 (M2) Material previously located on this page now appears on Page 95.2.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'D)

10.3	Basic Local Exchange Service			(M)
10.3.5	Caller ID Service, Monthly Recurring ¹	\$ 6.00	\$ 5.00	(T)
10.3.6	Direct Inward Dial (DID) Service			(T)
	Initial Installation, Non-Recurring	\$ 500.00	N/A	
	Subsequent Installation, Non-Recurring (block of 10 required)	\$ 100.00	N/A	(C)
	Monthly Recurring, each number			
	First 10-100 numbers	\$ 1.50		(C)
	Next 101-400 numbers	\$ 1.25		
	Next 401-1000 numbers	\$ 1.00		
	Next 1001 numbers and up	\$ 0.75		

¹ Available to customers that subscribe to a qualifying service or group of qualifying services from the Company which result in monthly recurring charges which equal or exceed \$44.95 pursuant to Section 11.2.

(M) Material appearing on this page was previously located on Page 95.1.

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 10 – RATES AND CHARGES, (CONT'.D)

10.4 Private Line Services

10.4.1 Digital Data Services

RESERVED FOR FUTURE USE

10.5 Integrated Services Digital Network (ISDN)

10.5.1 Business ISDN PRI Installation Charges, Non-Recurring \$ 500.00

Rate Includes: One 1.544 Mbps Primary Rate Intraexchange Access Line
One-Way Primary Rate Interface
23 B-channels
1 D-channel

10.5.2 Business ISDN PRI Service, Monthly Recurring \$ 650.00

Rate Includes: One 1.544 Mbps Primary Rate Intraexchange Access Line
One-Way Primary Rate Interface
23 B-channels
1 D-channel

LOCAL EXCHANGE COMMUNICATIONS SERVICES

SECTION 11 – BUNDLED SERVICES

11.1 General

This Section contains the Company's service bundling requirements to be eligible for service. The Company's bundled service options include combining local exchange telecommunications services provided under this Tariff with other non-tariffed and/or nonregulated services of the Company (i.e., Internet and Cable Television). The Commission's Rules Governing the Disconnection of Local Exchange Telephone Service, 20VAC 5-413 apply to the Company's provision of bundled services. The disconnection for non-payment regulations are described in Section 2 of this Tariff.

11.2 BVU OptiNet Service Rates and Charges

To subscribe to the Company's bundled offerings, customers must purchase a qualifying service or group of qualifying services from the Company which result in monthly recurring charges which equal or exceed \$44.95¹. The services that are available to be combined to achieve the required monthly minimum are telephone, Internet, and cable television. Rates indicated do not include applicable local, state or federal taxes, user fees or surcharges.

If a subscriber falls below the \$44.95 eligibility threshold for BVU OptiNet Service for six (6) consecutive months, or six non-consecutive months within any twelve (12) month period, the Company will notify the customer of their option to either discontinue BVU OptiNet Service and convert the rates for telecommunications services provided under this tariff to standard, non-bundled levels, or discontinue BVU service entirely.

11.3 VirginiaIP- Unlimited

This Hosted PBX service bundle Includes Dial Tone Line, Unlimited Local Usage to the Expanded Local Calling Scope, Regional Toll* and Domestic Long Distance*. Regional Toll and Domestic Long Distance Usage is capped at a total 850 minutes of use per month. Regional Toll and Domestic Long Distance Minutes over the cap will be billed at \$0.05 per minute. Domestic long distance includes the domestic United States, Guam, Alaska, Hawaii, Puerto Rico, US Virgin Islands, Mariana Islands, and American Samoa. Includes EasyIP Basic Feature Package.

Richlands	\$65.05
Tazewell	\$65.05
Bluefield	\$62.96
Lebanon	\$51.50
Honaker	\$51.00

¹ See Section 2.7.5.A for Disconnect For Non-Pay (DNP) regulations.

* Not regulated under this tariff.