

CUSTOMER SERVICE GUIDE

VERNON TELEPHONE COMPANY, INC.
New York

Section 1
Original Sheet 1

GENERAL RULES AND REGULATIONS

A. ESTABLISHMENT OF SERVICE

1. General

The general terms and conditions of this Customer Service Guide apply to local voice services and facilities furnished by Vernon Telephone Company, Inc., hereinafter referred to as the Telephone Company or Company, or in part by other companies. Failure to observe these terms and conditions could result in discontinuance of service.

2. Applications

- a. Requests for telephone service and facilities made verbally, in writing, or electronically will become contracts upon the establishment of the service or facilities.
- b. An application shall be deemed to be a notice to the Company that the applicant desires service and an expression of a willingness to conform to the terms and conditions set forth in this Customer Service Guide.
- c. The Company reserves the right to refuse service to an applicant or customer who has not paid for prior telephone service rendered by a telephone company in the same or different location, and furnished to the same person, member of the same household, or legal entity until satisfactory arrangements have been made for payment of the indebtedness.
- d. The Company reserves the right to refuse to furnish or continue to furnish service when service is applied for in the name of another person or legal entity, or a fictitious name of other member of the same household, for the purpose of avoiding payment of or for illegal purposes.
- e. The Company does not take deposits or advanced payments unless stated elsewhere in this Customer Service Guide.
- f. Any change in the service terms, conditions, offerings, and/or rates modifies the terms of contracts to the extent of such change.
- g. Although, in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether customer service should be classified as business or residence is based on the character of use to be made of the service.
- h. Where special conditions or special requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable portion of such costs as stated elsewhere in the Company's Basic Local Tariff. See Construction Charges.

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GENERAL RULES AND REGULATIONS

A. ESTABLISHMENT OF SERVICE (Continued)

3. Business Use

- a. Business rates apply whenever the use of service is primarily or substantially for any business, trade or professional use including, but not limited to, clubs or lodges, public or parochial schools and colleges, hospitals, libraries, churches, municipal emergency fire and police, government building and other similar institutions.
- b. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business or the extension is located in a shop, office, or other place of business, the business rate shall be charged for telephone installed in the residence.
- c. Business rates apply for service in churches when:
 - 1) The telephone is located in the church and used in the administration of the church and its activities.
 - 2) A telephone is located in an outer office of the study for the use of a secretary or others.
 - 3) The telephone in the church includes a type of telephone intercommunicating system or a signaling system, (excluding hold only feature).
 - 4) Service is furnished in a residence of a clergyman and one or more extension telephones connected to the service are located in the church where business rates would normally apply.

4. Residence Use

- a. Residence rates apply when the use of service will be primarily for personal, social and domestic purposes and only incidental for business purposes. Residence rates apply to an individual or family, (such as single residence), or a private dwelling, apartment, rooming or boarding or sorority house, college dorm rooms, or a trailer, where service will be used by the customer or members of the customer's family.
- b. Residence telephone numbers must not be advertised or listed in connection with any business.
- c. Residence rates apply to churches when:
 - 1) A telephone is located in the clergyman's residence.
 - 2) The telephone is located in the church hall or kitchen and its use is for social or domestic purposes.
 - 3) The telephone is located in the clergyman's residence and an extension is located in the church where residence rates would apply.

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A. ESTABLISHMENT OF SERVICE (Continued)

4. Residence Use (Continued)

- d. When conditions in 1, 2, or 3 preceding are met, the residence telephone may be listed in the alphabetical section of the directory in the name of the church or Pastor. An additional alphabetical listing which lists either the name of the Pastor or the church may be provided at the rates shown under Directory Listings in this Customer Service Guide. Residence rate treatment does not entitle the Church to a listing in the classified section of the telephone directory without additional charges.
- e. When it is determined that a customer of residence service is using the service in such a manner that it should be classified and charged for as a business service under the above provisions, the Company will either revise the applicable rates charged to the customer or discontinue the service.

5. Minimum Contract Period

- a. Unless otherwise specified elsewhere in the Company's Customer Service Guide, the minimum contract period for voice service offerings is one month from the date service is established at the same location.
- b. The Company may require a contract period longer than one (1) month at the same location in connection with special facilities, or for unusual construction necessary to meet special demands, and involving extra costs.
- c. Customer termination of service prior to the expiration of the minimum contract period of service may result in payment for work already began to provide service and/or termination charges.

6. Provisioning of Telecommunication Service

- a. The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary company facilities such as pole lines, buried lines, circuits and other equipment.
- b. The Company will determine the type of outside plant facilities to be provided for the furnishing of service.
- c. The Company will provide and install a connecting device as part of telephone service at no additional charge that will be installed on the customer's premises in a location determined by the Company that is accessible to the customer and the Company as a part of telecommunications service and at no charge, unless specified elsewhere in this Customer Service Guide.
- d. The rates and charges listed in this Customer Service Guide provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive costs.

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A. ESTABLISHMENT OF SERVICE (Continued)

6. Provisioning of Telecommunication Service (Continued)

- e. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in the Company's Basic Local Tariff.
- f. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards.
- g. The Company shall make the following services available to all its customers where technically feasible:
 - 1) Voice grade access to the public switched network including unlimited minutes for local service at no charge
 - 2) Access to 911 emergency service and 9-1-1 operating ability where requested by local authorities.
 - 3) Connectivity with all public toll, local wireline and wireless networks, and with various internet service providers.
 - 4) Free access to toll restriction for qualifying lifeline customers.

7. Installation in Hazardous Locations

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Company may refuse to install and maintain such service and, if such service is furnished, may require the customer to indemnify and hold the Company harmless from any claims, loss or damage by reason of the installations and maintenance of such service.

GENERAL RULES AND REGULATIONS

B. USE AND CARE OF COMPANY FACILITIES

1. General

- a. The Company shall be responsible for the installation, operations, and maintenance of any company facilities.
- b. The Company will be responsible for testing the circuit from the main frame to the connecting device on the customer premises.
- c. The Company does not undertake to transmit messages but offers the use of its facilities when available for communications between its customers.
- d. Customers who furnish telephone service to guests or patients may recover billed charges of the guests or patients. Hotel customers who charge a surcharge on guests' telephone usage must post such rates and surcharge by each telephone.

2. Ownership of Facilities

All facilities up to and including the point of termination on the customer's premises will be owned by the Company, except where such facilities are situated, in the judgement of the Company, in hazardous or inaccessible locations.

3. Access to Customer Premises

Company employees and agents shall be allowed access to company facilities located on customer premises at any reasonable hour for the purpose of installing, inspecting, testing, maintaining, repairing, or upgrading the lines and facilities.

Customers may be required to furnish, at no charge, equipment space and electrical power for Company facilities located inside the customer's building in order to provide services.

4. Installation, Maintenance, and Repairs

- a. All work associated with installation, relocation, changing, repairing, and maintenance of Company provided equipment and facilities on the Customer's premises is performed by the Company or an authorized agent unless agreed upon by the Company.
- b. The Company will maintain and repair the equipment and facilities which it furnishes to customers, for as long a period as replacement components are available from the manufacturer or from stock. When the manufacturer will no longer provide the required components, and none are available from stock, components required will be provided at charges based on cost when the Company is able, by special manufacture or procurement from outside sources, to procure the required components.
- c. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or negligence of the customer.

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GENERAL RULES AND REGULATIONS

B. USE AND CARE OF COMPANY FACILITIES (Continued)

5. Service Interruptions

- a. The Company cannot guarantee the uninterrupted working of its services and facilities. The Company will make reasonable effort to notify customers of any known service interruptions.
- b. The Company will make reasonable effort to re-establish service within the shortest possible time when service interruptions occur. In the event of national emergency or local disaster resulting in disruption of service, the Company will give priority based on instructions or requests from duly authorized emergency agencies.
- c. When there is a general interruption of service lasting 24 hours or more, which is not due to the negligence or willful act of the customer or force majeure; a prorated credit for all monthly recurring services based on the number of days that portion of the service is rendered useless or inoperative will be provided to the Customer.

GENERAL RULES AND REGULATIONS

C. USE OF SERVICE

1. General

- a. Service is furnished for use by the customer as long as the following conditions do not exist:
 - 1) When there is danger to company facilities, company employees, or to other customers; service;
 - 2) When service is used for any unlawful purpose presented by:
 - a) A government law enforcement agency, acting within its jurisdiction, advises the Company that such service is being used or will be used unlawfully or for an unlawful purpose, or
 - b) A court order; or
 - c) A regulatory authority order; or
 - d) The Company having other information, which reasonably causes it to believe that such service is being used or will be used unlawfully or for an unlawful purpose.
 - 3) When a customer uses equipment in a manner that adversely affects the company's equipment, or interferes with another customer's service, or prevents another person from using the service, or otherwise impairs the quality of service to other customers.
 - 4) When a customer tampers with company facilities.
 - 5) When service is not obtained fraudulently or without authorization or is used in a fraudulent manner or with malicious intent.
 - 6) When a customer does not comply with the terms and conditions of the Company or with contractual obligations.
 - 7) When a customer does not allow the Company reasonable access to its equipment and property for the purpose of installation, maintenance, repair, and upgrades.
- b. If any of the above conditions exist, the Company may refuse to furnish service to an applicant or may disconnect the service of a customer.
- c. The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

2. Resale

The resale of any local service provided by the Company is not permitted except as provided elsewhere in this Customer Service Guide or as specifically authorized by the Company.

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GENERAL RULES AND REGULATIONS

C. USE OF SERVICE (Continued)

3. Customer Responsibility

- a. The customer subscribing to telephone service is responsible for its use and for the payment of all charges in connection therewith, and shall exercise such control as may be necessary to insure that it is not improperly used.
- b. The customer or authorized user may not rearrange, disconnect, remove or attempt to repair any company provided facilities except upon the written consent of the Company. The customer agrees to notify the Company at least 90 days in advance to request rearrangement of Company's facilities located on the customer's premises. The customer may be charged for such changes.
- c. The customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the customer or authorized user.
- d. The customer will be solely responsible for any loss or damage, or for any impairment or failure of the service, arising from or in connection with the use of customer-premise equipment or facilities.
- e. The Company does not monitor recordings of telephone conversations between its subscribers and other end-users or the use of automatic recording devices. Any customer recording telephone conversations or using automatic recording devices is responsible for the proper use and for adhering to the regulations governing such use.

4. Customer Provided Equipment and Inside Wire

- a. The customer shall be responsible for the installation, operation, or maintenance of any customer-provided equipment and inside wire. The customer-premises equipment and inside wire would be connected to the general exchange network facilities of the Company by means of suitable connecting arrangements.
- b. Any customer-premises equipment connected to the Company's facilities shall not interfere with any of the services offered by the Company.
- c. The use of customer-premises equipment shall not
 - 1) endanger the safety of the Company employees or the public
 - 2) damage, require changes, or alter the equipment or facilities of the Company
 - 3) interfere with the proper functioning of such equipment or facilities
 - 4) impair the operation of the telecommunications system
 - 5) injure the public in its use of the Company's services

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GENERAL RULES AND REGULATIONS

C. USE OF SERVICE (Continued)

4. Customer Provided Equipment and Inside Wire (Continued)

- d. Upon notice from the Company that the customer-premises equipment is causing or is likely to cause hazard or interference, the customer shall make the necessary change(s) to remove or prevent such hazard or interference or be subject to temporary discontinuance of service as long as the condition exists.
- e. Except as otherwise provided in this Customer Service Guide, nothing herein shall be construed to permit the use of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.
- f. Customer Premises Equipment is not to be used for performing any part of the work of transmitting, delivering or collecting any messages where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company. Customers, who furnish telephone service to guests or patients, may recover billed charges of the Telephone Company for local and toll messages placed by guests or patients.

5. Change in Responsibility or Occupancy

- a. At least 3 working days advance notice must be provided to the Company to discontinue service or to change occupancy or to change account responsibility.
- b. The customer whose service is being rendered shall be responsible for all Company services provided and/or consumed up to the scheduled date of service discontinuance.
- c. Existing service may be transferred for a new subscriber only if the former subscriber consents and an agreement acceptable to the Company is made to pay all outstanding charges against the service.
- d. Change of responsibility on an account shall occur only in those cases where both parties previously shared service or when it is mutually agreed upon and acceptable to the Company.

6. Customer Complaints

- a. When there is a customer complaint, the Company will do the following:
 - 1) Promptly investigate each customer complaint it receives;
 - 2) Report the findings of the investigation to the customer within a reasonable time;
 - 3) Make a good faith effort to resolve the complaint within a reasonable time dependent on the urgency of the complaint; and
 - 4) Retain a record of the complaint for 3 years.

GENERAL RULES AND REGULATIONS

C. **USE OF SERVICE** (Continued)

7. Company Liability

- a. The Company is not responsible for the actions of one end-user customer upon another end-user customer. Such actions will be left for the legal authorities to handle.
- b. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act of omission of the customer in connection with the facilities provided by the Company.
- c. The Company is not liable for damages for any accident, injury, or death from its facilities and apparatus when such accident, injury, or death is not due to the negligence of the Company.
- d. When suitable arrangements can be made, the Company will connect with other companies to provide service outside the local exchange area. The Company is not liable, for the operations of other companies with which its facilities are connected in order to provide service to the customer.
- e. The Company's liability, if any, with respect to any other claims or suits by a Customer or by any others for damages associated with the installation, provision, termination, maintenance, repair, or restoration of service, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may other-wise be due the Customer under this Customer Service Guide as an allowance for interruptions.
- f. The Company is not liable for any defacement or damage to the customer's premises or claims for infringement of patents arising or resulting from the furnishing of service or the attachment of its equipment and associated wiring furnished by the Company on such premises.
- g. The Company shall not be responsible to the customer or otherwise if changes in the criteria or in any of the facilities, operations or procedures of the Company render any customer provided facilities obsolete or require modification or alteration of such facilities or otherwise affect its use or performance.

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GENERAL RULES AND REGULATIONS

3. USE OF SERVICE (Continued)

7. Company Liability (Continued)

- h. The customer indemnifies and saves the Company harmless against any accident, injury or death caused through the use of telephone apparatus which fail to meet the dielectric requirements as established by the Company when such apparatus is provided by the customer. The Company has the right of refusing to, or ceasing to, render telephone service to a customer if at any time any of the telephones, appliances, lines or apparatus on the customer's premises shall be considered unsafe by Company personnel, or if the use of the service shall be prohibited by or forbidden under any law, ordinance or regulation.
- i. The customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion to use of E911 service features and the equipment associated therewith, or by any services 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 persons accessing 911 service thereunder, and which arises out of the negligence or other wrongful act of the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
- j. Under no circumstances shall the Company or its officers, directors, employees or agents have any liability to the county, a person placing an emergency call on the system or to any other person or entity for any loss, damage, injury or liability which they may suffer, sustain, incur or become subject to, arising out of, based upon or resulting from any negligence on the part of the telco or its officers, directors, employees or agents in preparing or furnishing, or any delay in preparing or furnishing any E911 listings and/or updates to the county and/or in responding to an emergency call, including but not limited to any death or bodily injury or any direct, indirect, incidental, special, consequential or other damages.
- k. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur.
- l. The Company shall not be liable for damages or statutory penalties in any cases where a claim is not presented in writing within thirty days after the alleged delinquency occurs.

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GENERAL RULES AND REGULATIONS

D. CUSTOMER BILLING AND PAYMENTS

1. General

- a. Charges for service commence when the service is installed and connection is made, whether used or not.
- b. The Company will collect from the customer the prevailing amount of taxes, surcharges, and other imposed fees upon them by local, state, or federal governments and regulatory authorities.
- c. All service connection charges, recurring monthly charges, taxes, surcharges, fees, etc. will be billed in one month in advance. All long distance per message and per minute charges (if applicable) will be billed in arrears.
- d. Charges for a fractional part of a month are prorated and computed on the basis of a 30-day month.
- e. Bills to customers will be rendered monthly and will contain a clear listing of charges.
- f. The customer is responsible for all charges in conjunction with the services furnished including originating toll calls and accepted collect calls at the customer's access line. Failure to receive bills or notices which have been properly sent shall not prevent such bills from becoming delinquent nor relieve the customer of the obligations therein.
- g. Customers will not be held responsible for the nonpayment of another customer's bill unless the customer superseded the service or was a co-applicant or guarantor for the service of the nonpaid account.
- h. Bills are due when rendered unless otherwise specified and are payable to the Company or to any agency duly authorized to receive such payments.
- i. The Company will not bill the customer for delinquency in payments by a previous occupant of the premises other than a member of the same household residing at the same premises.

2. Overtime Work or Work Performed Outside Regular Working Hours

Unless specified elsewhere in this Customer Service Guide, the rates and charges contemplate that all work for installations, moves or changes of service, equipment, facilities, or instrumentalities is performed during regular business hours. If the customer requests the work to be performed during non-business hours or the time allowed is insufficient to permit completion during regular business hours or the customer interrupts work once it's begun, the customer may be required to bear any additional costs incurred.

GENERAL RULES AND REGULATIONS

D. **CUSTOMER BILLING AND PAYMENTS** (Continued)

3. Promotions

From time-to-time, the Company, may offer temporary price reductions on monthly charges or waive non-recurring charges to promote certain services. Each promotion will be limited to 3 months in duration. The description of each promotion will be listed in Section 8.

4. Notice of Service Changes and Rate Increases

The Company will notify customers 30 days in advance of service changes and rate increases.

5. Electronic Billing

Customers may elect to view and pay their monthly telephone bill electronically via the Internet. The bill will include a summary of the current charges as well as totals by section/service. Customers who choose this option will stop receiving paper bills after two months. They may choose to resume receiving paper bills at any time without incurring a service charge.

6. Billing Errors and Adjustments

- a. If the Company determines that the character of use of a service is not in accordance with the class of service contracted for, the Company may require the customer to contract for the proper class of service and retroactively bill for the appropriate class of service.
- b. When billing errors are brought to the attention of the Company, the Company will provide retroactive billing adjustments to customers as follows:
 - 1) *Over billed:* The Company will provide at the option of the customer either a credit applied to the next available bill or a reimbursement for charges that were over billed to the customer, including any applicable taxes, surcharges, etc., plus interest from the preceding 2 months that the billing error had occurred.
 - 2) *Under billed:* The Company will add the additional charges that were under billed or missing, including any applicable taxes, surcharges, etc. from the preceding 2 months that the billing error had occurred to the customer's next available bill. The Company may provide an option to pay the additional charges in equal monthly installments not to exceed 2 months. Customers will be notified prior to the under billed amount being added to the bill.

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GENERAL RULES AND REGULATIONS

D. CUSTOMER BILLING AND PAYMENTS (Continued)

7. Billing Disputes

- a. Unless the Company receives a dispute within 6 months after a bill is rendered, the items and charges appearing on the bill shall be deemed to be correct and binding upon the customer.
- b. When a customer disputes a charge or charges on the bill, in no way does this relieve the customer from obligation of paying the undisputed charges.
- c. The Company will do the following:
 - 1) Promptly investigate each customer complaint it receives;
 - 2) Report the findings of the investigation to the customer within a reasonable time;
 - 3) Make a good faith effort to resolve the complaint within a reasonable time dependent on the urgency of the complaint; and
 - 4) Retain a record of the complaint for 1 year.
- d. If the results of the Company investigation indicate the customer is obligated to pay, the customer shall submit payment within five (5) working days to the Company or its duly authorized agents for the disputed amounts. Failure to make full payment shall be grounds for termination of service.
- e. If the results of the Company investigation indicate the Company is obligated to credit the customer for any portion of the disputed bill, the Company will apply the appropriate adjustment with interest on next available bill.

8. Late Payment Charge

- a. A Late Payment charge of 1.5% per month applies to all past due balances. Late Payment charges will not apply to previous Late Payment charges or other unpaid penalty charges.
- b. Customers with a past due balance that sign up for electronic payments will receive a one-time waiver of the late payment charge.
- c. Final collection procedures and temporary disconnection of service are unaffected by the application of a late charge. The late payment charge does not extend the time for payment or otherwise enlarge or change the rights of the customer. Notice of intention to pay late will not avoid this charge.

9. Non-Sufficient Funds (NSF) Charge

A charge of \$20 per incident will be assessed when a customer's payment for service becomes dishonored, is not valid, or is rejected.

GENERAL RULES AND REGULATIONS

D. CUSTOMER BILLING AND PAYMENTS (Continued)

10. Service Restoration

The Company will restore service that has been temporarily disconnected for non-payment upon payment of all applicable charges including a Reconnect for Non-Payment Charge. Service that has been fully disconnected will be restored upon payment of applicable charges and on the basis of a new application.

11. Deferred Payment Arrangements

- a. A Deferred Payment Agreement is available to residential customers unable to pay an outstanding bill in full. The terms include a reasonable initial payment and installment payments to be paid over a period of no less than five months and not to exceed 6 months.
- b. No finance charges apply.
- c. Any payment made by a customer in compliance with a Deferred Payment Agreement will be applied to payment of the previous outstanding bill with any remainder credited to the current bill.
- d. If a customer fails to fulfill the terms of a Deferred Payment Agreement, the Company shall have the right to disconnect service upon at least five (5) calendar days written notice and under such circumstances the Company shall not be required to offer subsequent negotiation of a Deferred Payment Agreement prior to disconnection.

12. Contractual Service Arrangements

- a. The Company may offer unique Contract Service Arrangements for services not available through this Customer Service Guide or for deviations to the rates or conditions for services contained in this Customer Service Guide.
- b. Unless specified differently in the contract, the regulations listed in this Customer Service Guide will apply.
- c. Specific rates, charges, and terms may be provided at a Company standard or developed on a non-discriminatory individual case basis.

GENERAL RULES AND REGULATIONS

E. TERMINATION OF SERVICE

1. Termination By the Customer

A customer terminating service must notify the Company prior to the termination date, and is responsible for the payment of all charges incurred up to the termination date.

2. Termination By the Company For Cause

- a. Except in case of danger to life or property, no disconnection shall be accomplished on Saturdays, Sundays, legal holidays, or on any other day in which the Company cannot reestablish service on the same or following day.
- b. The Company may terminate service to a customer *without* providing a written notice in the following instances:
 - 1) When there is existence of immediate danger or a condition that is hazardous to life, physical safety, or property.
 - 2) When a customer uses equipment in such manner as to adversely affect the company's equipment or the company's service to others.
 - 3) When a customer tampers with company facilities.
 - 4) Engages in unauthorized resale of equipment or service.
- c. The Company may either temporarily deny service or terminate service to a customer after the Company provides 10 days written notice to the customer to comply with the violation listed below, but the customer does not comply:
 - 1) Fails to provide the Company reasonable access to its equipment and property.
 - 2) Fails to comply with the terms and conditions of service offerings and/or violation of Commission rules.
 - 3) Fails to comply with contractual obligations.
 - 4) When there is knowledge that the service is being or will be used for unlawful purposes, or upon order by any court, the Commission, or any other duly authorized public authority.
 - 5) Obtains service fraudulently or without authorization or uses services and/or facilities for fraudulent purposes such as, but not limited to, avoiding payment.

GENERAL RULES AND REGULATIONS

E. **TERMINATION OF SERVICE** (Continued)

3. **Disconnect for Non-Payment**

- a. When a customer does not pay an entire bill by the due date, excluding charges that are in the process of being disputed, or made payment that was rejected for insufficient funds, the Company will temporarily disconnect service and send a written notice regarding full disconnect. To avoid termination of service, a customer must pay all charges due including Non-Sufficient Funds charge, Late Payment Fee plus any applicable Reconnection charges or negotiate a Deferred Payment Arrangement within 15 days after the date of the written notice.
- b. The Company may attempt to make at least one telephone call to the customer prior to disconnecting service.
- c. If the customer does not pay the entire bill or contact the company to make payment arrangements by the termination date, service will be fully terminated. Any payment received after service has been fully terminated, will be considered a new application for service and installation charges may apply.

4. **Contract Termination**

- a. Unless specified elsewhere, contracts for service or facilities may not be terminated except upon advance notice, written or verbal, to the Telephone Company, at which time all unpaid charges or guarantees for the period the service or facilities have been furnished plus all applicable minimum and termination charges are due and payable.
- b. The customer is required to pay only the charges for the period during which service or facilities have been furnished. Minimum or termination charges will not apply when the use of the service or facilities is terminated because of the condemnation, destruction, or damage or property by fire or other cause beyond the control of the customer which renders the premises unfit for occupancy.

5. **Medical Emergency**

The Company will postpone disconnecting local exchange residential service for 30 days for non-payment, if the customer submits certification from a qualified medical professional, who is licensed to practice in the state, stating that disconnection would create a life threatening situation for the customer or other permanent resident of the customer's household.

6. **Restoral of Service**

Service shall be restored when the cause for discontinuance has been corrected to the satisfaction of Company. The Company may assess a charge to restore service.

7. **Record Retention**

The Company must retain record of termination for at least 1 year

GENERAL RULES AND REGULATIONS

E. **TERMINATION OF SERVICE** (Continued)

8. Prohibitions Against Disconnection

- a. Basic local service may not be discontinued when a customer fails to pay for non-basic services and equipment, toll, internet service, video, directory advertising or other deregulated services and equipment, and charges for non-company service billed by the Company.
- b. In the event of a dispute involving a customer's bill, the customer's service will not be disconnected for non-payment of that portion of the bill under dispute pending completion of the dispute. Customers are required to pay all charges, which are not in dispute.

GENERAL RULES AND REGULATIONS

F. TELEPHONE SURCHARGES

1. General

In addition to the local rates and charges applicable according to the rules and regulations of this Customer Service Guide, various surcharges apply to the customer's monthly bill statement as outlined below. If there are surcharge rates applicable to a particular city, village, town or county tax district, the rate will be listed on Statement 1 at the end of the Company's Basic Local Tariff.

2. Surcharge For State Gross Income and Gross Earnings Taxes

A monthly surcharge to recover the additional expense related to the State Gross Income and Gross Earnings Taxes applies to the recurring and nonrecurring rates and charges for all intrastate services except returned check and/or returned payment charges, late payment charges and rates for local coin calls. The applicable Gross Revenue Surcharge rates are show on Statement 1, which is in the Company's Basic Local Tariff. Any changes to these rates will be filed on 15 days' notice to customers and the Commission, and as directed by the Commission. Whenever the state levies a new tax on the Company's gross revenues, repeals such a tax, or changes the rate of such a tax, the Commission may approved new surcharge factors, and the Company will file a revised surcharge as directed by the Commission.

3. Village or Municipal Surcharge on Local Utility Gross Revenue Taxes

In certain cities and villages, a municipal surcharge to recover the additional expense related to the Local Utility Gross Revenue Taxes applies to the recurring and nonrecurring rates and charges for all intrastate services except returned check and/or payment charges, late payment charges and rates for local coin calls. Foreign Exchange Service provided from a central office located in a city or village where a surcharge applies is subject to the surcharge applicable in that location.

The percentage rate of the surcharge in each locality where such a surcharge applies is contained in Statement 1, which is in the Company's Basic Local Tariff and filed with the Public Service Commission.

The surcharge statement shall be filed at least fifteen business days before the effective date. The effective date of the statement shall not be prior to the effective date of the surcharge and no sooner than the date when the tax enactment is filed with the Secretary of State. The surcharge shall be applicable to bills subject to the tax enactment that are rendered on or after the effective date of the statement. The surcharge shall not be canceled more than five business days after the tax enactment either ceases to be effective or is modified so as to reduce the tax rate.

Introduction, cancellation or modification of a surcharge will be effective on the date of the customer's first bill rendered after the effective date of the settlement.

GENERAL RULES AND REGULATIONS

G. TELECOMMUNICATIONS SERVICE PRIORITY

1. General

- a. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support National Security and Emergency Preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64.401, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.) and the "Service Vendor Handbook for the Telecommunications Service Priority (TSP) Program: and the "Service User Manual for the Telecommunications Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede Customer Service Guide language contained herein.

- b. The TSP program has two components: restoration and provisioning.
- 1) A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
 - 2) A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning timeframe. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

GENERAL RULES AND REGULATIONS

G. TELECOMMUNICATIONS SERVICE PRIORITY (Continued)

2. TSP Request Process

a. Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

- 1) Determine that its telecommunications service supports an NS/EP function under one of the following four TSP categories:
 - a) National Security Leadership
 - b) National Security Posture and U.S. Population Attack Warning
 - c) Public Health, Safety, and Maintenance of Law and Order
 - d) Public Welfare and Maintenance of National Economic Posture.
- 2) Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
- 3) Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
- 4) For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>) for information on identifying a sponsor for TSP requests.
- 5) Submit the SF 315 to the OPT.
- 6) Upon receipt of the TSP Authorization Code from the OPT, notify the Company and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

GENERAL RULES AND REGULATIONS

G. TELECOMMUNICATIONS SERVICE PRIORITY (Continued)

2. TSP Request Process

b. Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2.a. above for restoration priority assignment except for the following differences. The user must:

- 1) Certify that its telecommunications service is an emergency service. Emergency services are those that support one of the NS/EP functions listed in 2.a.1) above and are so critical that they must be provisioned at the earliest possible time, without regard to the cost to the user.
- 2) Verify that the Company cannot meet the service due date without a TSP assignment.
- 3) Obtain approval from its invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commandor of a major military command, or state governor.

3. Responsibilities of the End-User

End-users or entities acting on behalf of the End-user must perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every two years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- c. Submit the TSP Authorization code along with a service request to the Company. (The TSP assignment is signified by the TSP Authorization Code).
- d. Accept TSP services by the service due dates.
- e. For services assigned priority levels, ensure (through contractual means or otherwise) the availability of Customer Premise Equipment (CPE) and Customer Premise Wiring (CPW) necessary for end-to-end service operation by the service due date and for continued operation. For services in the Emergency NS/EP category, ensure CPE and CPW for end-to-end service by the time vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.

GENERAL RULES AND REGULATIONS

G. TELECOMMUNICATIONS SERVICE PRIORITY (Continued)

3. Responsibilities of the End-User (Continued)

End-users or entities acting on behalf of the End-user must perform the following:
(Continued)

- f. Pay the Company any authorized costs associated with priority services.
- g. Report to the Company any failed or unusable services with priority levels.
- h. Designate a 24-hour point of contact for each TSP request and appraise the OPT.
- i. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.
- j. During certain emergencies, make TSP service requests verballs, but follow up with a written service order within two working days.

4. Responsibilities of the Company

The Company will perform the following:

- a. Provide TSP service only after the receipt of a TSP Authorization Code. The Company is not authorized to provide priority treatment to provision TSP services to customers that have no provisioning priority (i.e., "O" is the first character of the TSP code).
- b. Revoke TSP services are the direction of the end-user or OPT.
- c. Ensure the TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- d. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- f. Confirm completion of TSP service order activity to the OPT.
- g. Participate in reconciliation of TSP information at the request of the OPT.
- h. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor, when acting as the prime contractor.

GENERAL RULES AND REGULATIONS

G. TELECOMMUNICATIONS SERVICE PRIORITY (Continued)

4. Responsibilities of the Company (Continued)

The Company will perform the following: (Continued)

- i. Ensure that other carriers supplying underlying facilities are provided, upon request, information necessary to implement priority treatment of facilities that support NS/EP services.
- j. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to the service.
- k. Disclose contents of the NS/EP TSP database only as may be required by law.
- l. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

5. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, the sequence in which existing service may be preempted is as follows:

- a. Non-TSP services
- b. TSP services may be preempted to provision or restore NS/EP services with a higher priority level assignment. When this is necessary, NS/EP services will be selected in the inverse order of their TSP priority level assignment.

When such preemption is necessary, the Company will make every reasonable effort to notify the preempted customer of the action to be taken. When such preemption is necessary, prior consent of the service user is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

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GENERAL RULES AND REGULATIONS

G. TELECOMMUNICATIONS SERVICE PRIORITY (Continued)

6. Rates and Charges

- a. In the event that the Company must utilize additional labor outside of normal business hours in the provisioning or restoration of a service, additional labor charges may apply. Such charges will be based on cost and billed to the customer. The Company will attempt to inform the customer of approximately how much these charges will be in advance.
- b. A one-time charge, based on cost, for the initial establishment of or change in TSP status by the Company will be billed to the customer. In addition, normal connection charges will apply.
- c. In subscribing to TSP, the customer recognizes that quoting charges and obtaining customer permission to proceed with service installation or restoration would delay the installation or restoration process and grants the Company the right to assess additional charges, when applicable, after the installation or restoration has been completed. When possible, the Company will attempt to provide an estimate to the customer of the additional charges in advance of the work.
- d. Facilities required by the Company for its internal operations are exempt from the TSP rules.