

## CUSTOMER SERVICE GUIDE

VERNON TELEPHONE COMPANY, INC.  
New York

Section 7  
Original Sheet 1

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### CRITICAL FACILITIES ADMINISTRATION SERVICE

#### A. GENERAL

Critical Facilities Administration Service (CFAS) provides physical route information to customers with Telecommunications Service Priority (TSP) qualified circuits. If the Company is acting as the Prime Contractor, the company will obtain from its subcontractors the physical routing information for their portion of the qualified circuit.

#### B. CUSTOMER OBLIGATIONS

1. Customers' circuits must be federally registered as TSP circuits.
2. Customers must subscribe to the Critical Facilities Administration Service (CFAS) offered by the Company and identify which qualifying circuits it wishes to enroll in the service. Such circuits will be referred to as "subscribed circuits".
3. Customers must pay the appropriate Customer Service Guide charges for CFAS, and any connecting carrier CFAS charges billed to the Company or directly to the customer.
4. Customers must agree to treat all network information provided to them regarding their subscribed circuits as confidential and comply with any security procedures established in support of CFAS. This may include, but will not be limited to, provision of appropriate passwords prior to forwarding of CFAS information.

#### C. OBLIGATIONS OF THE COMPANY

1. The Company will maintain data and restrict access by each customer to information relative to that customer's subscribed circuits.
2. Company will identify the physical path of each subscribed circuit whenever requested by the customer so as to allow the customer to ascertain with a reasonable degree of accuracy the actual physical path of each subscribed circuit. Where Company systems permit, information will be transmitted to the Customer in the form of an AutoCAD file with the coordinates included. The Customer must provide its own software capable of reading an AutoCAD file.
3. The Company will make available physical path information for newly provisioned subscribed circuits to the customer within 5 business days after the circuit has been installed and within 15 business days for existing TSP circuits.
4. For circuits provided in concert with other carriers, the Company, when acting as the Prime Contractor will obtain and forward information regarding the connecting carrier's portion of the physical path of the subscribed circuit to the customer as expeditiously as possible.
5. Provision of CFAS will be suspended in the instance of a major telephone outage. Once subscribed circuits are restored to service, the Company will make updated physical path information available to the customer within ninety days of the restoration of service upon request.

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**CRITICAL FACILITIES ADMINISTRATION**

**D. RATES**

The rates contained herein reflect the hourly rate that will be charged to the CFAS customer per circuit subscribed. If the Company is acting as the Prime Contractor, the customer will be billed the Company's Customer Service Guide charges, in addition to those tariffed charges established by any connecting carrier for the service. The Company will give the customer a good faith estimate of the time needed to perform the requested service, including the time that may be needed to obtain information from connecting carriers, if applicable. A record order charge will also apply if the customer orders CFAS after the establishment of its TSP Service.

|                    | <u>Min</u><br><u>Rate</u> | <u>Max</u><br><u>Rate</u> | <u>Current</u><br><u>Rate</u> |
|--------------------|---------------------------|---------------------------|-------------------------------|
| 1. Residence       |                           |                           |                               |
| CFAS, Per Hour     | \$120.00                  | \$200.00                  | \$136.04                      |
| CFAS, Add'l ½ Hour | \$60.00                   | \$100.00                  | \$68.02                       |
| 2. Business        |                           |                           |                               |
| CFAS, Per Hour     | \$120.00                  | \$250.00                  | \$136.04                      |
| CFAS, Add'l ½ Hour | \$60.00                   | \$125.00                  | \$68.02                       |