
ACCESS SERVICE

4. End User Access Service

The Telephone Company will provide End User Access Service (End User Access) to End Users who obtain local exchange service from the Telephone Company under its general and/or local exchange tariffs.

4.1 General Description

End User Access provides for the use of an End User Common Line (EUCL).

4.2 Limitations

A telephone number is not provided with End User Access.

Detail billing is not provided with End User Access.

Directory listings are not included with End User Access.

Intercept arrangements are not included with End User Access.

4.3 Undertaking of the Telephone Company

The Telephone Company will provide use of an EUCL at rates and charges as set forth in Section 16 following, as follows:

Use of an EUCL by an End User in connection with interstate Access Services are provided under this tariff. Such use will be provided when the End User obtains local telephone exchange service.

Use of an EUCL by a Primary Local Carrier in connection with interstate Access Services are provided under this tariff. Such use will be provided for subscriber lines without need of switching services from the Telephone Company.

The Telephone Company will be responsible for contracts and arrangements with competing local service providers and/or customers for the billing of End User Access charges.

4.4 Obligations of the Customer

When the End User is a Radio Common Carrier (RCC) or provider of paging service, it shall designate whether the Local Exchange service it is provided by the Telephone Company is used as an access line for its service or used as an administrative line.

When an EUCL is provided to the end user, the Telephone Company will bill the EUCL and Access Recovery Charge (ARC) rate elements.

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4. End User Access Service (Cont'd)

4.5 Payment Arrangements and Credit Allowances

4.5.1 Minimum Period

The minimum period for which EUCL End User Access is provided to an End User and for which charges are applicable is the same as that in the Telephone Company local exchange tariffs.

4.5.2 Cancellation of Application

End User Access is canceled when the order for the associated local telephone exchange service is canceled. No cancellation charges apply.

4.5.3 Changes to Orders

When changes are made to orders for the local telephone exchange service associated with End User Access, any necessary changes will be made for End User Access. No charges will apply.

4.5.4 Allowance for Interruptions

When there is an interruption to an EUCL, requested End User provided credit allowances for interruptions will be provided as set forth in 2.4.4 preceding apply.

4.5.5 Temporary Suspension of Service

When an End User temporarily suspends its Local Exchange Service which is associated with End User FIA, the credit allowance for the Common Line and the Access Recovery Charge (ARC) is the same as that for the associated Local Exchange Service as set forth in the local general services tariffs.

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4. End User Access Service (Cont'd)

4.6 Rate Regulations

- 4.6.1 EUCL per month charges will be billed to the End User of the associated Local Exchange Service.

The ARC is assessed when an end user or reseller obtains local exchange service from the Telephone Company, and is a per month rate that is assessed to the end user or reseller of the associated local exchange service.

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- 4.6.2 End User Subscriber Line-Primary Residential and Single Line Business rates, as set forth in Section 16, apply to the primary residential line at each service location. A residential line is a line classified as residential in the Company's General and/or Local Exchange Service Tariffs. Only one residential line at a given service location will be considered primary; all other residential lines at the same service location will be considered nonprimary. The primary residential line will be the first line installed at a given location, unless the end user designates a different line as primary.

- 4.6.3 End User Subscriber Primary Residential Line—Non-Primary Residential and BRI ISDN rates, as set forth in Section 16, apply to all non-primary residential lines at a each service location and to all Basic Rate Interface Integrated Services Digital Network lines provided to the end user under the Company's General and/or Local Exchange Service Tariffs.

- 4.6.4 End User Subscriber Line-Single Line Business rates, as set forth in Section 16, apply if the End User pays a rate that is not described as a residential rate in the General and/or Local Exchange Service tariffs of the Telephone Company and does not obtain more than one such line from the same Telephone Company.

- 4.6.5 For each local exchange service provided as remote call forwarding (RCF) residential or business service, under the general and/or local exchange service tariffs, End User access charges do not apply. End User Access charges will apply to the Radio Common Carrier's local exchange service used for administrative purposes. This shall also include those Radio Common Carriers providing maritime service under Part 81 of the FCC Rules and Regulations.

A Radio Common Carrier is described as a common carrier engaged in the provision of Public Mobile Service, as defined in Part 22 of the FCC Rules and Regulations which is not also in the business of providing Landline local exchange telephone service.

For each local exchange service provided as Remote Call Forwarding (RCF) residential or business service under the Local Exchange tariffs, End User access charges do not apply.

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4. End User Access Service (Cont'd)4.6 Rate Regulations (Cont'd)

- 4.6.6 For business Centrex CO and Centrex CO-like service lines or trunks, the End User Common Line (EUCL) Multiline Business Subscriber charges as set forth in Section 16 apply to each line or trunk.

Centrex CO is a service that (1) uses a portion of a Telephone Company switch located at the Telephone Company central office to meet the customer's internal needs and serves as the customer's interface with the local and interexchange networks and (2) links the customer's main stations to the Telephone Company switch with subscriber loops.

Centrex CO-like services are services (i.e. ESSX, Centron, Centraflex, Airport Service, Hotel-Motel Service) that operate in a manner that is the same as Centrex CO and (1) are provided using switches located at Telephone Company central offices and (2) link customer main stations to the Telephone Company switch with subscriber loops.

Centrex Dormitory (Residential) Service is a service to a college or university or school that serves both the university or college or school offices and the students or faculty dormitory (residential) quarters. End User Common Line primary Residential and Single Line Business rates, as set forth in Section 16 will apply to the student or faculty dormitory (residential) quarters.

- 4.6.7 When an end user is provided more than one local business exchange service in a state by the Telephone Company, other than as specified in Section 4.6.3 preceding, and when a local exchange service is provided as a business multiparty service under the general and/or local exchange service tariffs, each party is deemed to be a user of an EUCL and the End User Common Line (EUCL) Multiline Business Subscribers - Individual line or trunk rate shall apply to each party provided Multiline Business Multiparty service, as set forth in Section 16 following.
- 4.6.8 When an end user is provided a single local business exchange service, other than as specified in Section 4.6.3 preceding, and when the local business exchange service is provided as a business multiparty service under the general and/or local exchange service tariffs, each party is deemed to be a user of an EUCL and the End User Common Line (EUCL) Residential and Single Line Business Subscriber - Individual line or trunk rate shall apply to each party provided single line business multiparty service, as set forth in Section 16 following.

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4. End User Access Service (Cont'd)4.6 Rate Regulations (Cont'd)

- 4.6.9 When an end user is provided more than one local business exchange service in a state, by the same Telephone Company, other than as specified in Section 4.6.3 preceding, and when a local exchange service is provided as semi-public service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Multiline Business Subscriber - Individual line or trunk rate, as set forth in Section 16 following, applies to each such business semi-public local exchange service.
- 4.6.10 When an end user is provided a single local business exchange service, other than as specified in Section 4.6.3 preceding, and when the local business exchange service is provided as semi-public service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Multiline Business Subscriber - Individual Line or trunk rate, as set forth in Section 16 following, applies to each such business semi-public local exchange service.
- 4.6.11 When an end user is provided more than one local business exchange service in a state, by the Company, other than as specified in Section 4.6.3 preceding, and when a local exchange service is provided under the general and/or local exchange service tariffs that is not covered by (I) through (J) preceding, the End User Common Line (EUCL)-Multiline Business Subscriber-Individual line or trunk rate as set forth in Section 16 following applied to each such Multiline Business individual line or trunk.
- 4.6.12 When an end user is provided a single local business exchange service in a state, other than as specified in Section 4.6.3 preceding, and when the single local business exchange service is provided as a local business exchange service under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Residential and Single Line Business Subscriber - Individual line or trunk rate, as set forth in Section 16 following, applies to each such business individual line or trunk.
- 4.6.13 When an end user is provided a local residence exchange service in a state, other than as specified in Section 4.6.3 preceding and when the local residence exchange service is provided as a multiparty service under the general and/or local exchange service tariffs, each party is deemed to be a user of an EUCL and the End User Common Line (EUCL) primary Residential and Single Line Business Subscriber-Individual line or trunk rate shall apply to each party provided residence multiparty service as set forth in Section 16 following .
- 4.6.14 When an end user is provided a local residence exchange service in a state, other than as specified in Section 4.6.3 preceding, and when local residence exchange service is provided as semi-public service under the general and/or local exchange service tariffs, the End User (EUCL) Multiline Business Subscriber - Individual line or trunk rate, as set forth in Section 16 following, applies to each such semi-public local residence exchange service.

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4. End User Access Service (Cont'd)

4.6 Rate Regulations (Cont'd)

- 4.6.15 When an end user is provided a local residence exchange service in a state, other than as specified in Section 4.6.3 preceding, and when the local residence exchange service is provided under the general and/or local exchange service tariffs, the End User Common Line (EUCL) Residential and Single Line Business Subscriber-Individual line or trunk rate, as set forth in Section 16 following, applies to each such local residence exchange service.
- 4.6.16 When an end user is provided a payphone access line, the End User Common Line (EUCL) Multiline Business Subscriber - Individual line or trunk rate, as set forth in Section 16 following, applies to each such payphone access line. Where no end user is associated with a payphone line (i.e., the Telephone Company's public telephone service), the Telephone Company's payphone operations shall be charged the End User Common Line (EUCL) Multiline Business Subscriber - Individual line or trunk rate, as set forth in Section 16 following.
- 4.6.17 When an end user is provided a local residence exchange service by the telephone company, and if the residential local exchange rate for such end user is a reduced residential local exchange rate since the end user is eligible for a telephone lifeline assistance plan based upon a means test in accordance with Section 54.409 of the FC Rules and Regulations, the End User Common Line (EUCL) primary Residence rate as set forth in Section 16 following, for a single telephone line to the principal residence of such end user's household and the ARC shall be waived in full.
- 4.6.18 For each wholesale local exchange service provided to a Primary Local Carrier for residential or business services who does not purchase switching capacity under the general and/or local exchange service tariff, end user access charges will apply. The End User Common Line charge as set forth in Section 16, following, will be billed to the competing local service provider based on their acknowledgment of what this subscriber line will be used for.

For each wholesale local exchange service provided to a Primary Local Carrier for residential or business services who does not purchase switching capacity under the general and/or local exchange service tariff, the one-time charges for changing an end user's Presubscription, as set forth in Section 16, will be billed directly to the competing local service providers.

- 4.6.19 For Primary Rate Interface Integrated Services Digital Network (PRI ISDN) local exchange service provided by the Telephone Company, the End User Common Line-PRI ISDN rate applies. This rate is specified in Section 16 following. Each PRI ISDN service will be assessed the equivalent of five Multi-Line Business ARC charges.

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4. End User Access Service (Cont'd)4.7 Presubscription

Presubscription is a service in an end office equipped with Feature Group D whereby an end user may select and designate to the Telephone Company an IC to access, without dialing a 101XXXX access code, for interLATA interstate calls. This IC is referred to as the end user's Primary Interexchange Carrier (PIC).

On the effective date of equal access (i.e., introduction of FGD in a serving end office), end users who have not designated an IC will continue with the same IC service arrangement as existed prior to office conversion until the allocation process described in (B) following occurs.

Presubscription is furnished in accordance with the detailed provisions of the Federal Communications Commission's Allocation Plan as set forth in Appendix B of its Memorandum Opinion and Order in CC Docket No. 83-1145, Phase I, adopted May 31, 1985 and released June 12, 1985 and its Memorandum Opinion and Order in CC Docket No. 83-1145, Phase I adopted August 19, 1985 and released August 20, 1985. Principal provisions of the Allocation Plan, and associated Telephone Company provisions as may be appropriate, are described in 4.7.1 through 4.7.7, following.

4.7.1 End User Notification and Equal Access Balloting Process

The Telephone Company will, through the mailing of an Equal Access Ballot postcard, notify end users of the availability of Equal Access. The initial ballot, the first of two ballots the end user may receive, listing all ICs participating in the balloting process, and an explanation of equal access, will be mailed to the end user approximately 90 days, but in no case later than 85 days, prior to the end office availability for Equal Access.

Using the initial ballot, which an end user is encouraged to return within 30 days after receipt of the initial ballot, an end user may designate an IC for all of its lines or may choose a different IC for each of its lines. Where an end user has 14 lines or less the end user may designate more than one IC for each line using the ballot. Where an end user has more than 14 lines and wants to designate more than one IC for these lines, the end user will be instructed to contact the Telephone Company.

End users may designate that they do not want to presubscribe to any IC. The end user arrange this designation by directly notifying the Telephone Company's business office. This choice will require the end user to dial an access code (101XXXX) for all interstate calls.

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4. End User Access Service (Cont'd)

4.7 Presubscription (Cont'd)

4.7.2 Allocation Process

An IC must notify the Telephone Company of its intent to participate in the allocation process 52 days prior to the end office conversion to equal access. The IC must also identify whether it will participate in the allocation of either business lines, or residential lines, or both.

The Telephone Company will tabulate the initial ballots received from the end users and the IC customer lists described in 4.7.1 and 4.7.3. The percentage of end users who have selected each participating IC will be determined on the basis of the initial ballots returned by end users and the IC customer lists submitted up to approximately 30 days after an end office conversion to equal access. Approximately 44 days after the end office conversion to equal access, a list of end users who have not designated an IC will also be compiled. A second ballot will be sent to those end users who have not designated an IC.

A separate allocation process will be used for residence and business lines. An IC will receive an allocated percentage of residence lines according to the percentage of residence lines designated and a second allocated percentage of business lines according to the percentage of business lines designated.

If an IC participating in the ballot process notifies the Telephone Company that it does not wish to participate in the allocation process, the percentage of lines allocable to that nonparticipating IC will be allocated to the remaining ICs.

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4. End User Access Service (Cont'd)

4.7 Presubscription (Cont'd)

4.7.3 Interexchange Carrier End User Lists

End users may be assigned to an IC on the basis of IC provided lists containing the names of end users that have made individual arrangements to designate that carrier as their primary IC. IC lists submitted to the Telephone Company must be in a format agreed upon by both the Telephone Company and IC. To be included in the office conversion, all carrier lists must be provided no later than the time specified on the Telephone Company schedule. Upon submitting end user lists, the IC must certify that they have on file, or have instituted steps designed to obtain signed letters of agency or confirmations of choice from the end user. ICs should request written confirmations of choice from their end users no later than the date of submission of their first bill to the end user. Agency letters or written confirmations should recognize the following:

- (a) The end user designates the IC as its agent for the presubscription process,
- (b) End user understanding that only one IC may be designated as the primary IC for any one exchange telephone line or trunk,
- (c) Any primary IC selection after the initial one will incur a charge, if such a selection is made after conversion of the serving end office to equal access. (Subsequent selections made prior to conversion of the serving end office to equal access are made at no charge),
- (d) The specific telephone numbers for which the primary IC is being designated must be listed.

Actual ballots accepted by the IC from end users must be retained for inspection by the Telephone Company for one year after the conversion date. End user lists received by the Telephone Company by the initial ballot deadline will be processed within the same schedule as initial ballots. End user lists received from the initial ballot deadline to the second ballot deadline will also be honored according to the Telephone Company's processing schedule. ICs must accept responsibility for billing disputes arising from processing end user lists.

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4. End User Access Service (Cont'd)4.7 Presubscription (Cont'd)4.7.4 End User Choice Discrepancy

When a discrepancy is determined regarding an end user's designation of a PIC, the following applies depending upon the situation described:

- When an end user indicates more than one IC choice per line on a ballot, or returns an illegible ballot, the Telephone Company will contact the end user for clarification.
- When the Telephone Company identifies a conflict between a ballot and an IC list or between lists submitted by two or more ICs, the Telephone Company will notify, within 10 days the end user by mail and notify all affected ICs via a Confirmation/Reject Report.
- When a change in PIC selection is made after conversion of an end office to equal access, the Telephone Company will confirm the new PIC selection with the end user and notify the newly designated IC within 10 days.

The Telephone Company will process presubscription orders on the basis of authorization dates and will give precedence to the order, whether by ballot or IC customer list, with the latest authorization date. If the authorization date from the ballot and IC customer list are the same, the ballot takes precedence. Prior to equal access conversion, when both an entry on an IC customer list and a ballot are received for one end user and the designated PIC does not match on both documents, the Telephone Company will contact the end user by mail for clarification within ten days of identification of the conflict and notify the ICs involved of the conflict by mail at the same time. When two or more ICs provide IC customer lists indicating that a particular end user has designated them as the PIC, the Telephone Company will notify both the end user and ICs involved of the conflict at the same time by mail within 10 days of identification of the conflict. If the end user submits a new ballot, the end user will be assigned to the IC designated on the new ballot. If one or more IC certifies that it has on file a signed letter of agency, the end user will be assigned to the IC holding a signed letter of agency with the latest authorization date. If both a new ballot and an IC certification are received, the document with the later authorization date takes precedence. If the authorization date on the ballot and the IC certification is the same, the ballot takes precedence. If the Telephone Company does not receive a new ballot or IC certification prior to conversion of the end office to equal access, the end user or Company Owned Pay Telephone agent will be assigned to the IC designated on the order with the latest authorization date.

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4. End User Access Service (Cont'd)

4.7 Presubscription (Cont'd)

4.7.4 End User Choice Discrepancy (Cont'd)

After the end office conversion to equal access, when an entry on an IC customer list and a ballot or an entry on two or more IC customer lists is received for the end user and the designated PIC does not match, the Telephone Company will process the order with the latest authorization date and notify the end user and IC(s) submitting customer lists within 10 days. The end user will be notified within 10 days of any change in PIC selection by the Telephone Company. Changes in PIC selection also will be processed on the basis of authorization dates.

For purposes of this subsection 4.7.4, the authorization date for a ballot is the signature date and the authorization date for an IC certification is the date the IC submits as the signed letter of agency date.

After the end office conversion to equal access a change in PIC selection with the latest date will be processed.

4.7.5 Presubscription Charge Application

End users making their initial PIC selection, or changing a PIC selection during the approximately 90 day period prior to the equal access conversion date, either by returning the ballot to the address specified by the Telephone Company, by direct contact with the Telephone Company, or by contacting an IC directly will not incur a Presubscription charge. End users making an initial PIC selection during the six months following the conversion date will not incur a Presubscription charge. End users will incur a Presubscription charge if an initial PIC selection is made more than six months after the conversion date or if a change in initial or subsequent PIC selection occurs after the conversion date.

If an IC discontinues its Feature Group D Switched Access Service prior to or anytime after the conversion of an office to equal access, the IC is obligated to contact in writing the Telephone Company and all end users who have selected or been allocated to the canceling IC. This notification must be received by the Telephone Company and all end users at least four months prior to the IC's discontinuance of Feature Group D service and must inform all parties of the cancellation and request the end users select a new primary IC. Further, the IC must notify the end users that it will pay the Presubscription charge, as set forth in (G) following. The Telephone Company will bill the canceling IC the Presubscription charge for each end user affected. For a period of two years from the discontinuance of FGD service, the Telephone Company can bill an IC that has canceled FGD service, the change charge for each end user that the IC has designated to it as of the date of the notice of discontinuance.

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4. End User Access Service (Cont'd)4.7 Presubscription (Cont'd)4.7.5 Presubscription Charge Application (Cont'd)

Any allocated end user, as set forth in (B) preceding, may make a PIC selection even after the allocation has taken place. No charge will apply if the selection occurs within six months after the conversion of an office to equal access.

New end users who will be served by end offices equipped with equal access, will be asked to select a PIC at the time an order is placed with the Telephone Company for Telephone Exchange Service. (#)

New end users who do not select a PIC at the time an order is placed will be sent a ballot to aid in their selection of a PIC. There will be no charge for this initial selection provided the ballot is returned within 30 days of the date service is established. If a new end user fails to designate an IC as its predesignated IC prior to the date of installation of Telephone Exchange Service, the Telephone Company will require the end user or Company Owned Pay Telephone customer to dial an access code (101XXXX) for all interstate calls, until a selection is received.

4.7.6 IC Participation Requirements

The Telephone Company will give notice to the ICs of equal access conversions six months prior to such conversions. In order to be considered eligible to be on an Equal Access Ballot, the IC must place a firm order for Feature Group D Switched Access Service with the Telephone Company no later than 120 days prior to the end office conversion date. In addition, the IC must notify the Telephone Company that the IC wishes to participate in the presubscription plan for the end office to be converted and must furnish the information required by the Telephone Company to prepare the ICs ballot listing for that end office. Both the notice of participation and ballot listing information must be received by the Telephone Company no later than 120 days prior to the end office conversion date in order for the ICs listing to appear on an equal access ballot for that end office.

(#) Unauthorized PIC changes to Business or Residence lines are subject to the charges specified in Section 16 following. An unauthorized PIC change is defined as a PIC charge that the Subscriber to the Business or Residence service denies authorizing, and the IC is unable to produce a letter of agency or authorization.

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4. End User Access Service (Cont'd)4.7 Presubscription (Cont'd)4.7.7 Manual and Mechanized Presubscription Change Requests

The Presubscription Change Charge is a nonrecurring charge that varies based on the type of PIC Change order that is submitted. Rates for manually submitted orders will typically be higher than rates for electronically submitted orders. When a customer requests only an interLATA PIC Change, the interLATA Presubscription Change Charge from this tariff will apply. When a customer requests both interLATA and intraLATA Presubscription changes to the same phone number on the same order, a lower rate applies from this tariff and an intraLATA Presubscription Change Charge may be applied under the Telephone Company's appropriate intrastate tariff.

Orders submitted using a mechanized interface to the Telephone Company's service order system or other electronic processing system are considered electronically submitted changes. Orders submitted via fax, email, regular mail, or telephone are considered manually submitted changes.

The nonrecurring charges for a change in Presubscription are billed to the End User listed in the Telephone Company's records as the subscriber to the Telephone Exchange Service, except as set forth in Section 4.7.5 preceding when such charges shall be billed to an IC. The rates for presubscription changes are set forth in Section 16 following.

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4. End User Access Service (Cont'd)

4.8 Presubscribed Interexchange Carrier Charge (PICC)

4.8.1 General Description

PICC is a monthly charge expressed in dollars and cents per line which is to recover the common line revenues permitted under price cap rules in FCC Part 61 that cannot be recovered through the end user common line charge, residual interconnection revenues, and certain marketing expenses described under FCC Part 69.153(a). The PICC is assessed on a per End User line basis to each End User's interLATA presubscribed carrier. If an End User does not have a presubscribed interexchange carrier, the PICC rate is assessed directly to the End User.

4.8.2 Rate Regulations

- (A) For end users who have selected a Presubscribed Interexchange Carrier (PIC) described in Section 4.7, the PICC applies on a per presubscribed line basis. This charge also applies when a telecommunications carrier has purchased local exchange service for resale. The type of PICC charge is based on the classification of the ultimate end user. PICC applies to all purchasers of originating Feature Group D switched access service.

The PICC charge will be billed to the carrier of record for the associated Carrier Identification Code (CIC), unless other arrangements have been made.

If the end user line is not presubscribed to a primary interexchange carrier, the PICC will be assessed directly to the end user. If the local exchange service is provided on a resold basis by a telecommunications carrier other than the Telephone Company, and the end user has not chosen a presubscribed interexchange carrier, the reseller will be assessed the PICC.

When an end user receives assistance for a single telephone line to the household's principal residence, under a telephone lifeline assistance plan approved by the FCC, and the end user does not have a PIC on that line, the Primary Residence PICC will be waived.

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4. End User Access Service (Cont'd)4.8 Presubscribed Interexchange Carrier Charge (PICC) (Cont'd)4.8.2 Rate Regulations (Cont'd)

(A) (Cont'd)

The PICC is assessed based on the number and type of lines that are presubscribed to an individual carrier. The types of lines for which PICC applies corresponds to the types of lines for which End User Common Line charges (described in Section 4.6) apply. The types of lines for which PICC applies are:

Primary Residence/Single Line Business
Non-Primary Residence/Basic Rate Interface ISDN (ISDN-BRI)
Multi-Line Business
Centrex
Primary Rate Interface ISDN (ISDN-PRI)

Regulations concerning the application of the PICC are contained in 4.8.

- (B) Primary Residential PICC rates apply to the first voice grade, residential line, at a Single Service location, provided under the Telephone Company's General and/or Local Exchange Service Tariff(s). The determination of which line is primary shall be the same for PICC as for End User Common Line.
- (C) Non-Primary Residential PICC rates apply to: (1) all voice grade, residential service lines provided at the same service location, in excess of the first line, (described in (B), above) and/or (2) all Basic Rate Interface ISDN (ISDN-BRI) services provided to residential and business End User under the Telephone Company's General and/or Local Exchange Service Tariff(s).

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4. End User Access Service (Cont'd)4.8 Presubscribed Interexchange Carrier Charge (PICC) (Cont'd)4.8.2 Rate Regulations (Cont'd)

- (D) For exchange residence service installed prior to January 1, 1998, the Telephone Company will use existing service records to determine which line is Primary. Current billing records contain Bill Codes that identify non-primary residence lines. If that data are not available, date of installation may be used. The first line installed at a location will be designated as Primary.

For exchange residence service established after January 1, 1998, if the customer orders more than one line at the same service location, the first line installed will be Primary. Otherwise, if services are ordered at different times, the date of installation for the same location may be used to designate the Primary line.

Single Line Business PICC rates, apply if the End User pays a rate that is not described as a residential rate in the General and/or Local Exchange Service tariffs of the Telephone Company and does not obtain more than one such line from the same Telephone Company.

- (E) Multi-line Business PICC rates apply if the End User is provided or with more than one business line in a state by the same Telephone Company under the business regulations of the General and/or Local Exchange Service tariffs of the Telephone Company. Through September 30, 2003, the Multi-line Business PICC rate applies to all payphone access lines, regardless of whether more than one such line is provided to the same End User. Effective October 1, 2003, payphone access lines are not billed PICC.

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4. End User Access Service (Cont'd)4.8 Presubscribed Interexchange Carrier Charge (PICC) (Cont'd)4.8.2 Rate Regulations (Cont'd)

(F) Determination of the appropriate entity to be assessed the PICC for each End User line will be made at a single point in time each month. A survey will be conducted each month, on approximately the same date, to determine the interLATA presubscribed carrier for each End User line. The presubscribed carrier will be assessed the applicable PICC rate for each End User line which has an interLATA PIC, at the time of the monthly survey.

(G) Centrex PICC rates apply if the End User is provided with Centrex service by the Telephone Company under the regulations of the General and/or Local Exchange Service Tariffs of the Telephone Company.

For Centrex Dormitory (Residence) Service lines, the Primary Residential PICC rate applies to each line. For Basic Rate Interface ISDN (ISDN-BRI) lines within a Centrex system, the PICC for those lines applies as described for ISDN-BRI.

For all Centrex lines other than Dormitory and ISDN-BRI, the PICC rate is based on a ratio representing trunk equivalence. Centrex PICC rate are based on the number of lines in the centrex group.

(H) Basic Rate Interface (BRI)-ISDN PICC rates apply if the End User is provided with BRI-ISDN service by the Telephone Company under the regulations of the General and/or Local Exchange Service Tariffs of the Telephone Company.

The PICC for ISDN-BRI will be calculated based on the average number of primary telephone numbers per ISDN-BRI service. For primary telephone numbers that are presubscribed to interexchange carriers (IC), the ISDN-BRI PICC will be charged to the presubscribed IC for each telephone number. If a primary telephone number is not presubscribed to an IC, the end user will be billed the PICC for that primary telephone number.

(I) Each Primary Rate Interface ISDN (ISDN-PRI) service will be assessed the equivalent of five multi-line business PICC charges.

(J) Temporary Suspension of Service - When an End user temporarily suspends its Local Exchange service which is associated with the services contained in this Section, the associated charges contained in this Section are also suspended.

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4. End User Access Service (Cont'd)4.9 Line Port Rates4.9.1 General Description

The line port rate is a monthly charge to recover the cost of ISDN line ports and other line ports, to the extent these costs exceed the cost of a line port used for basic, analog service. The excess cost is recovered through the line port rate which is assessed directly to End Users of these ports on a monthly basis.

- (A) The BRI Line Port rate will be assessed directly to End Users of BRI ISDN service. BRI ISDN is a local exchange service, provided under the Telephone Company's General and/or Local Exchange Service tariff. Each BRI ISDN line provides two "B" channels and one "D" channel. The BRI Line Port rate, as set forth in Section 16, will be assessed per BRI ISDN line.
- (B) The PRI Line Port rate will be assessed directly to End Users or resellers of PRI ISDN Service. PRI ISDN can be found in the local service tariff. Each PRI ISDN service provides 23 "B" channels and one "D" channel. The PRI Line Port rate, as set forth in Section 16 will be assessed per PRI ISDN service.
- (C) The line port rate will be billed in advance.
- (D) Temporary Suspension of Service - When an End User temporarily suspends its Local Exchange Service which is associated with the services contained in this Section, the associated charges contained in this Section are also suspended.

ACCESS SERVICE

4. End User Access Service (Cont'd)4.10 Coin Signaling Service

The Telephone Company maintains intrastate tariffs offering lines for use with coin telephone sets. The basic coin lines offered in the Telephone Company's intrastate tariffs generally are designed for use with an intelligent payphone, i.e. a payphone that can determine when to collect coins and how much money to collect.

In some cases, the end user may wish to use a dumb payphone, i.e. one which depends on signaling from the Telephone Company's central office to collect and return coins. The Telephone Company will offer coin signaling service to enable end users to employ such payphones.

Coin signaling includes those features that are provided by the functionality of the Company's switches. These include coin supervision, coin control (collect and return of coins, if applicable), and answer supervision. CO implemented coin line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).

CO Implemented Coin Line features, including coin line signaling, coin collect and return (where applicable) and answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

Coin signaling includes the bundled elements of answer supervision and coin collection and return. Answer Supervision provides signaling on the line notifying the line that the called party has answered Coin Collection and Return provides an electrical signal on a CO Implemented Line indicating to the payphone equipment to collect or return coin(s) to the calling party.

Some customers may wish to utilize features and functions in additions to coin signaling. These customers may order any feature or function that the Telephone company offers under its intrastate or interstate tariffs for use with business telephone lines. The Telephone Company does not offer any services other than Coin Signaling that are restricted to use by coin lines.

A non-recurring Service Charge, as described in Section 5.2, will apply when coin signaling is ordered. Monthly recurring rates for coin signaling service are set forth in Section 16.

ACCESS SERVICE

4. End User Access Service (Cont'd)4.11 Universal Service Fund Recovery Charge

Pursuant to the Telecommunications Act of 1996, as implemented by the Federal Communications Commission, the Telephone Company is required to pay into a federally mandated Universal Service Fund by means of contribution factors assessed on the Telephone Company's interstate retail end user revenues. The Universal Service Fund provides federally subsidized affordable access to modern telecommunications and information services for schools, libraries, and rural health care facilities that meet specific eligibility standards, as well as providing support to subsidize basic telephone service in high cost areas and for low income subscribers.

The Telephone Company recovers its costs of contributing to the Universal Service Fund through the Universal Service Fund (USF) Recovery Charge element. The USF Recovery Charge is a percentage surcharge applied to the interstate charges which give rise to the Telephone Company's obligation. These services are any interstate services provided to an end user that are not resold, either individually or as part of a bundle of services, to another party.

The USF Recovery Charge will apply to End User Common Line Charges except for Lifeline customers. The USF Recovery Charge will apply to PICC charges billed directly to the end user. The USF Recovery Charge will also apply to Special Access charges billed to the end user. The USF Recovery charge will not apply to End User Common Line Charges, PICC charges, or Special Access charges that are billed to a reseller of local exchange service in connection with services offered for resale. The USF Recovery charge will not apply to PICC charges or Special Access charges that are billed to interexchange carriers.

The percentage to be applied for the USF Recovery Charge is set forth in Section 16.