

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: June 27, 1991
BY: Vice President
Durham, North Carolina

Third Revised Contents Page 1

EFFECTIVE: May 29, 1991
In compliance with the Commission's
Order No. 91-412 in Docket No. 90-698-C.

S2. GENERAL REGULATIONS

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GENERAL CUSTOMER SERVICES TARIFF

VERIZON SOUTH INC.

SOUTH CAROLINA

ISSUED: JULY 11, 2001

BY: Vice President
Durham, North Carolina

Sixth Revised Contents Page 2

EFFECTIVE

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VERIZON SOUTH INC.
SOUTH CAROLINA

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BY: Vice President
Durham, North Carolina

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: June 27, 1991
BY: Vice President
Durham, North Carolina

Fourth Revised Page 1

EFFECTIVE: May 29, 1991
In compliance with the Commission's
Order No. 91-412 in Docket No. 90-698-C.

S2. GENERAL REGULATIONS

S2.1 Application

The regulations specified herein are applicable to all communication services offered in this tariff by GTE South Incorporated, hereinafter referred to as the Company. Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this tariff.

S2.2 Limitations and Use of Service

S2.2.1 Use of Customer's Service

- a. Telephone service and facilities are furnished for the use of the customer, employees, agents or representatives of the customer or members of the customer's domestic establishment except in connection with semipublic telephone service and except as the use of the service may be extended, in addition to other service which may be separately ordered, to patrons of hospitals or of hotels, members of clubs, students living in quarters furnished by schools, colleges or universities, to persons temporarily subleasing a customer's residential premises, or to tenants living in retirement complexes, or to approved Sharing and Resale of Basic Local Exchange Service customers as specified in Section S23 of this tariff. (D)

Except as otherwise provided in this tariff, service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to Long Distance Message Telecommunications Service (LMTS) nor to a customer who is engaged as a communications common carrier for message telegraph communications, or to Public Telephone Access Service for Customer-Provided equipment, or to approved Sharing and Resale of Basic Local Exchange Service customers as specified in Section S23 of this tariff.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 1.1

ISSUED: March 20, 1996
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.1 Use of Customer's Service (Continued)

a. (Continued)

In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations herein specified.

b. If resale of service herein tariffed is allowed, the resold services are to be restricted to the same uses and users as GTE's retail services. Exceptions to this provision are:

(N)

(1) Section S13.18 - Services for Enhanced Service Providers (ESPs).

|
(N)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 2

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 1, 1991

S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.2 Establishment of Identity

- a. The calling party shall establish his identity in the course of any communication as often as may be necessary.
- b. The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

S2.2.3

a.

b.

(D)

(D)

S2.2.4 Accessories Provided by the Customer

- a. Accessories which aid a customer's convenience in his use of the facilities of the Company in the service for which they are furnished under this tariff are permissible provided any such accessory so used would not endanger the safety of Company employees or the public; damage, require change in or alteration of, to the service or other facilities of the Company, or interfere with the proper functioning of such service or facilities; or impair the operation of the telephone system or otherwise injure the public in its use of the Company's services.

(T)

(C)

(C)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 3

ISSUED: July 13, 1998
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.4 Accessories Provided by the Customer (Continued)

(T)

- b. While the Telephone Company's Basic Local Exchange Service as specified in Sections S3.2, S3.10, S3.12, and S3.13 of this Tariff may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Telephone Company. (N)
| (N)
- c. Except as otherwise provided in this tariff, nothing herein shall be construed to permit the use of a recording device, or 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.

S2.2.5 Broadcast of Recordings of Telephone Conversations

The broadcasting of a recording of a telephone conversation during the period of recording is allowed provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording equipment as specified in Section 15 of this tariff.

S2.2.6 Recorded Public Announcements

- a. Use of Company facilities or service in connection with automatic answering service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:
 - (1) For purpose of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided, unless the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.
 - (2) Private telephone numbers will not be furnished for use with recorded public announcements.
 - (3) Failure to comply with the provisions of this tariff shall be cause for termination of service.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 4

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BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.7 Limited Communication

- a. The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions. (T)
- b. The emergency provisioning and restoration of facilities shall be in accordance with Part 64, Subpart D, Paragraph 64.401, of the FCC's Rules and Regulations, which specifies the priority system for such activities. Section 13.13 describes the service arrangement. (N)
(N)

S2.2.8 Transmitting Messages

The Company does not transmit messages but offers the use of its facilities for communications between customers. If because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstanding that may arise between customers because of the errors.

S2.2.9 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will be discontinued if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law.

(M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 4.1

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.10 Cancellation of Service

a. General

The Company may without notice either suspend service or terminate the customer's contract without suspension of service or following a suspension of service, disconnect the service.

For additional information regarding residential high risk level customers, refer to Section S2.4.2h., Post Billing Toll (N)
Block. (N)

b. Reasons for Denial or Discontinuance of Service

(1) May Deny or Discontinue Service Without Notice

(a) In the event of a condition determined by the Company to be hazardous or dangerous.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 5

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BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.10 Cancellation of Service (Continued)

b. Reasons for Denial or Discontinuance of Service (Continued)

(1) (Continued)

- (b) In the event of customer use of equipment in such a manner as to adversely affect the Company's service to others. Such improper use includes, but is not limited to, the use of telephone service by a customer or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customer at or about the same time which may result in preventing, obstructing, or delaying the telephone service of others.
- (c) In the event of unauthorized use of telephone service.
- (d) Use of service or facilities for a call or calls, anonymous in a manner reasonable to be expected to frighten, abuse, torment, or harass another.
- (e) Abandonment of service.

(2) May Deny or Discontinue Service With Notice

- (a) For tampering with equipment furnished and owned by the Company.
- (b) For violation of and/or non-compliance with the Commission's regulations governing service supplied by the Company, including violations of the Company's regulations.
- (c) For failure of the customer to fulfill his contractual obligations for service and/or facilities subject to regulation by the Commission.
- (d) For failure of the customer to permit the Company reasonable access to its equipment.
- (e) For failure of the customer to furnish permits, certificates, and/or right-of-ways, as necessary to obtain service, or in the event such permissions are withdrawn or terminated.

(T)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 6

ISSUED: September 13, 1989
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.10 Cancellation of Service (Continued)

- b. Reasons for Denial or Discontinuance of Service (Continued)
 - (2) May Deny or Discontinue Service With Notice (Continued)
 - (f) Where there is probable cause to believe that there is illegal or willful misuse of the Company's service.
 - (g) For failure of the customer to provide the Company with a deposit as required in S2.4.2 of this tariff.
 - (h) In cases of extreme risk involving abnormal and excessive use of toll service, unless satisfactory arrangements for payment are made. Service may be denied two (2) days after written notice is given to the customer.
 - (i) For non-payment of bill, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice that he has five days in which to make settlement on his account or have his service disconnected.
 - (j) For the use of obscene, profane or grossly abusive language.
 - (k) (D)
 - (l) For non-payment of that portion of the bill rendered by the Company for telecommunications service billed for another telecommunications common carrier.
- c. Insufficient Reasons for Denying or Discontinuing Service
 - (1) Delinquency in payment for services by a previous occupant of the premises to be served, unless such previous occupant shall benefit from such new service, or unless the new occupant benefitted from such old service.
 - (2) Failure to pay for merchandise purchased from the utility.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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BY: Vice President
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S2. GENERAL REGULATIONS

S2.2 Limitations and Use of Service (Continued)

S2.2.10 Cancellation of Service (Continued)

(M)

c. Insufficient Reasons for Denying or Discontinuing Service (Continued)

(3) Failure to pay for nontelecommunication service provided by the Company, including but not limited to, any non-regulated telecommunications equipment or services furnished by the Company. (N)
(N)

(4) Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residential service or vice versa.

d. The Company shall not be required to furnish service to any applicant, who at the time of such application, is indebted under an undisputed bill to the Company or other telephone company for service previously furnished such applicant, or furnished any other person residing with the applicant. (N)
(C)(D)

(M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 7

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service

S2.3.1 Availability of Facilities

- a. The Company's obligation to furnish service is dependent upon its ability to procure and retain, without unreasonable expense, suitable facilities and rights for the provision of such service.
- b. The rates and charges quoted in this tariff 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.
- c. 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 Section S5 "Charges Applicable Under Special Conditions", except as otherwise specified.

d.

(D)

e.

f.

g.

(D)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 7.1

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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.1 Availability of Facilities (Continued)

- h. In certain instances, i.e., when spare facilities and/or equipment are not available, it may be necessary to preempt existing services to provision or restore National Security Emergency Preparedness (NSEP) Services. If, in its best judgment, the Telephone Company deems it necessary to preempt, then the Telephone Company will ensure that: (N)
- (1) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.
 - (2) A reasonable effort is made to notify the preempted service customer of the action to be taken.
 - (3) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in Section S2.4.4. (N)

S2.3.2 Reserved for Future Use (T)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application of Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect.
- b. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company or other telephone company for service previously furnished, or furnished any person residing with the applicant, until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former customers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
- c. If telephone service is established and it is subsequently determined that either condition in b. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.
- d. When an application for service and facilities or requests for additions, rearrangements, relocations or modifications of service are cancelled in whole or in part prior to completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed. (T)

Any costs due to a rearrangement of service caused by a suspension of a portion of a service will be borne by the customer. (T)
- e. (D)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.3 Application of Service (Continued)

- f. When a customer requests a change in location of all or a part of the facilities covered by his application for service or request for addition, rearrangements or modifications of his existing service prior to completion of the work involved, he is required to pay the difference between the total costs and expenses incurred by the Company in completing the work involved and that which would have been incurred had the final location of the facilities been specified initially. (T)

S2.3.4 Application of Rates for Business and Residence Service

- a. 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.
- b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature where the listing required is such as to indicate business use.

Business rates apply for:

- (1) Offices, stores, factories, mines and all other places of a strictly business nature.
- (2) Boarding houses, except as modified under S2.3.4.c.(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under S2.3.4.c.(5); hospitals, nursing homes, libraries and other institutions.

Note: For the purpose of this tariff, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgment of the Company they are not conducted primarily for business purposes and are listed as residences.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Application of Rates for Business and Residence Service (Continued)

b. (Continued)

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
- (4) Residence locations, where an extension service or extension bell is located in any place where business rates would apply under the provisions of this tariff.
- (5) Service terminating solely on the secretarial facilities of a secretarial answering firm will carry business rates.
- (6) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under S2.3.4.c.(3).
- (7) All other locations where the customer's primary use of the service is for business purposes.

c. Residence rates apply when the use of the service is of domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

- (1) Private residences on service not employing business listings.
- (2) Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the customer and business listings are not employed.
- (3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the customer's residence which is used as an office, but is located in the customer's domestic establishment, and provided no business designation is employed. Titles such as "Dr.," "Rev.," "Judge," and "Professor" are not considered business designations.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 11

ISSUED: November 9, 1999
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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.4 Application of Rates for Business and Residence Service (Continued)

c. (Continued)

- (4) Private stable or garage when strictly a part of the customer's domestic establishment.
- (5) College fraternity and sorority houses where members lodge within the houses.
- (6) Secretarial line terminations of residence main service terminating as extension lines on the premises of a telephone answering bureau.
- (7) Churches, and for public, parochial and non-profit private schools.
- (8) Shelters whose principal purpose is to provide temporary (six to eight weeks) residential housing for individuals or families in crisis qualify for residential rates for up to 3 lines after purchasing at least 1 business line.

d. Changes from business service to residence service are made only in the event of a change in the customer's arrangements which would entitle him to a residence classification of his service, as specified in c. above.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes.

e. Changes from residence to business service may usually be made without change in telephone number, if the customer so desires. Applicable charges for telephone number changes are found in Section S4 of this tariff.

S2.3.5 Transfer of Service between Customers

a. Service previously furnished one customer may be assumed by a new customer provided there is no lapse in the rendition of service. Such transfers are subject to the service ordering charges as shown in Section S4.3.a. (C)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 12

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Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.5 Transfer of Service between Customers (Continued)

a. (Continued)

(1) A customer may request transfer of telephone service to another party at the same location without a break in service. (C)

(2) An applicant who otherwise qualifies for establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the same premises and retain the listed telephone number where that service is being rendered provided an arrangement, acceptable to the utility, is made to pay outstanding charges against the service. (C)

b. (D)

c.

(D)

d. Where the new customer requests an addition to the existing service, or a rearrangement or change of the existing service, the appropriate service charges specified in Section S4.3 will apply.

S2.3.6 Initial Service Periods

a. Unless otherwise specified, the initial service period for all services offered in this tariff is one month commencing with the date of installation of service.

b.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 13

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 1, 1991

S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.6 Initial Service Periods (Continued)

- c. For services furnished with initial service periods exceeding one month, the applicable initial service period is the number of months indicated in parenthesis following the basic termination charge listed in that section of this tariff containing the service offered.
- d. The initial service period relates to each applicable unit of service, either on the initial or subsequent installations.

S2.3.7 Floor Space, Electric Power and Operating at the Customer's Premises

- a. The customer is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature control, required on his premises for communication facilities provided by the Company in connection with services furnished to the customer by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer.
- b. Except as may be specified elsewhere in this tariff, all operating required for the use of communications facilities provided by the Company at the customer's premises will be performed at the expense of the customer, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

S2.3.8 Provision and Ownership Facilities

- a. Facilities furnished by the Company on the premises of a customer or authorized user of the service are the property of the Company and are provided upon the condition that such facilities, except as expressly provided in this tariff, must be installed, relocated and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's facilities on the customer's premises, or upon termination or cancellation of the service, to remove such facilities.

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GTE SOUTH INCORPORATED
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First Revised Page 14

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 1, 1991

S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.8 Provision and Ownership of Facilities (Continued) (T)

- b. Customers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company.

- c. (D)

S2.3.9 Provision and Ownership of Directories

Telephone directories distributed from time to time by the Company remain the property of the Company and shall not be mutilated and shall be surrendered upon request. No binder, holder, insert or auxiliary cover or attachment of any kind not furnished by the Company shall be attached to the directories owned by the Company, except that this prohibition shall not apply to a customer-provided binder, holder, insert or auxiliary cover which is not so attached as to impede reference to essential service information or otherwise interferes with service.

S2.3.10 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 15

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 1, 1991

S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.11 Maintenance and Repairs

All ordinary expense of maintenance and repairs, unless otherwise specified in this tariff, is borne by the Company. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Company in connection with the replacement of the property damaged, lost, stolen or destroyed, or the expense incurred in restoring it to its original condition.

(D)

S2.3.12 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impractical to employees of the Company, the customer may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company, any remuneration to be based on the conditions involved.

S2.3.13 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that work in connection with furnishing or rearranging be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 16

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 1, 1991

S2. GENERAL REGULATIONS

S2.3 Establishment and Furnishing of Service (Continued)

S2.3.14 Termination of Service

a. Termination of Service by the Company

The Rules and Regulations contained in Section S2.2.10 of this tariff for termination of service by the Company will apply.

b. Termination of Service at the Customer's Request

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination the customer shall be responsible for the payment of all charges due. This includes all charges due for the period service has been rendered plus any unexpired portion of any initial service period or applicable termination charges, or both.

S2.3.15

a.

b.

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(D)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 17

ISSUED: August 26, 1991
BY: Vice President
Durham, North Carolina

EFFECTIVE: October 8, 1991

S2. GENERAL REGULATIONS

S2.3.16 Wire Tap Investigation

- a. When, at the request of a customer, a wire tap investigation is made by the Telephone Company, and when no wire tap or trouble condition in Telephone Company equipment or facilities can be found, a \$75.00 one time charge for inspection of the facilities and equipment serving the customer may be applicable.

S2.3.17 Tracing of Harassing Calls

- a. A \$40.00 charge applies for the installation or application of equipment for the purpose of tracing harassing telephone calls to a customer. The Telephone Company shall leave the equipment in place for a period of no more than seven days. Should a harassing call be made during this period, the Telephone Company shall attempt to trace the call and report the results to the proper authorities for legal handling. Should the customer elect to pursue prosecution of the alleged caller(s), the \$40.00 charge will be refunded to the customer. A copy of the warrant or affidavit from the prosecutor's office must be provided to the Company indicating that prosecution is forthcoming. This charge is not applicable to a governmental department or agency, public, private or parochial school.
- b. This service will not be provided in exchanges or central offices where Call Tracing facilities are available (N)
under the Custom Calling Local Area Signaling Service arrangement shown in Section S13.8.4 of this tariff. (N)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 18

ISSUED:

EFFECTIVE: July 1, 1986

BY: Vice President
Durham, North Carolina

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.1 Advance Payments

- a. An applicant for service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation or other nonrecurring charges plus charges for one month of service.
- b. The amount of any advance payment collected is credited to the subscriber's account after service is established.
- c. In addition to the advance payment specified in the preceding paragraph, an applicant for telephone service (the furnishing of which involves an unusual installation expense) may, if it is deemed necessary by the Company in safeguarding its interests, be required to make an advance payment of such proportion of the estimated costs as is to be borne by the applicant in addition to such service connection charges as are applicable.
- d. The amount of any advance payment collected because of unusual installation expense is credited to the applicant's account as applying against the construction or installation charge. If the amount of such advance payment collected is in excess of the proportion of such costs to be borne by the applicant, the amount of excess is either returned to the customer or credited to his account.

S2.4.2 Deposits

- a. The Company may, in order to safeguard its interest, require an applicant for or customer to its services to make a suitable deposit to be held by the Company as a guarantee of the payment of charges, if any of the following conditions exist:
 - (1) The customer's past payment record to a telephone company shows delinquent payment practices, i.e., two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears in the past 24 months, or customer has been sent four or more late payment notices in the past 9 months, or (C)
(M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 19

ISSUED:

EFFECTIVE: July 1, 1986

BY: Vice President
Durham, North Carolina

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

a. (Continued)

- (2) A new customer cannot furnish either a letter of good credit from a reliable source or an acceptable guarantor on the same telephone system within the State of South Carolina to guarantee payment; or (M)
(M)
- (3) A customer has no deposit and presently is delinquent in payments, i.e., has had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears in the past 24 months, or customer has been sent four or more late payment notices in the past 9 months, or
- (4) A customer has had his service temporarily disconnected or terminated by the Company or any telephone company for nonpayment or fraudulent use. Such fraudulent use includes abuse, illegal or willful misuse of the Company's service in a manner as to adversely affect the Company's facilities, or the Company's service to others. (N)
(N)

b. The Company shall inform each prospective customer of the regulations outlined in S2.4.2.a.

c. For a new customer, a maximum deposit may be required up to an amount equal to an estimated two (2) months (60 days) bill. For an existing customer who does not at that time have a deposit with the telephone utility, a maximum deposit may be required up to an amount equal to the total actual bills of the highest two (2) consecutive months within the preceding six (6) months. All deposits may be subject to review based on the actual experience of the customer. The amount of the deposit may be adjusted upward or downward to reflect the actual billing experience and the payment habits of the customer. (M)¹

(M) Material transferred from Page 18.

(M)¹ Material transferred to Page 20.

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

Third Revised Page 20

EFFECTIVE: February 11, 1997

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

- d. Interest shall be paid by the Company upon such deposits at the rate of 8% per year, accrued annually for the time such deposits are held by the Company and the customer was served by the Company. Such interest shall be calculated to December 1 of each year, and the payment shall be made by credit to customer's account on the January billing. The deposit shall cease to draw interest on the date it is returned, the date service is terminated, or on the date notice is sent to the customer's last known address that the deposit is no longer required.
- e. The Company shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a customer may establish his claim if his receipt is lost. The Company shall keep records to show (1) the name and address of each depositor; (2) the amount and date of the deposit; (3) the last transaction concerning the deposit.
- f. Deposits shall be refunded completely with interest after two years unless the customer has had two consecutive 30-day arrears or more than two non-consecutive 30-day arrears in the past 24 months, or has had service denied or interrupted for non-payment of bills, or has been sent two late payment notices in the past nine months or was subject to treatment in the past month or has had a returned check in the past six months.
- g. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation or constitutes a waiver or modification of the regulation practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company.

(M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

Original Page 20.0.1

EFFECTIVE: February 11, 1997

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

h. Post Billing Toll Block

(1) Post Billing Toll Block (PBTB) is a process whereby the Company will establish a risk level for new and existing customers and initiate toll blocking on high risk residential accounts which have unpaid delinquent balances. A grace period will be given to the customer to respond to the toll block. This service is designed to minimize the Company's network exposure from uncollectible accounts and to act as an enhancement to the late payment process. If payment is not received, the normal late payment treatment process will continue.

(2) A risk level assessment process determines residential customers with high risk accounts and is based as a result of either Credit Scoring for new customers or Behavioral Scoring (GTE South payment history) for existing customers.

(a) Risk level assessment is categorized for new customers via Credit Scoring whereby the Company will be provided information through the use of a third party credit reporting service. A credit score is computed on the inquiry date by utilizing a credit scoring model plus information contained in the customer's credit files. The customer's score is delivered at the time of service application. Credit Scoring allows the Company to assign a risk level to all new customer accounts.

(.1) A high risk level assessment is assigned to new customers having the following criteria:

- Collection judgments
- Charge (written) off accounts
- Outstanding collection accounts
- Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring.

(N)

(N)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

Original Page 20.0.2

EFFECTIVE: February 11, 1997

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

h. Post Billing Toll Block (Continued)

(N)

(2) (Continued)

- (b) Behavioral scoring, based on GTE South payment history, will establish a risk assessment for existing customers. A score will be established and maintained (re-scored) on each residential customer when the program is initiated and/or after service has been established for six (6) months. Existing customers, for the purpose of this tariff, are those customers that have had continuous service with the Company over a six (6) month period.

- (.1) A high risk assessment is assigned to existing residential customers having the following criteria:

- Six (6) or more telephone bills not paid by the due date or in full during the preceding 12 months.
- Three (3) or more Non-Sufficient Fund (NSF) checks for telephone bill payments during the preceding 12 months.
- Two (2) or more service denials due to nonpayment during the preceding 12 months.
- Six (6) or more reminder notices on account during the preceding 12 months.

- (3) A delinquent residential account customer will be given a grace period of two business days from the "please pay by date" or due date of the bill to make payment otherwise Post Billing Toll Block will be initiated.

(N)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 20.0.3

ISSUED: July 9, 1998
BY: Vice President
Durham, North Carolina

EFFECTIVE: August 11, 1998

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.2 Deposits (Continued)

h. Post Billing Toll Block (Continued)

(4) The following access will be blocked:

- 0+
- 1+900/976/700
- DDD 1+
- 1+555+1212
- 1+NPA+555+1212
- 1DDD+01+
- 1DDD+011+

(D)

- All 101XXXX(+)
- All collect, credit card and third number billed calls.

(5) Access to the local calling area, including Usage Sensitive Service and Local Calling Plans, emergency services (911), information services (1+411), 1+800/877/888+, 950+, and Operator (0-) will not be blocked.

(6) Where facilities are available, a recording will advise the customer that toll blocking has been imposed when dialing or billing attempts are initiated. Once the customer has been blocked, the block will only be removed if the delinquent amount is paid.

(7) A Restoration Charge is not applicable when the customer's toll service is unblocked.

(8) After the Post Billing Toll Block is initiated, late payment treatment notices will be rendered and if payment is not received or payment arrangements made, further treatment of the account will occur in accordance with tariff guidelines and South Carolina Public Service Commission rules.

(9) Deposit requirements will not be affected as a result of Post Billing Toll Block.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Original Page 20.0.4

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

EFFECTIVE: February 11, 1997

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service

- a. The customer is responsible for payment of all charges in conjunction with the services furnished him including collect long distance messages which have been accepted at the customer's telephone and long distance messages originating at the customer's station.

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(M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Original Page 20.1

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BY: Vice President
Durham, North Carolina

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

- b. The customer shall pay on a monthly basis in advance or shall pay on demand all charges for service and equipment, and shall pay on demand all charges for long distance service. Special billing arrangements may be established for services provided to certain Governmental agencies. (M)
- c. Bills are due upon receipt and are payable at the Company's Business Office or at any agency duly authorized to receive such payments.
- d. Failure to receive a bill does not relieve the customer of the responsibility for payment in accordance with the provisions set forth herein. (M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
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Second Revised Page 21

ISSUED: July 31, 1996
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.3 Payment for Service (Continued)

- e. Should review be suspended for non-payment of charges, it will be restored only as provided under "Restoration Charge" in Section S4 of this tariff.
- f. When the service has been disconnected for non-payment, the service arrangement is considered to have been terminated. Reestablishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.
- g. In its discretion, the Company may restore or reestablish service which has been suspended or disconnected for non-payment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for non-payment of any such or other charges due and unpaid or for the violation of the provisions of this tariff; nor shall the failure to suspend or disconnect service for non-payment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- h. A Late Payment Charge of 1 1/2% applies to each customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance of \$10.00 or more carried forward. The 1 1/2% charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.
- i. See Section S2.4.2h. for Post Billing Toll Block. (N)

S2.4.4 Allowance for Interruptions

- a. Customers experiencing a service outage exceeding 24 hours will receive a credit allowance as provided in b. following, and a Service Performance Guarantee credit as provided in S2.4.6 following.
- b. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro rate adjustment of the fixed monthly charges involved will be allowed, upon request of the customer, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 22

ISSUED: February 11, 1998
BY: Vice President
Durham, North Carolina

EFFECTIVE: March 31, 1998

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.5 Provision for Certain Local Taxes and Fees

- a. When any municipality, other political subdivision, local agency of government, or South Carolina Public Service Commission imposes upon and collects from GTE South Incorporated, a gross receipts tax, occupation tax, license tax, permit fee, franchise fee or regulatory fee, such taxes and fees shall, insofar as practicable, be billed pro rata to the GTE South Incorporated customer receiving service within the territorial limits of such municipality, other political subdivision, local agency of government, or public utility commission. (C)
- b. GTE South Incorporated may adjust its rates and charges or impose additional rates and charges on its customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs includes, but are not limited to, the Universal Service Fund, the Primary Interexchange Carrier Charge, and compensation to payphone service providers for use of their payphones to access GTE South Incorporated's services. (C)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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ISSUED: January 7, 1997
BY: Vice President
Durham, North Carolina

EFFECTIVE: March 25, 1997

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6 Service Performance Guarantee

a. Business

- (1) If a business customer requests installation or repair of Company-owned facilities used to provide exchange, message toll, private line or enhanced services offered under this tariff and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes to in this Tariff.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer. At the Company's discretion, the Service Performance Guarantee will appear as either a \$100 bill credit on the customer's bill or something of equal value, as determined by the Company, will be provided to the customer. (N)
|
(N)
- (4) Credit will be extended in accordance with the above conditions only for installation or restoration of exchange, private line, message toll, or enhanced services or for installation or repair of Company-owned facilities used to provide those services. The Service Performance Guarantee is not applicable for Public Telephone Service and/or Semipublic Telephone Service.
- (5) The credit will not apply to "out of service" conditions resulting from:
 - (a) Willful neglect, misuse or abuse by the customer.
 - (b) Problems in the customer's premises equipment or in the customer's inside wire.
 - (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.
 - (d) Temporarily or permanently discontinued service due to nonpayment of bills.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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ISSUED: January 7, 1997
BY: Vice President
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EFFECTIVE: March 25, 1997

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6 Service Performance Guarantee (Continued)

b. Residence

- (1) If a residence customer requests installation or repair of Company-owned facilities used to provide service offered under this Tariff, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes to in this Tariff.
- (2) Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.
- (3) Credit will be provided in accordance with the above conditions at the request of the customer. At the Company's discretion, the Service Performance Guarantee will appear as either a \$25 bill credit on the customer's bill or something of equal value, as determined by the Company, will be provided to the customer. (N)
|
(N)
- (4) Credit will be extended in accordance with the above conditions only for installation or repair of Company-owned facilities used to provide services offered in accordance with this tariff.
- (5) The credit will not apply to "out of service" conditions resulting from:
 - (a) Willful neglect, misuse or abuse by the customer.
 - (b) Problems in the customer's premises equipment or in the customer's inside wire.
 - (c) Natural disasters, labor difficulties, governmental orders, civil commotions, general network failure, cable cuts affecting more than 5% of the Company's customers or circumstances beyond the control and/or knowledge of the Company.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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ISSUED: May 10, 1994
BY: Vice President
Durham, North Carolina

EFFECTIVE: May 17, 1994

S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6 Service Performance Guarantee (Continued)

b. Residence (Continued)

(5) (Continued)

(d) Temporarily or permanently discontinued service due to nonpayment of bills.

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

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S2. GENERAL REGULATIONS

S2.4 Payment Arrangements and Credit Allowances (Continued)

S2.4.6

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GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Original Page 30

ISSUED: March 27, 1985
BY: Vice President
Durham, North Carolina

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S2. GENERAL REGULATIONS

S2.5 Liability of the Company

S2.5.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the 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 mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

S2.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with this Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

S2.5.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the customer or customers against claim 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 or omission of the customer in connection with the facilities provided by the Company.

S2.5.4 Errors in Telephone Directories

- a. The Company, except as provided herein, assumes no liability for damages claimed on account of errors or omission from its directories and, in accepting listings as prescribed by applicants or customer, will not assume responsibility for the result of their publication in the directory.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

First Revised Page 31

ISSUED: November 27, 1990
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 1, 1991

S2. GENERAL REGULATIONS

S2.5 Liability of the Company (Continued)

S2.5.4 Errors in Telephone Directories (Continued)

a. (Continued)

Claims for damages on account of interruptions to service due to errors or omissions in directory listings will be limited to an amount equivalent to such proportion of the customer's service as is affected, the maximum liability not to exceed one-half the service charges for the period from the date of issuance of the directory in which the error occurred to the date of issuance of a new directory containing the proper listing.

- b. In the case of additional or joint user listings in the alphabetical section of the directory for which a charge is made, the Company's liability shall be limited to an amount not to exceed the established rate for such listings during the period which the error or omission continues.

S2.5.5 Period for the Presentation of Claims

The Company shall not be liable for damages or statutory penalties in any case where a claim is not presented in writing within sixty days after the alleged delinquency occurs.

S2.5.6 Service in Explosive Atmosphere

(T)

- a. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provided. (T)

- b. The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment. (T)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Fourth Revised Page 32

ISSUED: December 22, 1992
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 12, 1993

S2. GENERAL REGULATIONS

S2.5 Liability of the Company (Continued)

S2.5.6 Service in Explosive Atmosphere (Continued)

- c. The customer shall furnish, install and maintain sealed conduit with explosive-proof fittings between this service and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this service within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

S2.5.7 Adjustment of Charges

When after investigation it is found that an error has occurred within six months of the most recent billing, the error shall be corrected, and settlement made thereof.

If the Company has inadvertently overcharged a customer as a result of a misapplied schedule or any other human or machine error, the Company shall, for any amount of dollar (\$1.00) or more (amount less than \$1.00 will be credited to account) at the customer's option, credit or refund the excess amount paid by that customer or credit the amount billed as provided by the following:

- a. If the interval during which the customer was overcharged can be determined, then the Company shall credit or refund the excess amount charged during the interval, provided that the applicable three-year statute of limitations shall not be exceeded.
- b. If the interval during which the customer was overcharged cannot be determined, then the Company shall credit or refund the excess amount charged during the 12-month period preceding the date when the error was discovered.
- c. If the exact amount of the overcharge incurred by the customer during the billing periods subject to adjustment cannot be determined, then the refund shall be based on an appropriate estimated amount of excess payment.

(N)

(N)

(M)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Original Page 32.1

ISSUED: December 22, 1992
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 12, 1993

S2. GENERAL REGULATIONS

S2.5 Liability of the Company (Continued)

S2.5.7 Adjustment of Charges (Continued)

If the Company has undercharged any customer as a result of a misapplied schedule, or any human or machine error then the Company may recover the deficient amount as follows:

- a. If the interval during which a customer was undercharged can be determined, then the Company may collect the deficient amount incurred during the entire interval up to a maximum period of six months.
- b. If the interval during which a customer was undercharged cannot be determined, then the Company may collect the deficient amount incurred during the six month period preceding the date when the billing error was discovered by the Company.
- c. The customer shall be allowed to pay the deficient amount, in equal installments added to the regular monthly bills devoid of late charges, over the same number of billing periods which occurred during the interval the customer was subject to pay the deficient amount.

S2.5.8 Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service on such premises or by the removal thereof, when such defacement or damage is not the result of negligence of employees of the Company.

S2.6 Customer Premises Inside Wire

S2.6.1 General

- a. Customer Premises Inside Wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Service Line at the Demarcation Point and those standard jack locations on the customer's premises to which terminal equipment can be connected for access to the Exchange Service Line.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Third Revised Page 33

ISSUED:

EFFECTIVE: May 29, 1991

BY: Vice President
Durham, North Carolina

S2. GENERAL REGULATIONS

S2.6 Customer Premises Inside Wire (Continued)

S2.6.1 General (Continued)

- b. The demarcation point is provided as part of the Exchange Service Line, WATS or Private Line Services. If a Network Interface Device (NID) is employed as the demarcation point, this NID will normally be installed outside the customer's building at a location determined by the Company which is accessible to the customer. If the NID is installed inside a customer's building due to customer request, and not at the initiative of the Company, charges will apply as specified in Section 4 of this tariff. The normal location of the NID is in close proximity to where the Company facilities attach to the customer's building, wherever practicable.
- c. When a NID is installed at the customer's request on existing service, a Network Access Change charge and (T) a Premises Visit charge will apply as covered in Section 4 of this Tariff.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 33.1

ISSUED:

EFFECTIVE: January 1, 1987

BY: Vice President
Durham, North Carolina

S2. GENERAL REGULATIONS

S2.6 Customer Premises Inside Wire (Continued)

S2.6.1 General (Continued)

h.

(D)

i.

(D)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Second Revised Page 34

ISSUED:

EFFECTIVE: January 1, 1987

BY: Vice President
Durham, North Carolina

S2. GENERAL REGULATIONS

S2.6 Customer Premises Inside Wire (Continued)

S2.6.2 Responsibility of the Customer

- a. The installation and maintenance of Customer Premises Inside Wire is the sole responsibility of the customer. (C)
(C)
- b. The customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customers agent that may result from any installation or maintenance activity undertaken by that customer or the customer's agent. (D)*(T)
- c. The customer will save the Company harmless from any and all liability, claims, or damage suits arising out of the customer's premises inside wire activity. (T)
- d. (D)

*(D) Paragraph b. formerly shown on First Revised Page 34 has been deleted.

GENERAL CUSTOMER SERVICES TARIFF

VERIZON SOUTH INC.
SOUTH CAROLINA

Fourth Revised Page 35

ISSUED: November 6, 2001
BY: Vice President
Durham, North Carolina

EFFECTIVE: November 24, 2001

S2. GENERAL REGULATIONS

S2.6 Customer Premises Inside Wire (Continued)

S2.6.3 (Reserved for Future Use)

S2.6.4 Violation of Regulations

- a. Where Customer Premises Inside Wire is found to be causing network related harm, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- b. It is the customers responsibility to discontinue such use and correct the situation causing the network harm.
- c. Failure of the customer to discontinue such use or to correct the problem will result in suspension of the customer's service until such times as corrections are made.

S2.7 Special Promotions

- a. The Company may offer special promotions of new or existing services or products for limited periods. These promotions will be offered on a completely nondiscriminatory basis with each customer in the classification of service and area for which the promotion is offered having an equal opportunity for participation, subject to the availability of products, services and facilities. (C)

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

ISSUED:

BY: Vice President
Durham, North Carolina

Third Revised Page 35

EFFECTIVE: May 29, 1991

In compliance with the Commission's
Order No. 91-412 in Docket No. 90-698-C.

S2. GENERAL REGULATIONS

S2.6 Customer Premises Inside Wire (Continued)

S2.6.3 (Reserved for Future Use) (T)

S2.6.4 Violation of Regulations

- a. Where Customer Premises Inside Wire is found to be causing network related harm, the Company will promptly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
- b. It is the customers responsibility to discontinue such use and correct the situation causing the network harm.
- c. Failure of the customer to discontinue such use or to correct the problem will result in suspension of the customer's service until such times as corrections are made.

S2.7 Special Promotions

- a. The Company may offer, after 30 days notice to the Commission, special promotions of new or existing services or products for limited periods. These promotions will be offered on a completely nondiscriminatory basis with each customer in the classification of service and area for which the promotion is offered having an equal opportunity for participation, subject to the availability of products, services and facilities.

GENERAL CUSTOMER SERVICES TARIFF

GTE SOUTH INCORPORATED
SOUTH CAROLINA

Third Revised Page 36

ISSUED: October 29, 1991
BY: Vice President
Durham, North Carolina

EFFECTIVE: December 3, 1991

S2. GENERAL REGULATIONS

S2.8 Provision of Network Interface Devices

S2.8.1 General

The following rules will apply to new installations for telephone service using Network Interface Devices (NID).

- a. All wiring on the customer's premises that is connected to the telephone network shall connect to the Telephone Company network through the Telephone Company provided NID.
- b. Maintenance of the NID shall be the responsibility of the Telephone Company.
- c. For single unit premises, the Company will terminate its network facilities no further than 12 inches upon entering the customer's premises. A single unit location is a premises or building occupied by a single customer. (C)
- d. In locations with multiple customers, i.e., multiple premises, the Company will terminate its network facilities no further than 12 inches at the minimum point of entry to the building or property. (C)
- e. The Company will allow customers access to inside wiring at points up to and including the point of demarcation. The customer is no longer required to interconnect through a plug and jack arrangement where a customer's premises is served by no more than two lines. This refers to all one and two-line telephone wiring (including associated jacks) on the customer's side of the demarcation point, whether owned and installed by the customer, premises owner, agent, or another vendor. (N)
(N)
- f. The Telephone Company shall instruct the customer of the location, purpose and use of the NID. (T)

GENERAL CUSTOMER SERVICES TARIFF

VERIZON SOUTH INC.
SOUTH CAROLINA

Original Page 37

ISSUED: December 29, 2000
BY: Vice President
Durham, North Carolina

EFFECTIVE: January 16, 2001

S2. GENERAL REGULATIONS

S2.9 Slamming

(N)

S2.9.1 General

Slamming is the unauthorized change of a subscriber's preferred telecommunications center.

Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customers local service may be billed the applicable nonrecurring charges to establish that customer's service as a new account back with the customer's authorized telecommunications carrier.

(N)

GENERAL CUSTOMER SERVICES TARIFF

VERIZON SOUTH INC.
SOUTH CAROLINA

ISSUED: February 14, 2002
BY: Vice President
Durham, North Carolina

First Revised Page 38

EFFECTIVE: March 1, 2002

S2. GENERAL REGULATIONS

S2.10 Termination Liability

1. In the event the service is terminated by the customer prior to completion of the current term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$$25\% \times \text{MRC} \times \# \text{ of Lines/Channel/Path} \times \# \text{ of Months Remaining} = \text{Termination Charge}$$
2. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, exclusive of any increase due to local, state, or federal fees, taxes or surcharges, the customer may terminate the service without incurring an early termination charge.
3. Renewal Options
 - a. Prior to the end of the term commitment period, the customer may select one of the following options, to be effective at the end of the term:
 - 1) Renew their term commitment,
 - 2) Commit to a new term period,
 - 3) Arrange for a change service, or
 - 4) Arrange for termination of the service.
 - b. In the event the customer does not select one of the above options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to month, one year, etc.) for the same service, and will be subject to the applicable term commitment, if any, unless the customer terminates the service within sixty (60) days of the conversion date.
4. Early termination charges will not be assessed under the following circumstances:
 - a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.
 - b. Customer attempts to move the existing service to a new location within Company's service area, but the service is unavailable.
 - c. Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.
 - d. Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - 1) The value of the new term commitment is of equal or greater than the remaining value of the current term commitment.
 - 2) The Company provides the new service via tariff or on an individual case basis (ICB).
 - 3) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

VERIZON SOUTH INC.

SOUTH CAROLINA

ISSUED: JULY 11, 2001

BY: Vice President
Durham, North Carolina

Original Page 38

EFFECTIVE

S2. GENERAL REGULATIONS**S2.10** Termination Liability

(N)

1. In the event the service is terminated by the customer prior to completion of the initial term commitment period, the customer shall be liable for an early termination charge, except as noted below. The amount of the early termination charge will be 25% of the monthly recurring charge(s) (MRC) for the remainder of the term. For example:

$25\% \times \text{MRC} \times \# \text{ of Lines/Channel/Path} \times \# \text{ of Months Remaining} = \text{Termination Charge}$

2. Early termination charges will apply only to those rate elements under a term commitment period. If any rates for the service are increased during the term period, the customer may terminate the service without incurring an early termination charge.

3. Renewal Options

- a. Prior to the end of the term commitment period, the customer may:

- 1) Renew their term commitment,
 - 2) Commit to a new term period,
 - 3) Change service, or
 - 4) May arrange for termination of the service at the end of term.

- b. In the event the customer does not select one of the above renewal options, the customer will be converted to the shortest-term period available under tariff (i.e., month-to month, one year, etc.) for the same service. If the customer is converted in this way, an early termination charge will not apply should the customer subsequently discontinue service.

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

- a. Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term.
 - b. Customer moves existing service to a new location where the service is unavailable.
 - c. Customer renegotiates a new term commitment plan for the same service before the initial term commitment expires and the value of the new term commitment is equal to or greater than the value of the initial term commitment.
 - d. Customer changes to another service or upgrades service to a higher speed or capacity under a term commitment, provided the following conditions are met:
 - 1) The value of the new term commitment is of equal or greater monetary value than the initial term commitment.
 - 2) The Company provides the new service via tariff or on an individual case basis (ICB).
 - 3) The order to discontinue the existing service and the order for the new or upgraded service are received by the Company at the same time.

(N)