TERMS OF SERVICE

2.1. DEFINITION OF TERMS

General terms and phrases used in this Product Guide are defined in Part 0, Section 3, Definitions. Other definitions applicable to this Part C are set forth below and in specific offerings in the section in which the offering appears.

Bandwidth - A defined range of frequencies.

Baud - A unit of signaling speed. It is the reciprocal of the time duration, in seconds, of the shortest signal element (mark or space) within a code signal. The speed, in Baud, is the number of signal elements per second.

Bridging Arrangements - Physical equipment required in a Company central office to meet specified transmission or signaling criteria on multi-point services.

Channel - A path for electrical communication between two or more terminals or Company central offices. A channel is furnished in such a manner as the Company may elect either by wire or radio facilities (or combination thereof).

Channel Terminal - Equipment required to terminate an interexchange channel at each central office involved.

Communications System - Channels or other facilities which are capable, when not connected to the exchange and toll network, of transmitting two-way communications between customer-provided terminal equipment.

Customer - The term "customer" denotes the person, firm or corporation responsible for the payment of charges and compliance with the terms and conditions of this Product Guide, as well as any and all rules and terms of service governing Company operations.

Customer-Provided Terminal Equipment - Devices, apparatus and their associated wiring, provided by a customer, which are capable of transmitting or receiving two-way communications.

Customer Service Location - When used in connection with customer-provided communications system channels, denotes the point on the customer's premises where such channels or facilities are terminated in switching equipment used for communications with Company facilities or customer-provided terminal equipment located on the premises.

Direct Electrical Connection - A physical connection of the electrical conductors in the communications path.

TERMS OF SERVICE

2.1. DEFINITION OF TERMS (Cont'd)

Equalization - The process applied to an audio channel to permit the same approximate relationship between the component frequencies of the transmitted material at both ends of the channel.

Exchange - A unit established by the Company for the administration of telecommunications service in a specified area which usually embraces a city, town or village and its environs. It consists of one or more central offices which may be located within (or outside) the territorial boundaries of the exchange.

Exchange Area - The territory served by an exchange.

Foreign Central Office District (FCOD) Service - Provides for the connection of a customer to a central office district in a multi-central office exchange area other than the central office district in which the customer is located. This service is further described in Part A, Section 4.1.4.

Foreign Exchange (FX) Service - Provides for the connection of a customer to a central office district serving an exchange area outside the exchange area in which the customer is located. This service is further described in Part A, Section 4.1.3.

Full Duplex Service - Permits data transmission from both terminating ends of a channel simultaneously.

Half Duplex Service - Permits voice communication or transmission of signaling in only one direction at a time. With certain modifications, however, signaling tones may be transmitted from both terminating ends of a channel simultaneously.

Hertz (Hz) - Denotes a unit of frequency equal to one cycle-per-second.

Interexchange Channel - Facilities provided to connect local channels in different exchange areas of an interexchange service.

Interexchange Service - A service connecting terminals in two or more exchange areas.

Interface - A point on the premises of the customer (or joint user) at which provision is made for the connection of Company-provided facilities to facilities provided by the customer, a radio common carrier, or other common carrier.

Inter-Office Channel - Facilities to connect local channels in different central office districts of the same exchange.

Joint User - Denotes a person, firm or corporation who is designated by the customer as a user of an interexchange channel of the customer and to whom a portion of the charge for the service will be billed under a joint use arrangement.

TERMS OF SERVICE

2.1. DEFINITION OF TERMS (Cont'd)

Local Channel - Provides for facilities to connect terminations in different buildings within an exchange. Generally, the channel connects the station location to its serving central office.

Move - Denotes a change in the physical location (when made at the request of the customer, or joint user, and without discontinuance of billing for service) of facilities and equipment furnished by the Company.

Multi Point Service - Denotes a service arrangement where three or more channels connecting terminals at different premises are bridged by the Company central office.

Nonrecurring Charges - Charges applied by the Company for processing customer requests to install or change any service, facilities or equipment (including channel service, facilities or equipment).

Private Line Telephone Service - Consists of customer-provided terminal equipment and Company-provided channels that provide voice communication between two or more points on a service that has no interconnection with local exchange or toll facilities.

Same Exchange Service - As used herein, a service connecting stations wholly within one exchange, provisioned by the Company and not connected to an interexchange channel.

Station - Denotes the transmitting/receiving equipment furnished by the customer at the customer's premises.

Terminal - Same as Station.

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY

2.2.1 SCOPE

Channel service consists of two-point or multi-point communications service offerings usually dedicated solely to the use of a particular customer. Channels are electrical paths utilized for transmitting signals, voice or data communications. Channels are derived in such a manner as the Company may elect and are suitable for the purpose for which they are furnished. While it is contemplated that the customer may provide the terminal apparatus and wiring (exclusive of the equipment necessary to derive and terminate the channel which is provided by the Company), at the request of the customer and provided that request is reasonable, termination equipment will be provided by the Company subject to the rates and terms of service set forth herein.

Facilities, consisting of channels, terminations and arrangements are classified by series and further classified within each series by type. The various series and types are described in terms of characteristics and use. The types of channel services furnished are described in Part C, Section 3. following.

2.2.2 LIMITATIONS

A. GENERAL

The number of points that may be connected and the distance over which satisfactory transmission is possible are limited by operating and transmission factors.

The Company cannot guarantee, where requested by a customer in connection with channel service, that a metallic facility will be provided.

The customer may create or derive additional channels from facilities furnished by the Company. The Company makes no representation as to the suitability of the channels provided by it when subdivided into additional channels by the customer. Channels may not be used for purposes normally requiring a higher grade of channel.

Certain combinations of channels and services will be furnished on an alternate use basis. The customer may switch from one channel (or service) to an alternate channel (or service), but only one type of operation can be used at one time. This service is available on two-point services, and where services or channels involve more than two points, alternate use service is furnished subject to the availability of suitable facilities.

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY (Cont'd)
2.2.2 LIMITATIONS (Cont'd)

B. CONNECTIONS WITH CUSTOMER FACILITIES
Customer-premises terminal equipment, communications systems and/or premises wire may be connected with facilities furnished by the Company for channel service when such connections are made in accordance with the terms of service and subject to the provisions specified in Part A, Section 6. and Part C, Section 5.

Customer-provided communications systems may be connected to any channel service furnished by the Company provided that the customer has a regular and continuing need for the origination or termination of communications (on the premises where the channel service is being provided).

C. PROVISION OF FACILITIES

1. Private Mobile Radio-Telephone
When a channel is furnished for the remote operation and control of a mobile radio-telephone system, the customer shall provide all station apparatus required for such use. Radio-telephone channels are normally provided on a two-point basis. The bridging of one channel to another, if required, will be performed by the customer at the customer's premises.

- Channels are not furnished to connect service points solely within the same building.
- Voice (Series 2000), signaling (Series 1000) and program (Series 6000) channels are the only channels furnished by the Company for use in connection with the remote operation and control of private radio-telephone facilities. The Company, not the customer, will install those channels on the customer's premises.
- All radio-telephone facilities, station equipment and wiring (other than that necessary to provide for the suitable termination of the Company's channel facilities on the customer's premises), when provided by the customer, will be connected to the Company channels by the customer.
- Channels furnished by the Company having the capacity for combined voice transmission and remote control may be used by the customer (1) in accordance with the normal characteristics of such channels for voice transmission purposes, (2) to transmit more than one tone or signal alternately or simultaneously, or (3) to create additional channels for remote control and indication purposes.

* Series 2000 and 3000 Channel facilities are no longer available to new customers in certain exchanges and are only available to existing customers as outlined in Part D. (Please refer to Part D. Section 1 for the listing of exchanges, term availability and effective date.) Series 1000 and 6000 Channel facilities are grandfathered and are only available in certain serving wire centers to existing customers as outlined in Part D. (Please refer to Part D, Section 1 for the listing of serving wire centers, term availability and effective date). (C)

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY (Cont'd)
2.2.2 LIMITATIONS (Cont'd)
C. PROVISION OF FACILITIES (Cont'd)

2. Use with Data Sets

When a channel is used for data transmission and requires the use of data sets, the Company shall furnish all data sets which are to be located in Company central offices. For customer-provided data sets used on a given channel, it shall be the customer's responsibility to insure the continuing compatibility of such data sets with the facilities furnished by the Company. Company-provided data sets are offered at charges based on incurred cost.

3. Private Line Teletypewriter (Cont'd)

Facilities required to connect customer-provided equipment will be provided except that channels are not normally furnished to connect customer-provided teletypewriter station equipment located within the same building.

a. Customer-provided teletypewriter station equipment must operate at a line signaling speed not to exceed the specifications for the channel facilities provided by the Company.

b. For the purpose of receiving and transmitting data in the form of teletypewriter signals, customer-provided business machines (or systems) which assemble store or process data may be connected to Company-provided teletypewriter channel facilities. Upon customer request and wherever practicable, the Company will provide such interconnection at rates and charges determined for each specific case.

4. Miscellaneous

a. Channels for telemetering, telewriting, remote control and miscellaneous signaling are furnished for connecting stations at two or more service points; however, channels are not furnished to connect stations located in the same building.

b. Station equipment and station wiring for telemetering, telewriting, remote control and miscellaneous signaling purposes, other than the equipment necessary for the suitable termination of a channel on the customer's premises, shall be provided by the customer.

c. Data channels furnished by the Company may be modified (by the Company) to permit voice communication to be transmitted on an alternate basis.

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY (Cont'd)
2.2.2 LIMITATIONS (Cont'd)
C. PROVISION OF FACILITIES (Cont'd)

5. Channel Derivation

a. The customer may create or derive additional channels from facilities furnished by the Company only as described in b. following. The Company, however, makes no representation or warranty as to the suitability or adaptability of the channels when subdivided into additional channels by the customer. Channels may not be modified to be used for transmissions requiring a higher grade of channel.

b. Through the use of customer-provided equipment, the customer may create additional channels or may be able to transmit more than one tone or signal in sequence or simultaneously for remote control and miscellaneous signaling purposes only to the extent permitted by the normal transmission characteristics of the grade of channel furnished.

The use of customer-provided equipment may also enable the customer to create additional channels for any type of data communication by subdividing a data channel of voice telephone grade or less to the extent permitted by the normal transmission characteristics of the grade of channel furnished.

c. See 2.2.C.5 for Use.

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY (Cont'd)

2.2.3 LIABILITY

Any liability of the Company associated with the furnishing and rendition of this service shall be limited as provided in 2. and elsewhere in this Product Guide, and in the absence of gross negligence or willful misconduct, no liability to the customer or any other person or entity shall attach to the Company for damages arising from the furnishing of this service.

The Company shall not be liable to the customer if changes or modifications in any of the facilities, operations or procedures of the Company render any facilities provided by the customer obsolete or otherwise affect their use or performance.

2.2.4 PROVISION OF SERVICE

A. GENERAL

The rates for supplemental services, specified elsewhere in this Product Guide, will apply for any supplemental service, facility or equipment associated with channel services and for which rates are not specifically set forth herein.

Where customer-provided terminal equipment is provided, the customer is responsible for the selection of the appropriate channel designation.

Customer-provided equipment must be compatible with the service provided by the Company.

Channel service is furnished on a twenty-four hour-per-day, seven day-per-week basis.

Equipment associated with services covered in this Product Guide, as described elsewhere in this Product Guide, will be provided only for use on channels provided by the Company.

The type of channel construction and its routing are at all times determined by the Company and ownership of such channels shall remain with the Company.

The provision of channel service is contingent upon the availability of suitable facilities with which the customer's equipment, if provided, will function satisfactorily.

B. RESPONSIBILITY OF THE COMPANY

The Company is responsible only for maintenance and repair of the facilities which it furnishes.

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY (Cont'd)
2.2.4 PROVISION OF SERVICE (Cont'd)
B. RESPONSIBILITY OF THE COMPANY (Cont'd)

The Company shall not be responsible for the installation, operation or maintenance of any terminal equipment, communications system or premises wire by a customer, and makes no representation concerning the adaptability or compatibility of channel service to such equipment, system or premises wire. Where such equipment, system or premises wire is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of channel facilities and to the maintenance and operation of such facilities in a manner proper for channel service. The Company shall not, however, be responsible for (1) the through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission or (2) the reception of signals by such equipment or systems.

C. TEMPORARY SUSPENSION OF SERVICE

As a stand-alone service, channel service may not be suspended; if associated with a customer's main (exchange) service, it cannot be suspended unless that service with which it is associated is also suspended.

D. PRIORITY OF SERVICE

If a shortage of facilities exists at any time, either for temporary or extended periods, the Company's establishment of message telecommunication and regular exchange access telephone service shall take precedence over services described herein.

TERMS OF SERVICE

2.2. UNDERTAKING OF THE COMPANY (Cont'd)

2.2.5 SPECIAL EQUIPMENT AND ARRANGEMENTS

The rates and charges for any special equipment and arrangements furnished in connection with channel service will be determined by the circumstances in each specific case.

The rates specified for the various types of channels contemplate the furnishing of standard facilities suitable for the transmission of frequencies within the range specified. Where special channel facilities are required by the customer for reasons other than basic frequency requirements, the charges applicable to such channels will be based on the circumstances in each specific case. Special construction charges, specified in Part C, Section 4 may apply.

When a customer requests a special routing for a channel or channels involving a route other than that which the Company would utilize, the rate applicable to such channels will be based on the circumstances in each case and, in addition, special construction charges specified in Section 4 may apply.

Where the construction of new or additional cable beyond that required for general distribution is required during the installation or relocation of channel service facilities in connection with a change in service arrangements, a special construction termination liability charge specified in Part C, Section 4 will apply.

TERMS OF SERVICE

2.3 OBLIGATIONS OF THE CUSTOMER

2.3.1 CUSTOMER RESPONSIBILITY

Where the service is used with customer-premises terminal equipment communications systems or premises wiring the operating characteristics of such equipment or systems shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment of the customer does not endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

2.3.2 REARRANGEMENTS AND REPAIRS

The customer may not rearrange, disconnect, remove or repair any facility installed by the Company.

2.3.3 POWER SUPPLY

When Company-provided facilities, installed on the customer's premises, require power for operation, the customer is responsible for the provision of such commercial power and wiring as well as any necessary electrical outlets.

2.3.4 TESTING AND ADJUSTING

At a time agreeable to both the customer and the Company, the facilities provided by the Company shall be available to the Company to make such tests or adjustments as may be necessary to maintain them in satisfactory operating condition; no interruption allowance will be made to the customer for the time during which such testing or adjustments are made.

2.4 PAYMENT ARRANGEMENTS AND ALLOWANCE FOR INTERRUPTIONS

2.4.1 PAYMENT OF CHARGES AND DEPOSITS

A. PAYMENT OF CHARGES

The customer assumes responsibility for all charges for service and facilities as specified in Part 0, Section 2.1.1.B.3.

B. DEPOSITS

Deposits may be required as specified in Part 0, Section 2.1.1.B.13.

TERMS OF SERVICE

2.4 PAYMENT ARRANGEMENTS AND ALLOWANCE FOR INTERRUPTIONS (Cont'd)

2.4.2 CANCELLATION FOR CAUSE

Upon a violation of any of the conditions governing the furnishing of service or channel, and for good cause, the Company may, by notice in writing to the customer and without incurring any liability, forthwith discontinue the furnishing of said service or channel.

2.4.3 MINIMUM SERVICE PERIOD

Unless otherwise specified, all facilities, equipment or services are subject to a minimum service period of one (1) month.

2.4.4 CANCELLATION OR CHANGE OF APPLICATION FOR SERVICE

When an application for service and facilities is cancelled or changed in whole or in part:

After completion of the installation but prior to the establishment of service, the customer is required to pay the nonrecurring and minimum charges which would apply if the service had been established.

Prior to completion of the installation, the customer may be required to pay the costs incurred by the Company but not to exceed the amount specified preceding.

2.4.5 DISCOUNTS

The discount provisions of Part A, Section 8.6.2.I do not apply to this service. However, a 33% discount shall apply to the monthly rate for Type 3002 local channels and inter-office channels with same exchange service when used solely for instructional purposes upon application by certified non-profit educational institutions.

2.4.6 ALLOWANCE FOR INTERRUPTIONS

If service is interrupted, a pro rata allowance, issued in accordance with Rules and Regulations of the Board of Public Utilities and the filed and effective Product Guide/tariffs of the Company at the filed rate for the service, shall be made for the time such interruption continues after being reported to the Company provided such interruption is not caused by negligence or willful act of the customer or by failure of the power supply or by testing and adjusting.

TERMS OF SERVICE

2.5 USE

2.5.1 GENERAL

The provision of channel service is limited to those who have a communications requirement of their own for its use, unless otherwise specified herein.

2.5.2 CONDITIONS OF USE

Channel service is furnished for use between two or more locations. It shall not be used for any purpose for which a payment or any other compensation shall be received by the customer from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communications for others, unless otherwise specified herein.

Where requested by a customer, the Company will construct facilities to provide channel service on a special construction basis as specified in Part C, Section 4 of this Product Guide.

The Company will provide all facilities necessary for a complete channel service. However, customer-provided terminal equipment or communications systems may be connected with facilities furnished by the Company only in accordance with terms of service specified in this Product Guide.

2.5.3 CHANNEL DERIVATION

Type 1005 and 3002 channels, including additional channels created by the customer, are not to be connected with facilities furnished for exchange or toll service, or with facilities furnished for any other channel service classification.

Audio channels (Series 6000) may be used by the customer in accordance with the normal transmission characteristics of such channels to transmit speech or music, or to transmit more than one tone or signal in sequence or simultaneously. The customer may create additional channels to be used for remote control and indication purposes when those additional channels are used exclusively with audio channels furnished by the Company.

* Series 2000 and 3000 Channel facilities are no longer available to new customers in certain exchanges and are only available to existing customers as outlined in Part D. (Please refer to Part D. Section 1 for the listing of exchanges, term availability and effective date.)
Series 1000 and 6000 Channel facilities are grandfathered and are only available in certain serving wire centers to existing customers as outlined in Part D. (Please refer to Part D, Section 1 for the listing of serving wire centers, term availability and effective date).