

SECTION 3 - END USER NETWORK ACCESS SERVICES - VOICE¹

3.1 Introduction

MCImetro undertakes to provide end users with voice-grade network access services as described in this tariff. End User Network Access Service provides a Customer with the ability to connect its terminal equipment, inside wiring, or transmission facilities to the MCImetro switched network for the origination and reception of telephonic communications, and includes optional features designed to facilitate the use or expand the functionality of communications services. Services may be provided by the use of MCImetro's own facilities, by resale of services provided by other telephone companies, or by a combination of these methods.

Each End User Network Access Service is provided in the form of a Port (with an integral Terminal Interface) which corresponds to one or more analog, voice grade communications channels. Voice-grade access services are designed to transmit any electrical signal within the nominal frequency range of 300 to 3000 Hz. Customers may transmit any form of signals, including data transmissions, that are compatible with the transmission parameters of the service, but MCImetro does not warrant that the services will be suitable for any purpose other than voice communication.

The following End User Network Access Services are offered:

3.2 Access to Public Switched Network Services

1. End User Network Access Services provide a Customer with one or more voice-grade Port connections to the MCImetro switched network, each of which enables the Customer to:
 - a. Receive calls from other stations on the public switched telephone network;

¹Effective November 1, 2002, End User Network Access Services - Voice services will no longer be available to new business subscribers.

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3.2 Access to Public Switched Network Services

1. (Cont'd)

- b) Access MCImetro's Local Calling Services as specified in Section 6 of this tariff, Directory Assistance Services as specified in USS Tariff M.P.S.C. No. 3 R, intraLATA toll services offered under USS Tariff M.P.S.C. No. 4 R, and unregulated services offered by MCImetro;
- c) Access (at no additional charge) MCImetro's operators and business office for services related assistance; access toll-free telecommunications services such as 800 NPA; and access 9-1-1 service for emergency calling;
- d) Access the services of other providers which utilize USS's Access Services under Tariff M.P.S.C. No. 218 R and Tariff No. 5. Customers may presubscribe to another provider's interLATA services in order to originate interLATA services on an ad hoc basis by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services; and
- e) Originate calls to the Michigan Dual Party Relay Service (DPRS) which enables deaf, hard-of-hearing or speech-impaired persons using Text Telephone Devices (TDDs) or similar devices to communicate freely with the hearing population not using TDDs and vice versa. MCImetro does not impose any charge to end users for access to DPRS; however, persons using this service are liable for applicable per-call charges specified in MCImetro's tariffs. MCImetro will provide, at cost, a TDD device to each individual who is certified as deaf or severely hearing or speech impaired by a licensed physician, audiologist or qualified state agency.

- 2. MCImetro End User Network Access services may not be used to originate calls to Community Information Services (and similar services for which a charge is imposed in addition to the ordinary local usage charge) offered by other licensed Exchange Service providers within the Customer's local calling area.

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3. MCImetro End User Network Access services are provided through a Terminal Interface at a Company-designated Point of Connection, or through a standard demarcation point established by another service provider. The Customer is responsible for providing the appropriate transmission facilities, cabling or wiring between the Point of Connection or demarcation point and its premises. Depending upon the service ordered by the Customer, there may be a choice of terminal Interfaces. In such cases, the Customer is responsible for specifying a Terminal Interface which is compatible with the Customer-provided transmission facilities, cabling, wiring, or terminal equipment.
4. Each MCImetro End User Network Access service corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

3.3 Blocking Access to 900 and 976 Service

MCImetro offers to its subscribers an option to block access to services offered on the 900 service access code. Blocking is offered at no charge to any subscriber. Blocking is also offered at no charge to subscribers wishing to prevent access to 976.

3.4 Directory Listings

3.4.1 General

- A. Directory Listing regulations and charges specified herein apply to listings in the regular alphabetical list of names of customers.
- B. A listing in the alphabetical section of an appropriate directory is provided without extra charge to each customer (or each main station of a service station company) subscribing to local telephone exchange service, unregulated Transfer of Toll and Interzone Charge Service or unregulated Remote Call Forwarding Service.
- C. Listings are intended primarily for the purpose of identification and are limited to information which is essential to such identification. Directories are furnished

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only as an aid to the use of the telephone service facilities and the Company reserves the right to refuse to insert any listing in its directories which does not facilitate directory service.

- D. The length of any listing is limited to one line by the use of abbreviations when the clearness of the listing and the identification of the customer are not impaired thereby. When more than one line is required to properly list the customer, no additional charge is made.
- E. The Company does not list in the alphabetical section of the telephone directory any name unless it is registered, if and as required by law, and, in any event, unless the customer is actually engaged in a business or in a profession under that name or is generally known by that name. It likewise does not so list any name which is likely to mislead or deceive the public as to the identity of the customer, or which is inserted for advertising purposes, or which is more elaborate than is reasonably necessary to identify the customer. The company will withdraw any listing which found to violate the above rule.

3.4.2 Business Service Listings

- A. Subject to the regulations in General, 1, preceding concerning the use of assumed names, a listing must be the actual name of the individual, partnership, association, corporation, or other organization to whom service is furnished, or the name of a member, officer, employee or representative thereof, or the name of another business which the customer represents, controls or owns. Listings other than those specified herein are available only in connection with Joint User Service or as unregulated Alternate Call Number Listings.

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- B. The listing of a service or commodity or of a trade name of either, such as "Coal, 676 Bellevue, 635-3560" is not permitted in the alphabetical section of a directory, but such service or commodity may be a part of the name listed if the latter is validly adopted and actually used by the customer.
- C. When a customer is engaged more than one line of business, only the business by which he is best known will ordinarily be included in the business designation.
- D. Double name listings or the use of titles such as "Pres.", "V-Pres.", "Mgr." etc., as for example, "Garfield Table Supply Co. Walburn Jones, Manager 453-4441" are not permitted.
- E. Listings of telephone in churches will not include in the same listing the name of the church and also that of its pastor or of organizations or societies associated therewith.
- F. A caption listing with indented listings each with its own telephone service different from the main service (or where there is no main service listing) may be provided for names of department, titles, individuals, etc, only if necessary for the efficient use of the service. In such cases no additional charge applies for the caption listing. Unregulated extra listing service charges apply for the indented listings which are provided for service subscribed for by the same customer at the same address. Indented listings which do not materially add to the information contained in the caption or which merely advertise the extend of the customer business are not permitted. In connection with PBX systems equipped with inward dialing the direct inward number for individuals, title, departments, etc., may also be listed under the caption listing for the main service with extra listing charges applicable for the indented listings.
- G. Customers having telephone service at business rates at their residence addresses may be given "ofc & r" or "ofc & res" as a designation.

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- H. When a customer contracts for more than one individual line at the same location, telephone numbers with "trunk hunting" will be assigned to such lines whenever possible. In such cases only one listing is provided without additional charge.

If it should be necessary to provide lines without trunk hunting, a listing is allowed without additional charge to indicate the first line number of each separate, ungrouped line. This listing must be in the same name as the main listing or else a supplementing alternate type listing such as "If line busy, call..."

3.4.3 Residence Service Listing

- A. A listing must be the name of the customer to whom service is furnished or the name of a member of the customer's domestic establishment.
- B. One listing may be provided without additional charge for each individual line or party line service except that where there are two or more lines at the same location arranged with trunk hunting, only one listing is provided without additional charge.
- C. The listing of a telephone in the residence of a professional person such as a physician, dentist, veterinary surgeon, osteopathic physician, doctor of divinity, etc., may include the professional degree provided that the listing is not more than an individual name.
- D. The listing of a telephone in the residence of a nurse may include the word "nurse".
- E. The listing of a telephone in a clergyman's residence or church study may include the abbreviation "Rev." following the clergyman's name except that when the listing includes the professional degree "DD" the abbreviation "Rev." is not shown.

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F. A Combined Given Name Listing consisting of the given names of two individuals who have the same surname and reside at the same address, or another given name by which the listed person is known, or the given name of a deceased spouse is permitted.

3.4.4 Private Branch Exchange Listings

Private Exchange listings for service installed at business and residence locations are furnished under the regulations specified herein for business and residence listings, respectively, except that, in connection with message rate service at hotels and apartment houses, unregulated Extra Listings at regular charges are available to any permanent guest or tenant residing in the hotel or apartment house.

3.4.5 Rates and Charges

Each MCImetro End User Network Access Service provides for a single directory listing at no charge, of the MCImetro station number which is designated as the customer's main billing number.

MCImetro will provide each End User Network Access service Customer annually at no charge one copy of a printed directory listing all telephone service subscribers (except for unlisted and unpublished numbers) within the Customer's local calling area.

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3.5 Interconnection of Interstate Facilities

Users may interconnect communications facilities that are used in whole or in part for interstate communications to End User Network Access services only to the extent that the User is an "end user" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1992 edition).

3.6 Points of Connection

1. Services terminate at a Point of Connection established by MCImetro. The Point of Connection will ordinarily be located in the same building as the Customer's or User's Premises; however, a Customer may elect to be served by a Point of Connection in a different building, in which case the Customer is responsible for providing or obtaining, at its own expense, the necessary wire or cable to connect its Premises to the Point of Connection. In a multi-tenant building, the Point of Connection will ordinarily be established in a common area of the building such as an equipment room or wire closet. Customers may connect their transmission facilities, cabling, wiring or terminal equipment to MCImetro's network at the Point of Connection.
2. MCImetro will establish a Point of Connection upon request within a building, campus, or other customer premises located in a Company-served exchange area, if in MCImetro opinion it can recoup its up front capital cost, ongoing operational cost and provide a fair return to shareholders from the revenue stream derived from the new Point of Connection. A Point of Connection may be established at any location where the preceding conditions are not satisfied, subject to the rates, terms and conditions applicable to Special Construction as specified in MCImetro Tariff M.P.S.C. No. 26R.