

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

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GENERAL TARIFF
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Every facility and service is furnished by the Company subject to the rates, charges, rules and regulations from time to time in force and effect and the following provisions supplement the rates, charges, rules and regulations set forth in the other sections of this General Tariff, the Local Exchange Tariff and the Toll Tariff.

NOTE: In compliance with the decree of the Modification of Final Judgment, New York Telephone Company will not offer Customer Premises Equipment (CPE) effective January 1, 1984 except for CPE provided to 911 Universal Emergency Telephone Number Service and specific handicapped terminal equipment for the hearing and speech disabled.

A. APPLICATION OF RATES AND CHARGES

1. Application Form

Any applicant for facilities or service may be required to sign an application form requesting the Company to furnish the facilities or service in accordance with the rates, charges, rules and regulations from time to time in force and effect.

2. Residence Rates

a. Residence rates apply to service furnished:

- (1) In private residences or the residential apartments of buildings of any type, including all parts of a subscriber's domestic establishment, provided none of the conditions at such locations requires application of business rates.
- (2) In the office of a physician, surgeon, dentist, osteopath, chiropodist, podiatrist, optometrist, chiropractor, physiotherapist, Christian Science practitioner, veterinary surgeon, or registered nurse or licensed practical nurse, provided that:
 - (a) The office is located in a building in which the subscriber resides.
 - (b) The listings are restricted to individual names of the subscriber and members of his domestic establishment. Such listings may indicate the subscriber's profession, but may not include the designation "office."
 - (c) Such service is furnished at one residence only, except that service may be furnished at an additional location for a vacation period.
- (3) In the study of a clergyman located in a church.

3. Timing of Local Messages

A local message shall be considered as established when the telephone number dialed or called answers and each period of five minutes, or fraction thereof, of such connection shall be considered as a local message.

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Cont'd)

4. Power Supply

Whenever commercial power, or its equivalent, is required to operate service and facilities provided by the Company at the customer's premises, the customer shall:

- Furnish such power which shall be suitable for the purpose, and
- Provide and maintain all necessary power wiring and power outlets when and where required.

Where the subscriber requires reserve power ready for use in the event of commercial power failures, the subscriber shall provide his own source of such power. In the event of a power failure, no allowance will be made for interruption of the service.

5. Special Charges

In any case where the furnishing of facilities and service involves special installation work or unreasonable construction, maintenance or replacement costs or expenses on the part of the Company, the subscriber may be required to pay an additional installation or construction charge, monthly charge, or both, based on the additional costs and expenses involved. The subscriber may also be required to pay additional charges for work performed outside of regular working hours at the request of the subscriber.

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's Tariffs, charges based on cost apply.

A one-time Development Inquiry Charge of \$50.00 applies to each request for a special assembly. The charge will apply whether or not the customer elects to proceed with the installation and is in addition to the rates and charges applicable to the request itself.

Where a special assembly request involves engineering evaluation, an Engineering Design Charge of \$150.00 applies in addition to the Development Inquiry Charge. This charge applies whether or not the customer elects to proceed with the installation and is in addition to the rates and charges applicable to the request itself. If the customer elects to proceed with the installation, the rates and charges applicable to the special assembly itself will be reduced to reflect the payment of the Engineering Design Charge.

Where the customer elects to have the Company proceed with the special assembly request, the Development Inquiry Charge and the Engineering Design Charge must be confirmed in writing to the customer. The Development Inquiry Charge and the Engineering Design Charge shall not apply to requests for services for the handicapped.

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GENERAL RULES AND REGULATIONS

A. APPLICATION OF RATES AND CHARGES (Cont'd)

5. Special Charges (Cont'd)

Economic Development rates, which offer price stability for up to ten years for a customized package of telecommunications services negotiated with the customer, are available to companies which:

- a. relocate from out of state to Connecticut; or
- b. expand their Connecticut operations.*

6. Individual Case Billing Arrangements

Prices for Verizon New York Inc.'s products may, at the option of the Company, be determined on an individual case basis using relevant costs. Individual case prices will be made available to similarly situated customers on a nondiscriminatory basis. The Company will file a description of the service, the length of the agreement, and the rates and charges with the Public Utilities Regulatory Authority within thirty (30) days following the implementation of an individual case billing arrangement.

- a. Contracts in Force

* Substantial expansion only, which includes the addition of new jobs.

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B. USE OF SERVICE AND FACILITIES

1. Use of Service

The use of residence service and facilities is restricted to the subscriber and members of the subscriber's domestic establishment, except as otherwise provided by this Tariff.

Services and facilities to which mileage rates apply are furnished only for communications in which the subscriber and the aforementioned persons have a direct interest and shall not be used for the collection, transmission or delivery of communications for others.

The Company shall not be required to furnish service or facilities where the circumstances are such that the proposed use of the service or facilities would tend to injuriously affect the efficiency of the Company's plant, property or service.

2. Use and Ownership of Directories, and Unauthorized Attachments

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

3. Use and Ownership of Equipment

- a. The Company's equipment, apparatus, channels and lines shall be carefully used. Equipment furnished by the Company shall remain its property and be returned to it whenever requested, in as good condition as reasonable wear will permit.
- b. Subscriber-provided terminal equipment and subscriber-provided communications systems may be connected with facilities furnished by the Company in accordance with the provisions contained in this Tariff. If any subscriber-provided terminal equipment or subscriber-provided communications system is connected contrary to the provisions of this Tariff, the Company shall have the right to remove or disconnect the same; or to terminate service; or to suspend the service during the continuance of said connection in accordance with the regulations contained in Paragraph C.1.e. of this Section following.
- c. Any equipment offered herein which has grandfathered status under the Federal Communications Commission's Registration Program is offered and provided only to the extent of available grandfathered stock.

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B. USE OF SERVICE AND FACILITIES (Cont'd)

4. Broadcast of Recordings of Telephone Conversations and Incoming Messages

Broadcasting of a recording of a telephone conversation or incoming message during the period of recording is permitted provided that in the interest of protecting the privacy of telephone service the recording is made in accordance with Paragraph C.1.d. of this Section.

GENERAL TARIFF
GENERAL RULES AND REGULATIONSC. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS1. General Provisions

a. General

Terminal equipment and communications systems provided by the Customer may be connected at the Customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the provisions of this Section 1.C.

b. Responsibility of the Customer

The Customer shall be responsible for the installation, operation and maintenance of any Customer-provided terminal equipment or communications system. No combinations of Customer-provided terminal equipment or communications systems shall require change in or alteration of the equipment or services of the Company (unless that change or alteration is specifically permitted under the provisions of Paragraph C.6 of this Section), cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communications system, his calling or called party. Upon notice from the Company that a Customer-provided terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the Customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

(1) Responsibility of the Customer with Respect to Certain Customer-Provided Systems]

For purposes of this sub-paragraph 1(C)(1)(b)(1), 'Customer-Provided Systems' means multi-line telephone systems, as defined in 47 CFR § 9.3, that are interconnected with services offered by the Company pursuant to this Tariff. Nothing in these provisions should be interpreted to mean that all multi-line telephone systems, as defined in 47 CFR § 9.3, are suitable for interconnection with such Company services. (N)

- (i) Customer-Provided Systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to*:]

* Pursuant to 47 CFR § 9.16(b)(1) and (2).]

Certain material formerly on this page now appears on Page 6.3, Revision 0. (N)
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GENERAL TARIFF
GENERAL RULES AND REGULATIONSC. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)]1. General Provisions (Cont'd)

b. Responsibility of the Customer (Cont'd)

(1) Responsibility of the Customer with Respect to Certain Customer-Provided Systems (Cont'd)

(i) (Cont'd)

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
- provide Customer-Provided Systems notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

Customer-Provided Systems notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

(N)

- (ii) A person engaged in the business of installing Customer-Provided Systems* may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating Customer-Provided Systems may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:

- On-premise fixed telephones associated with Customer-Provided Systems must provide dispatchable location by January 6, 2021;
- No later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3.

* Pursuant to 47 CFR § 9.16(b)(3).

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GENERAL TARIFF
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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)]

1. General Provisions (Cont'd)

b. Responsibility of the Customer (Cont'd)

- (1) Responsibility of the Customer with Respect to Certain Customer-Provided Systems (Cont'd)
- (ii) (Cont'd)

- No later than January 6, 2022, off-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.
- Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022. (N)
- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

(iii) Customer Equipment, PBXs and Channels

- (1) All Customer-Provided Systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send Customer-Provided Systems notifications as described in Section C.1.b.(1).(i).]

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GENERAL TARIFF
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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)]

1. General Provisions (Cont'd)

b. Responsibility of the Customer (Cont'd)

(1) Responsibility of the Customer with Respect to Certain Customer-Provided Systems (Cont'd)

(iii) Customer Equipment, PBXs and Channels (Cont'd)

(2) Customer-Provided Systems must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section C.1.b.(1).(ii). (N)

(iv) Customers who connect Customer-Provided Systems to the Company's facilities agree to defend and indemnify the Company for acts and omissions that give rise to any claims of non-compliance, as described in Section F.2.(c)

c. Responsibility of the Company]

(1) The design, maintenance and operation of telecommunications services envision that communications will originate or terminate at a station of the associated telecommunications service. Connections of Customer-provided systems may be made to telecommunications services. However, telecommunications services are not represented as adapted to the use of Customer-provided terminal equipment or communications systems. Where Customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and for the design, maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for (i) the through transmission of signals generated by the Customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (ii) the reception of signals by Customer-provided terminal equipment or communications systems, or (iii) address signaling where such signaling is performed by Customer-provided signaling equipment.] (M)

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GENERAL TARIFF
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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

1. General Provisions (Cont'd)

c. Responsibility of the Company (Cont'd)

- (2) The Company will, at the Customer's request, provide information concerning interface parameters.
- (3) The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any Customer's terminal equipment or communications system incompatible with telecommunications services, or require modification or alteration of such Customer-provided terminal equipment or communications systems, or otherwise materially affect its use or performance, the Customer will be given adequate notice, in writing, to allow the Customer an opportunity to maintain uninterrupted service.
- (4) When connections of telecommunications services are made to Customer-provided communications systems at a premises where the Customer does not originate or terminate communications, the Company may require that the telecommunications service be furnished from a Company Central Office different than the Central Office designated by the Company to serve that premises, if the Company does not have adequate facilities to provide service from that Central Office. Under such circumstances, Foreign Exchange Line Mileage Charges are specified in Section 3.B of this tariff apply between the Central Office that would normally service the customer's premises and the Central Office from which the service is actually provided.

d. Recording of Two-Way Telephone Conversations

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, Customer- provided voice recording equipment may be directly, acoustically or inductively connected with telecommunications services. When such connections are made, the Customer-provided voice recording equipment shall be so arranged that at the will of the user it can be activated or deactivated. In addition, one of the following conditions must apply:

- (1) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
- (2) The recording party notifies the other party that it intends to record the conversation. This notification should be made at the beginning, and as part of, the recorded portion of any call, or

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

1. General Provisions (Cont'd)

d. Recording of Two-Way Telephone Conversations (Cont'd)

- (3) A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of (a) the recording equipment, (b) Customer-provided registered or grandfathered protective circuitry, or (c) a grandfathered Company-provided connecting arrangement.

A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:

- (1) the licensee informs each party to the call of its intent to broadcast the conversation; or
- (2) each party to the call is aware of the licensee's intent to broadcast the call; or
- (3) such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

The FCC has established the following exceptions to the foregoing requirements:

- (1) Private line service which has no connection with the exchange or toll system of the Company, where recorder connector equipment may be used at the option of the subscriber.
- (2) Recordings made of incoming calls to telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:
- (a) Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.
- (b) Recordings made at the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operational Center.
- (3) Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:
- (a) Recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

1. General Provisions (Cont'd)

d. Recording of Two-Way Telephone Conversations (Cont'd)

- (4) Recordings of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, acting under color of law.

e. Violation of Regulations

When any Customer-provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in Paragraph C. of this Section, the Company will take such immediate action, including disconnection of the service, as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation.

The Customer shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the Customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the Customer's service until such time as the Customer complies with the provisions of this Tariff.

f. Definitions

The terms "Accessories", "Communications Systems", "Connecting Arrangement", "Direct Electrical Connection", "Network Control Signaling" and "Network Control Signaling Unit" used herein are defined in Section 8, "Explanation of Terms" of this Tariff.

Equipment-to-Equipment Connection

The term "Equipment-to-Equipment Connection" as used in this Section C. denotes the connection of equipment, which by itself is unregistrable for direct use with the telecommunications network, but is registrable or usable with host terminal equipment or communications systems which in turn may be registered in accordance with Part 68 of the Federal Communication's Rules and Regulations for direct connection to the telecommunications network.

Grandfathered Communications Systems

The term "Grandfathered Communications Systems" as used in this Section C. denotes Customer-provided communications systems (including their equipment, premises wiring and protective circuitry if any) connected at the Customer's premises, in accordance with any Company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such systems are connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e. without Company-provided connecting arrangements) to the telecommunications network as of June 1, 1978.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

1. General Provisions (Cont'd)

f. Definitions (Cont'd)

Grandfathered Connections of Communications Systems

The term "Grandfathered Connections of Communications Systems" as used in this Section C. denotes connections via Company-provided connecting arrangements of Customer-provided communications systems (including their equipment and premises wiring) at the Customer's premises, in accordance with any Company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network are made via Company-provided connecting arrangements prior to January 1, 1980 and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

Grandfathered Terminal Equipment

The term "Grandfathered Terminal Equipment" as used in this Section C. denotes Customer-provided terminal equipment (including protective circuitry if any) connected at the Customer's premises, in accordance with any Company's tariffs, and that is considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such terminal equipment was connected to the telecommunications network prior to July 1, 1979 and is of a type of terminal equipment which was directly connected (i.e. without Company-provided connecting arrangements) to the telecommunications network as of October 17, 1977.

Grandfathered Connections of Terminal Equipment

The term "Grandfathered Connections of Terminal Equipment" as used in this Section C. denotes connections via Company provided connecting arrangements of Customer-provided terminal equipment connected at the Customer's premises, in accordance with any Company's tariffs, and that are considered to be grandfathered under Part 68 of the Federal Communications Commission's Rules and Regulations because, such connections to the telecommunications network were made via Company provided connecting arrangements prior to July 1, 1979 and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

Registered Equipment

The term "Registered Equipment" as used in this Section C. denotes equipment which complies and has been approved within the Registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

1. General Provisions (Cont'd)

- g. Interpositioning of Customer-Provided Terminal Equipment, Communications Systems and Premises Wiring
- (1) Interpositioned Customer premises equipment arrangements (i.e., arrangements of terminal equipment, communications systems and premises wiring) are those arrangements which require that Company-provided equipment gain access to the telecommunications network through Customer-provided equipment or premises wiring.
- (2) Customer-provided equipment or premises wiring may be interpositioned at the Customer's premises either between the Company-provided equipment and the telecommunications network or between items of Company-provided equipment. Company-provided equipment will be furnished in an interpositioned configuration for use with telecommunications services in accordance with the following:
- (a) Customer-provided equipment to be connected in an interpositioned configuration must meet the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations.
- (b) The connections between equipment or premises wiring of the interpositioned configuration must conform to recognized standard interfaces such as those specified by the Electronics Industries Association (EIA) or authorized by Part 68 of the Federal Communications Commission's Rules and Regulations.
- (c) The interpositioning must occur at the same premises* at which the associated telecommunications service is terminated.
- (d) Any premises wiring which is provided by the Customer must be provided in accordance with provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.
- (e) The Company reserves the right to determine whether or not any individual interpositioned configuration is technically feasible and compatible with Company-provided services and equipment; however, if such a configuration is provided:
- (i) The Company makes no representation as to the quality of transmission over an interpositioned configuration. Maintenance responsibility for Company-provided equipment so connected is limited to assuring that the Company-provided equipment is functioning properly.
- (ii) When interpositioned connections are made, it shall be the responsibility of the Customer to maintain and ensure the continuing compatibility of the Customer-provided equipment or premises wiring with Company-provided services and equipment.

* The term "same premises" is defined in Section 8, Explanation of Terms, of this Tariff.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

2. Connections of Registered Equipment

a. Customer-Provided Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the Customer's premises to the telecommunications network, subject to Part 68 of the Federal Communications Commission's Rules and Regulations, Paragraph C.1. of this Section preceding and the following:

- (1) All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the Federal Communications Commission's Rules and Regulations are continually satisfied.

The Company may discontinue service or impose other remedies as provided for in Part 68 of the Federal Communications Commission's Rules and Regulations for failure to comply with these provisions.

- (2) The Customer shall notify the Company of each line to which registered equipment is to be connected in advance of such connection and shall notify the Company when such registered equipment is permanently disconnected. The Customer shall provide the Company the Registration Number and Ringer Equivalence Number for the registered equipment and the Universal Service Order Code (USOC) of the Company-provided standard jack required.
- (3) The Customer shall not connect registered equipment to a Company line if:
- (a) the Ringer Equivalence of such equipment in combination with the total Ringer Equivalence of other equipment connected to the same line exceeds the allowable maximum of five or as otherwise determined by the Company, or
- (b) the ringer type is not a ringer type designated by the Company as suitable for that particular line.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

2. Connections of Registered Equipment (Cont'd)

a. Customer-Provided Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems (Cont'd)

- (4) Unless a specific waiver has been granted by the Federal Communications Commission or except as otherwise provided in paragraph C.2.a(5) of this Section following, all connections of registered equipment to services furnished by the Company shall be made through Company-provided standard jacks; or, in the case of registered communications systems, through a Standard Network Interface (SNI) as described in Paragraph B.3 of this Section., or through standard jacks wired in other than a standard manner, when non-standard wiring is agreed to by the Company.

One SNI per access line is required and rates and regulations in Paragraph B.3 of this Section pertaining to a SNI apply when a registered communications system is connected to the network via a SNI.

- (5) The requirement for the use of standard jacks as described in Paragraph C.2.A.(4) of this Section preceding is waived for registered equipment which is located in hazardous or inaccessible locations.

b. Premises Wiring Associated with Registered Communications Systems

- (1) Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the telephone network interface, located at the customer's premises and not within an equipment housing.

(a) Fully-Protected Premises Wiring is premises wiring which is:

- (i) No greater than 25 feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.
- (ii) A cord which complies with Paragraph C.2.A.(5)(i) of this Section preceding registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.
- (iii) Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.
- (iv) Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

2. Connections of Registered Equipment (Cont'd)

b. Premises Wiring Associated With Registered Customer-Provided Communications Systems (Cont'd)

(1) (Cont'd)

(b) Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.

(c) Unprotected Premises Wiring is all other premises wiring.

(2) Customers who intend to connect premises wiring other than fully protected premises wiring to the telephone network shall give advance notice to the Company in accordance with the procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations, or as otherwise authorized by the Federal Communications Commission.

(3) The Company may invoke extraordinary procedures specified in Part 68 of the Federal Communications Commission's Rules and Regulations where one or more of the following conditions are present:

(a) Information provided in the supervisor's affidavit gives reason to believe that a violation of Part 68 of the Federal Communications Commission's Rules and Regulations is likely.

(b) A failure has occurred during acceptance testing for imbalance.

(c) Harm has occurred, and there is reason to believe that this harm was a result of wiring operations performed under Part 68 of the Federal Communications Commission's Rules and Regulations.

In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than Fully-Protected Premises Wiring installations as set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

c. Connections Involving National Defense and Security

In certain cases Part 68 of the Federal Communications Commission's Rules and Regulations permit the connection of non-Registered terminal equipment or communications systems to the telecommunications network, provided that:

The Secretary of Defense; the head of any other governmental department (having requisite Federal Communications Commission approval); or their authorized representative certifies in writing to the Company that:

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

2. Connections of Registered Equipment (Cont'd)

c. Connections Involving National Defense and Security (Cont'd)

- the connection is required in the interest of national defense and security;
- the equipment to be connected either complies with the technical requirements of Part 68 or will not cause harms to the telecommunications network or Company employees; and
- the work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (as defined in C.1.f. preceding)

a. Direct Connections

(1) Grandfathered Terminal Equipment

Grandfathered terminal equipment may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

- (a) the Customer shall notify the Company when such grandfathered terminal equipment is to be connected and shall notify the Company when such grandfathered terminal equipment is to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
- (b) all such connections are made through Company-provided standard jacks or are otherwise connected by the Company; and
- (c) all such connections shall comply with the minimum protection criteria set forth in Paragraph 3.c. of this Section following.

(2) Grandfathered Communications Systems

Grandfathered communications systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations, subject to the following:

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (as defined in C.1.f. preceding) (Cont'd)

a. Direct Connections (Cont'd)

(2) Grandfathered Communications Systems (Cont'd)

- (a) the Customer shall notify the Company when such communications systems are to be connected and shall notify the Company when such communications systems are to be permanently disconnected; such notification shall include a description of the equipment including the manufacturer's name, model number, and type of equipment;
 - (b) all such connections are made through Company-provided standard jacks or are otherwise connected by the Company;
 - (c) all such connections shall comply with the minimum protection criteria set forth in Paragraph 3.c. of this Section following;
 - (d) premises wiring shall conform to Part 68 of the Federal Communications Commission's Rules and Regulations;
 - (e) no changes may be made to equipment so connected except by the manufacturer thereof, or a duly authorized agent of the manufacturer;
 - (f) additions to grandfathered communications systems may be made without registration of any additional equipment involved if:
 - (i) equipment so added is being reconnected, i.e., was previously directly connected prior to January 1, 1980, in accordance with Company Tariffs; and
 - (ii) such additions comply with the provisions of (2)(a) through (e) of this Section preceding.
 - (g) additions of registered equipment to grandfathered communications systems are subject to Paragraph C.1. - 3. of this Section preceding.
- (3) Customer-provided terminal equipment and Customer-provided communications systems connected to the telecommunications network via Customer-provided grandfathered protective circuitry are subject to the provisions of Paragraphs (1) and (2) of this Section preceding.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (as defined in C.1.f. preceding) (Cont'd)

b. Connections Through Connecting Arrangements Provided by the Company

(1) General

(a) Basis of Connection

- (i) Grandfathered connections of terminal equipment and grandfathered connections of communications systems made in accordance with Paragraphs C.3.b(2) and C.3.b(3) of this Section respectively may remain connected and be moved and reconnected for the life of the equipment and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations. Connecting arrangements used for such moves and reconnections will continue to be provided by the Company subject to their availability, at the rates and charges specified in this Tariff.
- (ii) Until July 1, 1980, the Company will provide connecting arrangements in accordance with the provisions of this Tariff for installations of new Customer-provided devices or system components connected at the Customer's premises to terminal equipment or communications systems provided by the Company (that is, equipment-to-equipment connections). Equipment-to-equipment connections made prior to July 1, 1980, may remain connected and be moved and reconnected for the life of such devices or system components (and may be modified only in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations), or for the life of the Company-provided terminal equipment or communications system. Connecting arrangements used for reconnection of such Customer-provided devices or system components will continue to be provided by the Company, subject to their availability, at the rates and charges specified in this Tariff.
- (iii) Customer-provided communications systems which are not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected in accordance with Paragraph C.7 of this Section following. Company-provided connecting arrangements are furnished for the connection of such systems at the rates and charges specified in this Tariff.
- (iv) Separate, identifiable and discrete protective circuitry (i.e., connecting arrangements) used for grandfathered connections of communications systems to the telecommunications network may be removed or replaced with apparatus of lesser protective function, provided that any equipment, and any premises wiring whose classification is changed thereby, conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (as defined in C.1.f. preceding) (Cont'd)

b. Connections Through Connecting Arrangements Provided by the Company (Cont'd)
(1) General (Cont'd)

(b) Network Control Signaling

Network control signaling shall be performed by equipment furnished, installed and maintained by the Company, except that:

Customer-provided tone-type address signaling is permissible through a Company-provided connecting arrangement.

(2) Grandfathered Connections of Terminal Equipment

(a) Data Terminal Equipment

Subject to the provisions of Paragraph C.3.b.(1)(a)(i) and (iv) of this Section preceding, Customer-provided data terminal equipment (including telephotograph equipment) may be connected at the Customer's premises to the telecommunications network through a network control signaling unit and a data access arrangement provided by the Company in accordance with the following:

(i) The Customer shall furnish the equipment which performs the functions of:

(1) conditioning the data signals generated by the Customer-provided terminal equipment to signals suitable for transmission by means of Company services, and

(2) conditioning signals transmitted by means of Company services to data signals suitable for reception by Customer-provided equipment.

(ii) The Customer-provided data terminal equipment must comply with the minimum protection criteria specified in Paragraph 3.c. of this Section following.

(iii) Where a data access arrangement is furnished in connection with Customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the Customer-provided terminal equipment for voice communication.

(b) Voice Terminal Equipment

Subject to the provisions of Paragraphs C.3.b.(1)(a)(i) and (iv) of this Section preceding, Customer-provided voice terminal equipment may be connected at the Customer's premises to the telecommunications network in accordance with the following:

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (as defined in C.1.f. preceding) (Cont'd)

b. Connections Through Connecting Arrangements Provided by the Company (Cont'd)

(2) Grandfathered Connections of Terminal Equipment (Cont'd)

(b) Voice Terminal Equipment (Cont'd)

- (i) The connection shall be made through a network control signaling unit and a connecting arrangement furnished by the Company.
- (ii) Where a data access arrangement is furnished in connection with Customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the Customer-provided terminal equipment for voice communication.
- (iii) The Customer-provided voice terminal equipment must comply with the minimum protection criteria specified in Paragraph C.3.c. of this Section following.

(3) Grandfathered Connections of Communications Systems

Subject to the provisions of Paragraphs C.3.b.(1)(a)(i) and (ii) of this Section preceding, Customer-provided communications systems may be connected at the Customer's premises to telecommunications services in accordance with the following:

- (a) The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
- (b) The provisions relating to minimum protection criteria set forth in Paragraph C.3.c.f this Section following shall apply to the connection of Customer-provided communications systems.

c. Minimum Protection Criteria for Electrical Connections

- (1) To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12dB below one milliwatt when averaged over any three second interval. To insure that this limit is not exceeded the power of the signal which may be applied by the Customer-provided equipment to the Company interface located on the Customer's premises will be specified for each Customer location but in no case shall it exceed one milliwatt.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

3. Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (as defined in C.1.f. preceding) (Cont'd)

c. Minimum Protection Criteria for Electrical Connections (Cont'd)

- (2) To protect other services, it is necessary that the signal which is applied by the Customer-provided equipment to the Company interface located on the Customer's premises meet the following limits:
 - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (1) above.
 - (b) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16dB below one milliwatt.
 - (c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.
 - (d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.
 - (e) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.
- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the Customer-provided equipment to the Company interface located on the Customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

4. Acoustic or Inductive Connections

a. General

- (1) Customer-provided voice or data terminal equipment (including telephotograph equipment) and Customer-provided communications systems may be acoustically or inductively connected at the Customer's premises to the telecommunications network provided the acoustic or inductive connection is made externally to the network control signaling unit when such unit is provided by the Company.
- (2) Customer-provided tone-type address signaling is permitted through such connections, however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

4. Acoustic or Inductive Connections (Cont'd)

b. Minimum Protection Criteria

- (1) To prevent excessive noise and cross talk in the network, it is necessary that the power of the signal which is applied by the Customer-provided equipment to the network control signaling unit located on the Customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input to the Company line) does not exceed 9dB below one milliwatt when averaged over any three second interval. However, to permit each Customer, independent of distance from the central office, to supply signal power which at the central office approximates 12dB below one milliwatt when averaged over any three second interval, the Company, at the Customer's request, will specify, for each Customer location, the signal power at the output of the network control signaling unit, which shall in no case exceed one milliwatt.
- (2) To protect other services, it is necessary that the signal which is applied by the Customer-provided equipment to the network control signaling unit located on the Customer's premises meet the following limits at the output of the network control signaling unit:
 - (a) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18dB below the power of the signal as specified in (1) preceding.
 - (b) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16dB below one milliwatt.
 - (c) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24dB below one milliwatt.
 - (d) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36dB below one milliwatt.
 - (e) The power in the band above 40,000 Hertz shall not exceed 50dB below one milliwatt.
- (3) To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the Customer-provided equipment to the network control signaling unit located on the Customer's premises be limited so that the signal at the output of the network control signaling unit shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

5. Accessories

Customer-provided accessories may be used with telecommunications services provided that such accessories comply with the provisions of Paragraphs C.1.b. and C.3.b.(1)(b) of this Section preceding.

6. Equipment-to-Equipment Connections

- a. Equipment-to-equipment connections, as defined in Paragraph C.1.f. of this Section preceding, will only be permitted with Company-provided host terminal equipment and communications systems when:
 - (1) The supplier of the added equipment insures compliance of the combined host and added equipment, including wiring, with Part 68 of the Federal Communications Commission's Rules and Regulations and this Paragraph C.6.
 - (2) Connection of the added equipment to the host is made through a Company-provided interface which:
 - (a) Provides all points of connection between the added equipment and wiring internal to host equipment housings.
 - (b) Permits reasonable trouble isolation, as determined by the Company.
 - (c) Is otherwise acceptable to the Company for the specific connection to be accomplished.
 - (3) Such permission does not necessitate disclosure, by the Company, of information which is proprietary in nature.
 - (4) The customer subscribing to the host notifies the Company of the added equipment and the host terminal equipment or communications system to which such added equipment is to be connected, in advance of such connection, and agrees to notify the Company when such added equipment is permanently disconnected.
- b. The Company reserves the right to not allow, or to require disconnection of, an equipment-to-equipment connection to any Company-provided host terminal equipment or communications system for reasons including, but not limited to:
 - (1) Incompatibility of a specific equipment-to-equipment connection with the design and/or functioning of a specific host or impairment in the performance of a specific host following such connection.
 - (2) Inability to accommodate an equipment-to-equipment connection without manufacturing or other modifications to the host which, in the opinion of the Company, are unwarranted.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

6. Equipment-to-Equipment Connections (Cont'd)

- c. Rates and charges for equipment-to-equipment connections to Company-provided host terminal equipment and communications systems will be based on the costs attributable to the specific connection and/or disconnection involved.

7. Connections of Customer-Provided Communications Systems Not Subject to Part 68 of the Federal Communications Commission's Rules and Regulations

Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services on a direct electrical basis at the Customer's premises or at a location provided by the Customer, provided that:

- a. Minimum protection criteria set forth in Paragraph C.3.c of this Section preceding are complied with.
- b. The connection is made through a Service Terminating Arrangement furnished by the Company.

The Service Terminating Arrangement provides a clearly delineated interface which facilitates the design, isolation and testing of the telecommunications service. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as part of the protective connecting arrangement.

- c. The connection is:
 - (1) Through switching equipment, or
 - (2) Directly to the Company-provided connecting arrangement if the Customer-provided communications system is arranged to promptly return the exchange telephone service to an idle (on-hook) state if the system fails. In addition, when the system fails, the Customer shall notify the Company.

8. Connections of Facilities Furnished by the Customer Which Involve Hazardous or Inaccessible Locations

- a. Except as otherwise provided in Paragraph C.8.b. of this Section following, facilities furnished by the Customer which involve hazardous or inaccessible locations may be connected to the telecommunications network.
- b. Effective January 1, 1980, new installations of, or additions to, Customer-provided terminal equipment and communications systems subject to Part 68 of the Federal Communications Commission's Rules and Regulations, connected to the telecommunications network in accordance with Paragraph C.8.a of this Section preceding must conform with Part 68 of the Federal Communications Commission's Rules and Regulations.

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C. CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS (Cont'd)

9. Customer-Provided Automatic Answering and Recording Equipment and Automatic Answering Only Equipment

In addition to the regulations in C.1. through C.4. preceding, customer-provided automatic answering and recording equipment and automatic answering only equipment is furnished subject to the following:

In addition to the regulations in Paragraphs C.1. through C.4 of this Section preceding, customer-provided automatic answering and recording equipment and automatic answering only equipment is furnished subject to the following:

- a. Such equipment may be connected with facilities of the Company only when and for so long as the customer subscribes to a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Company. In the event that the use of customer-provided equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer.
- b. In the furnishing of recorder-coupler equipment for automatic announcement or answering service, the Company upon request, when given the telephone number of the line facilities connected to recorder-coupler equipment, will furnish the name and address of the subscriber to the service.

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D. CONNECTION OF CUSTOMER-PROVIDED NON-KEY EQUIPMENT

1. General

Premises wiring provided by the customer to connect non-key telephones, including telephones capable of picking up two lines without controlling equipment, on non-coin residence individual line service, and premises wiring provided by the customer for use with Company-provided registered systems may be connected at the customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the regulations of the Federal Communications Commission and the Public Utilities Regulatory Authority and the provisions of this Paragraph D.

- a. Inside wiring may be connected to the Company's network by any one of the following means:
 - Direct Connection
 - Standard Network Interface (SNI)
- b. A customer may access the network via inside wire provided by the Company at the Customer Access Point (CAP). (See Section 8 of this Tariff.)
- c. A subscriber may install wiring on the subscriber's side of the Demarcation Point, and may remove, reconfigure, and rearrange existing Company-installed inside wiring on the subscriber's side of the Demarcation Point except in the case of the CAP where the closest access point to the Demarcation Point is at the CAP. (See Section 8 of this Tariff.)

2. Regulations

- a. Standard Network Interface (SNI)
 - (1) Inside wiring may be connected to the Company network in a Standard Network Interface (SNI). The SNI consists of a standard registration jack with loop test capability.
 - (2) On an installation requiring a premises visit, the Company will terminate its access line in a Company-provided SNI or its equivalent. A Service Order Charge, Premises Visit Charge and Installation Charge apply for the SNI or its equivalent.
 - (3) If there is an existing jack in place at the time of the installation visit, which conforms to the regulations specified in Paragraph D.1 of this Section and meets acceptable technical and location specifications, the Company will reclassify that jack as an SNI at no installation charge to the customer.

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D. CONNECTION OF CUSTOMER-PROVIDED NON-KEY EQUIPMENT (Cont'd)

2. Regulations (Cont'd)

b. Customer Access Point (CAP)

- (1) A customer may access the network via inside wire provided by the Company at the Customer Access Point (CAP). The CAP is a standard jack with or without loop test capability. Appropriate rates and charges apply.
- (2) The customer does not have access to the Demarcation Point or to the wire between the Demarcation Point and the CAP. Any repair/maintenance will be performed by the Company at the appropriate rates and charges.
- (3) If there is an existing jack in place at the time of the installation visit, which conforms to the regulations specified in Paragraph D.1 of this Section and meets acceptable technical and location specifications, the Company will reclassify that jack as a CAP at no installation charge to the customer.

c. Responsibility of the Customer

- (1) The customer shall be responsible for the installation and maintenance of customer-provided premises wiring and outlets connected to the SNI. No customer-provided premises wiring shall require change in, or alteration of, the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject premises wiring, his calling or called party. Upon notice from the Company that customer-provided premises wiring is causing or is likely to cause such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

d. Responsibility of the Company

- (1) Where customer-provided or maintained premises wiring issued with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service and service components suitable for its telecommunications services and to the maintenance and operation of service components in a manner proper for such services.
- (2) The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to render any customer-provided premises wiring or outlets incompatible with telecommunications services, or require modification or alteration of such customer-provided premises wiring or outlets, or otherwise materially affect its use or performance, the customer will be given adequate notice, to allow the customer an opportunity to maintain uninterrupted service.

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D. CONNECTION OF CUSTOMER-PROVIDED NON-KEY EQUIPMENT (Cont'd)2. Regulations (Cont'd)

e. Violation of Regulations

When any customer-provided premises wiring is used with telecommunications services in violation of any of the provisions in this Paragraph D., the Company will take such immediate action, including disconnection of the service, as necessary for the protection of the telecommunications network and the Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the premises wiring or correct the violation and shall confirm in writing to the Company within 10 days following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with provisions of this Tariff.

3. Rates

	<u>Monthly Rental</u>	<u>Installation Charge</u>	<u>USOC</u>
Standard Network Interface	--	See Section 4	
Interface	--	\$150.00	ZZYHA

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E. OBLIGATION OF THE COMPANY

In furnishing facilities and service, the Company does not undertake to transmit messages, but furnishes the use of its facilities to its subscribers for communications.

The Company's obligation to furnish facilities and service is dependent upon its ability (a) to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, (b) to secure and retain, without expense to it, suitable space for its plant and facilities in the building where service is or is to be provided, (c) to secure reimbursement of all costs where the owner or operator of a building demands relocation or rearrangement of plant and facilities used in providing service therein, or (d) to secure compliance with the provisions of Section 6. E.4. of this Tariff as to underground construction by the subscriber or any other party in interest, such as the applicant for service or the owner or operator of the premises where service is or is to be provided.

The Company's obligation to furnish service or to continue to furnish service is further dependent on its ability to obtain, retain and maintain suitable rights and facilities and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

Service Line Limitations - Due to the availability of facilities, the Company will provide a maximum of two lines per service address in certain locations.

(N)
(N)

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F. LIABILITY

1. Liability of Subscriber for Loss of or Damage to Equipment

The subscriber is required to reimburse the Company for any loss of, or damage to the telephone instrument, facilities or equipment on the subscriber's premises, through theft, willful injury or any other cause whatsoever, other than by fire or unavoidable accidents. (The term "unavoidable accidents" does not include thefts.)

2. Liability of the Company for Service Interruptions, Errors, etc.

When, after notice by the subscriber to the Company of an interruption of service, service continues to be interrupted, a credit allowance will be given if the interruption continues for at least 24 hours, and will be given under certain circumstances, if it continues less than 24 hours. The allowance is equal to a portion of the Tariff monthly rate for all services and facilities furnished by the Company that are rendered useless or substantially impaired. The allowance shall apply as follows with respect to the period of interruption that continues after such notice:

(a) if interruption continues for more than 24 hours:

- (1) if the interruption is caused by storm, fire, flood or other condition out of the Company's control, 1/30th of such monthly rate for each 24 hours (or fraction thereof),
- (2) for other interruptions, 1/30th of such rate for the first 24 hours and 2/30ths of such rate for each additional 24 hours (or fraction thereof); however, if service is interrupted for over 24 hours, more than once in the same billing period, the 2/30th allowance applies to the first 24 hours of the second and subsequent interruptions.

In cases where groups of subscribers are affected by interruptions, when it is administratively feasible with a reasonable amount of effort for the Company to identify such subscribers, the Company will give credit without notification by the subscribers.

(b) if interruption continues for less than 24 hours

if the allowance is requested of the business office by the subscriber on the grounds that his service for the day was substantially impaired by such interruption or interruptions, then, for that day

- (1) 1/30th of such monthly rate, if there was not a previous interruption of a least 24 hours in the same billing period,
- (2) 2/30ths of such monthly rate, if there was a previous interruption of at least 24 hours in the same billing period.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONSF. LIABILITY (Cont'd)2. Liability of the Company for Service Interruptions, Errors, etc. (Cont'd)

Credits attributable to any billing period under the preceding shall not exceed the total charges for that period for the services and facilities furnished by the Company rendered useless or substantially impaired.

For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or where the Company, pursuant to the terms of the Tariff, suspends or terminates service because of nonpayment of bills due to the Company, unlawful or improper use of the facilities or service, or any other reason covered by the Tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this Tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

Apart from the interruption allowance stated above, no liability shall attach to the Company for damages arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the subscribers or users of the service or facilities) in the absence of gross negligence or willful misconduct.

When the lines of other companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies and their agents, servants or employees.

In the absence of gross negligence or willful misconduct, no liability for damages arising from errors or mistakes in or omissions of free directory listings or listings obtainable from the "directory assistance" operator, including errors in the reporting thereof, shall attach to the Company, and in the case of charge listings its liability shall be limited to and satisfied by a refund at the monthly rate for each such charge listing for the charge period during which the error, mistake or omission continues.

The services and facilities furnished by the Company, in addition to the limitations set forth preceding, also are subject to the following limitation: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company, (1) caused by subscriber-provided equipment, power or premises wire, or (2) which would not have occurred if Company-provided terminal equipment or premises wire had been used.

- c. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third-party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that give rise to any claims of non-compliance of the Company with any applicable law, including the failure to purchase or implement features that enable compliance with laws.] (N)]

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

G. TELEPHONE NUMBER CHANGES

The Company reserves the right to change the subscriber's telephone number or numbers or the central office designation associated with such telephone number or numbers, or both, as the conduct of the business may require. The subscriber has no proprietary right in any number or central office designation assigned by the Company in the furnishing of telephone service.

In any case where existing service is continued for a new subscriber, the telephone number may be retained by the new subscriber only if the former subscriber consents.

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H. ACCESS TO SUBSCRIBER'S PREMISES

The Company and its employees may have access to the subscriber's premises at any reasonable hour for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

I. MINIMUM CHARGES

1. General

a. For Exchange Service and Facilities

The minimum charge for exchange service and facilities is the applicable Tariff rate for one month except as otherwise provided in this Tariff. In applying the minimum charge for one month, when the equipment is moved within the same building or to another building on the same premises or a different premises, the one month's period of service is determined by combining the period of service at each location.

b. For Private Line Service and Facilities and Leased Channels

The minimum charge for private line service and facilities and leased channels is the applicable Tariff rate for one month except as otherwise provided in this Tariff.

2. Cancellation or Change of Application Prior to Establishment of Service

When an application for facilities and service is cancelled in whole or in part prior to completion of the construction and installation, the subscriber is required to pay to the Company, upon demand, the total costs and expenses in connection with providing and removing such facilities, less the estimated recoverable value, if any, of the facilities involved, not to exceed in any event the applicable minimum and installation and termination charges specified in this Tariff.

When a subscriber requests a change in the location of all or a part of the facilities covered by the subscriber's application prior to completion of the construction and installation thereof, the subscriber is required to pay to the Company, upon demand, the difference between the total costs and expenses incurred by the Company in completing the construction and installation and that which would have been incurred had the final location of facilities been specified initially in the application.

When an application is cancelled in whole or in part after completion of the construction and installation but prior to the establishment of service the subscriber is required to pay to the Company, upon demand, the applicable minimum and termination charges specified in this Tariff and the applicable connection and construction charges.

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I. MINIMUM CHARGES (Cont'd)

3. Charges Based on Period of Actual Service

- a. Charges are based on period of actual service when service for which the minimum charge is one month is terminated within the first month under the following conditions:
 - (1) Condemnation of property, damage to property by fire or similar cause necessitating abandonment of the premises.
 - (2) Death of the subscriber.
- b. Charges are based on period of actual service when service for which the minimum charge is one month is assumed by a new subscriber during the first month except for facilities not taken over, to which minimum charges are applicable in accordance with the terms under which the original service was furnished.

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

J. PAYMENTS AND TERMINATION OF SERVICE

1. Advance Payments and Deposits

Any applicant for facilities or service, whose financial responsibility is not established to the satisfaction of the Company, may be required to pay in advance the service connection and installation charges and at least one month's rental.

Applicants for service under annual schedules may be required to make an advance payment equal to the full annual rate.

Applicants for facilities or service to which construction charges are applicable may be required to prepay the monthly payments for such construction charges, the amount of such prepayment to be computed as provided in Section 6.E of this Tariff.

Any applicant or subscriber, whose financial responsibility is not established to the satisfaction of the Company, may also be required to deposit a sum up to an amount equal to the total of the estimated charges for two months for the facilities and service. Such applicant or subscriber who requests or is furnished facilities and service for which a minimum charge of more than one month is specified in this Tariff may, in addition, be required to deposit a sum up to an amount equal to the total of the minimum charge less any installation charge paid by the subscriber. Such applicant or subscriber who requests or is furnished concentrator-identifier equipment may, in addition, be required to deposit a sum up to an amount equal to the total estimated installing and removal costs for the equipment installed less any installation charge paid by the subscriber. Any such deposit may be held during the continuance of service as security for the payment of any and all amounts due or to become due. Interest in accordance with Section 16-262j of the Connecticut General Statutes is credited or paid to the subscriber annually during the continuance of the deposit. If held until termination of the service, such deposit, less any and all amounts then due, is returned to the subscriber.

2. Responsibility for Local and Toll Message Charges

The subscriber is responsible for all messages sent over the subscriber's line and for all messages charged to the subscriber's line where the subscriber, or any person answering the subscriber's line, agrees to accept such charge.

3. Payment of Charges

Monthly charges for facilities and service are payable monthly in advance, and, except where otherwise provided in this Tariff, all other charges are payable upon request of the Company.

Bills are due when rendered and are payable at any business office of the Company, or at any other office designated by the Company. If objection in writing is not received by the Company within thirty days after the bill is rendered, the items and charges appearing thereon shall be deemed to be correct and binding upon the subscriber.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONS

J. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

3. Payment of Charges (Cont'd)

The Company reserves the right to refuse an application for service made by a present or former subscriber who is indebted to the Company for telephone service previously furnished, until the indebtedness is satisfied. In the event that service is connected for a subscriber who is indebted to the Company for telephone service previously furnished such subscriber, the service may be terminated by the Company unless the subscriber satisfies the indebtedness within 10 days after written notification.

4. Check Return Charge

The following charge will apply whenever a check, draft or electronic bank debit presented for payment of service is not accepted by the institution to which it is directed or if the institution's initial acceptance is rescinded.

A Check Return Charge of \$13.69 per check, draft or electronic bank debit returned.

In the case of an error by the institution to which the check, draft or electronic bank debit is directed, the charge will be waived by the Company.

5. Late Payment Charge

A Late Payment Charge at the rate of 1.5% or \$5.00, whichever amount is greater, applies to all amounts, previously billed on customer's bills and remaining unpaid at the time the next bill is prepared, excluding the previous month's local service charge, but including arrears and late payment charges.

The 1.5% late payment charge applies to balances of \$5.00 or less. The 1.5% late payment charge or the \$5.00 minimum late payment charge, whichever amount is greater, applies to balances greater than \$5.00

Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge.

The late payment charge does not apply to final accounts.

The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill. If the dispute is resolved in the Company's favor, then the late payment charge will be applied following resolution of the dispute to billed amounts that were not paid while the dispute was pending, for the full period over which those amounts remained unpaid.

The Company will not apply the late payment charge against any residential customer's account during such time as any resident at the customer's address is seriously ill, if the existence of such serious illness is certified to the Company.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONS

J. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)

6. Suspension or Termination for Non-Payment

In the event of the non-payment of any sum due, the Company may:

Suspend service until all charges due have been paid. Such suspension shall not be made until at least five days have elapsed following written notification to the subscriber by mail or in person of the Company's intention to suspend service for non-payment.

Terminate the service, provided at least ten days have elapsed following written notification to the subscriber by mail or in person of the Company's intention to terminate the service for non-payment. Where termination follows suspension at least five days must elapse following the date of suspension before service is terminated unless the subscriber consents to earlier termination.

Provided, however, that message toll service may be refused if upon request of the Company, the subscriber fails to make a reasonable deposit to guarantee payment for said service or pay the toll charge in advance.

The monthly rental charge does not apply during the period of suspension or termination for non-payment.

Telephone service shall not be suspended or terminated for non-payment of bills rendered other than for telephone services or deposits requested in connection with telephone service, nor for non-payment for services which have not been rendered, except the initial advance payment of new subscribers.

7. Termination for Cause other than Non-Payment

In the event of prohibited, unlawful or improper use of the facilities or service, abuse or abandonment of the station, or any other violation by the subscriber of the rules and regulations governing the facilities and service furnished or, if, in the judgment of the Company, any use of the facilities or service by the subscriber tends to injuriously affect the efficiency of the Company's plant, property or service, the Company may, without notice, terminate the service, and sever the connection and remove its equipment from the subscriber's premises. Improper use of the facilities or service includes the use of facilities or service of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of Tariff charges.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONS

J. PAYMENTS AND TERMINATION OF SERVICE (Cont'd)7. Termination for Cause other than Non-Payment (Cont'd)

Prohibited, unlawful or improper use of the facilities or service includes, for example, (1) the use of facilities or service of the Company to transmit a message or locate a person or otherwise to give or obtain information, without payment of Tariff charges, (2) calling or permitting others to call another person or persons so frequently or at such times of the day or in such a manner as to harass, frighten, abuse or torment such other person or persons, (3) the use of profane or obscene language, (4) the use of the service in such a manner as to interfere with the service of one or more other subscribers or to prevent others from making or receiving calls, (5) the use of a mechanical dialing device or recorded announcement equipment to seize a subscriber's line, thereby interfering with the subscriber's use of the service and (6) the obtaining, or attempting to obtain, or assisting another to obtain or attempt to obtain telephone service by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service.

8. Termination by Notice

Subject to the rules and regulations from time to time in force and effect, facilities and service may be terminated by the subscriber or the Company by giving ten days' notice in writing.

9. Termination Liability

Early termination charges that are otherwise applicable to term commitments for Voice Exchange services provided under any of the Company's tariffs or under agreements made pursuant to such tariffs, will not be assessed when the customer changes or upgrades to another service that is provided by the Company or its affiliates under a term commitment provided the following conditions are met:

- a. The revenue value to the Company or its affiliates of the new term commitment is equal to or greater than the remaining value of the current term commitment; and
- b. The customer timely notifies Verizon that the orders to discontinue the existing service and the orders for the new or upgraded service are related in order to enable the Company and its affiliates to coordinate the implementations of both orders within reasonable time frames.

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K. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGES

Whenever facilities are not immediately available to furnish service to all applicants, the order of precedence, by categories, will continue to be that followed under the Civilian Production Administration Utilities Order U-2, as amended August 7, 1946, as shown below.

Category I

Business service and residence main service to the extent required for the proper discharge of duties essential to the activities of:

Official Army, Navy, Marine Corps and Coast Guard Units and the Veterans' Administration;

Official Federal, State, county and municipal government services;

Official agencies of foreign governments;

Public or private organizations directly serving the public safety, health, or welfare, such as: hospitals, clinics, sanatoria; physicians, surgeons, dentists, nurses, nurses' registries, veterinarians, ambulance services, manufacturers or distributors (wholesale and retail) of drugs, surgical, medical, hospital or dental supplies or equipment; mortuaries, burial service organizations; the American Red Cross and similar agencies;

Philanthropic and eleemosynary organizations recognized as such by the Bureau of Internal Revenue, including their fund raising offices; United Service Organizations and other similar organizations; religious establishments and their officiating clergy; Christian Science practitioners; public and private schools;

Press associations, newspapers, radio broadcasting stations;

Public transportation, pipe line companies, all types of public utilities;

Labor unions having bona fide collective bargaining agreements with business concerns identified in this category;

Public Telephone Services;

Temporary installation of residence main service when the immediate installation of service is essential to the protection of life;

Temporary installation of one residence extension telephone when it is essential in cases of serious illness;

One residence extension telephone and/or connection with an answering bureau for practicing physicians and surgeons;

Changes of address of business service and of residence main service within the same central office area;

Service, other than listed above, required because of essentiality or unreasonable hardship.

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

K. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGES (Cont'd)

Category II

Changes of address of business service within the same exchange or to exchanges within the State of New York or within the vicinity of New York City.

Category III

New business service for an enterprise which is substantially owned and principally operated or managed by a veteran who applies for service within twenty-four months after being honorably separated or placed on terminal leave from the armed forces of the United States or the merchant marine, provided such enterprise is expected to be the veteran's principal means of livelihood. The applicant for service must certify to these facts in writing.

Category IV

Business service other than that included in the above categories.

Category V

Residence main service where:

- The attending physician or surgeon certifies in writing that there exists a condition of serious illness or pregnancy involving serious complications that he must be called repeatedly at unpredictable intervals for emergency treatment and that in view of all the circumstances telephone service is essential. Such service shall be terminated within 30 days of the termination of the conditions specified above.
- A person lives alone and the attending physician certifies in writing that such person is confined to residence quarters for a protracted period by reason of serious illness or physical disability and that in view of all the circumstances telephone service is essential; residence main service where a blind person lives alone. The phrase "lives alone" includes a person who is alone all day or during the day or night working hours, except for one or more children aged fifteen years or younger or another person either blind or similarly certified to be confined to residence quarters by reason of serious illness or physical disability. Such service shall be terminated within 30 days after the termination of the conditions specified above.
- A seriously disabled veteran of the armed forces of the United States who applies for service within twenty-four months after being honorably separated from the armed forces. For the purpose of this paragraph a veteran will be considered seriously disabled if he is receiving disability payments of \$50.00 a month or more from the Veteran's Administration. The applicant for service must certify to these facts in writing.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONS

K. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGES (Cont'd)

Category VI

- Change of address of residence main service within the same exchange or to exchanges within the State of New York or within the vicinity of New York City.

Category VII

New residence main service to the extent required for the proper discharge of duties essential to the following activities:

- The hiring of substantial numbers of people;
- The furnishing of material, equipment or facilities under prime or subcontracts to the armed forces of the United States and by suppliers to such prime or subcontractors; the converting of war plants to peacetime operations; and the reestablishing under the same ownership of businesses which were obliged to close during the war because of lack of materials or manpower or because of wartime regulations; persons (such as engineers, architects, contractors, chemists, lawyers and accountants) who perform special services for these activities or for public works projects;
- The production and wholesale distribution of fuel and lumber and other construction materials and construction equipment and mining equipment; mining operations and mining engineers;
- The maintaining or servicing of equipment essential to the following: the armed forces, production for the armed forces or conversion from such production, public works projects, public transportation, public utilities, pipe line companies, mining operations, and producers of fuel, lumber and other construction materials and construction equipment and mining equipment;
- Food processing, food distribution (wholesale and retail) and food storage and production of substantial quantities of food;
- Labor unions having bona fide collective bargaining agreements with business concerns identified in this category.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONS

K. ORDER OF PRECEDENCE DURING PERIOD OF FACILITY SHORTAGES (Cont'd)

Category VIII

New residence main service for:

- The wife of a member of the armed forces of the United States or the merchant marine who is on active duty away from home, where she is pregnant and there is no one else in her household or where her household consists only of herself and one or more children aged fifteen years or younger; and under the same circumstances for a widow whose husband died since January 1, 1940 while a member of the armed forces of the United States or the merchant marine. For the purpose of this paragraph the presence of one or more persons who are blind or confined to residence quarters by reason of serious illness or physical disability shall be disregarded. The applicant for service must certify to these facts in writing.
- Those who discontinued residence service upon entering the armed forces of the United States or the merchant marine and who apply for service within twenty-four months after being honorably separated or placed on terminal leave from the armed forces or the merchant marine. The applicant for service must certify to these facts in writing.
- A veteran who is head of a family (that is, who maintains in one household one or more individuals other than himself who are connected with him by blood relationship, relationship by marriage, or by adoption) and who applies for service within twenty-four months after being honorably separated or placed on terminal leave from the armed forces of the United States or the merchant marine. The applicant for service must certify to these facts in writing.

Category IX

- New residence main service other than that included in the above categories.

Category X

- Residence extension telephones other than those specifically set forth in Category I above.

GENERAL TARIFF
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L. BILLING DETAIL

1. Special Billing Detail

a. General

Upon request, customers will be furnished the following special billing detail at the charges shown below:

- (1) Toll Message Statement
- (2) Other Charges and Credits Statement
- (3) Service Charge Details or Customer Service Record

For each primary station line number, a summary by day, evening and night periods, of primary area calls and charges.

b. Charges

Per each special billing detail request, per account, for one month

	<u>Charge</u>	<u>USOC</u>
Toll Message Statement	\$ 75.00	
Other Charges and Credits Statement	75.00	
Service Charge Details or Customer Service Record	75.00	

Charges will be applied separately for each account (main billing number).

2. Local Usage Detail Lists

a. General

Upon request, subscribers will be furnished copies of the Local Usage Detail lists used in Company offices. The lists show the time of call, initial period charge and total charge for calls of over 5 minutes. All other local calls are entered as a bulk figure.

Local Usage Detail lists are furnished with the understanding that they are not purported to be the subscriber's billing record and the number of local calls shown on the Local Usage Detail list will not, in many cases, balance with the number of messages on the subscriber's bill. They are provided for use only as an aid in analyzing local usage. Local Usage Detail lists are furnished subject to availability.

b. Charges

Per Local Usage Detail list associated with one telephone bill

	<u>Charge</u>	<u>USOC</u>
Residence	\$ 1.50	

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M. DISCOUNTED SERVICE FOR CUSTOMERS WITH IMPAIRED HEARING OR SPEECH

Disabled persons who have been certified to the Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who use a teletypewriter or other non-voice equipment for telephone communication will receive, upon application to the Company, an exemption from Directory Assistance Charges and charges for Operator Assisted Calls.

Acceptable certifications are: (1) those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the State of Connecticut, or (2) pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the disabled person for social security benefits on the basis of total hearing impairment or for use of facilities of an agency for persons with hearing or speech impairment.

The reduction in charges may be applied at only one location as designated by the disabled person.

The term "disabled person" when used in connection with persons having a hearing or speech impairment is defined in Section 8 of this Tariff.

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GENERAL TARIFF
GENERAL RULES AND REGULATIONS

N. CONNECTIONS^T TOLL OPTIONAL CALLING PLAN
(THIS SERVICE IS PROVIDED TO EXISTING SUBSCRIBERS ONLY. CHANGES AND/OR MOVES ARE NOT PERMITTED.)

1. Definition

The CONNections Toll Optional Calling Plan permits residence customers to pay a monthly charge to obtain extra toll rate discounts during specified hours of the plan.

The rules, regulations and schedule of rates and charges applicable to the furnishing of the CONNections Toll Optional Calling Plan are those set forth in the Toll Tariff of the Southern New England Telephone Company, including revisions hereto, as filed with the Connecticut Public Utilities Regulatory Authority.

A record order charge as shown in the State of Connecticut No. 1 - Telecommunications Tariff, Section 6, will apply to establish the CONNections Toll Optional Calling Plan, except when it is established coincident with the connection of telephone service.

^T Trademark of Southern New England Telephone Company.

GENERAL TARIFF
GENERAL RULES AND REGULATIONS

O. CUSTOMER SATISFACTION GUARANTEE

1. General

The Customer Satisfaction Guarantee will be offered to customers who subscribe to any of the services specified following, and if not satisfied with the service(s), shall be entitled to a full credit of any charges directly associated with the establishment of the service and the monthly charges billed for the service through the date of disconnection, if the customer notifies the Company within sixty (60) days of installation that the customer wishes to disconnect the service.

The Customer Satisfaction Guarantee applies to the following services:

Custom Calling Services

Call Forwarding
Call Waiting
Speed Dialing
Threeway Calling
Call Forwarding Busy Line
Call Forwarding Don't Answer
Call Forwarding Busy Line Don't Answer

Voice Messaging Service

Call Answering - Standard and Multiple

Distinctive Ring

PhoneSmart Services

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Caller ID – Number Only
Busy Redial

2. Regulations

- a. The customer is responsible for notifying the Company to disconnect on or before the expiration of the 60-day period. When the expiration of the 60-day period falls on a weekend or legal holiday, the customer must notify the Company on the first business day following the weekend or legal holiday. In such event, the customer will be entitled to a credit for any charges directly associated with the establishment of service and the monthly charges billed through the date the service(s) is disconnected.
- b. The refund of any charges directly associated with the establishment of the above services and/or monthly charges will be applied as a credit on the customer's bill.
- c. The Customer Satisfaction Guarantee applies to all residence who subscribe to these services.
- d. Each customer will be entitled to the credit one time per service.
- e. The Customer Satisfaction Guarantee does not apply to services offered under a separately negotiated contract.
- f. The Customer Satisfaction Guarantee does not apply to telephone equipment.

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