1. Tariff Information and General Regulations
1.1 Tariff Information

Rates and charges for services explained herein are contained in Part M, Section 1.1.

1.1.1	Tariff Structure
A.	The tariff is divided into parts which are structured alphabetically, (e.g., Parts A, B, C, etc.). Each part is subdivided into sections which are structured numerically, (e.g., Section 1, 2, 3, etc.).

1.1.2	Page Revisions
A.	As a result of regulatory initiatives, tariff pages are revised and filed with the PUC on a continual basis. When tariff pages are filed, they show an issued and effective date (see page bottom). The issued date is the day upon which the pages were filed. The effective date is 30 days following the issued date, or the date upon which the pages have been ordered to become effective.
B.	Each tariff page displays unique page identification information (see page top right). The first issuance of a page is labeled as the original. Future revisions are issued sequentially as follows, first revision, second revision, third revision, etc. Revised pages cancel effective pages. The effective page is the foundation upon which all revisions are made.
C.	**Supplement Numbers—** Tariff pages are occasionally issued as supplements. This occurs when the page being filed is already pending PUC decision in another regulatory initiative. When the pending page becomes effective and the supplement page becomes effective as well, it becomes necessary to incorporate the revisions contained on the supplement page into a standard number tariff page. The incorporation will generally occur in the next regulatory initiative in which that page is involved.

1.1.3	Tariff Codes
A.	Appearing in the right margins of tariff pages are upper case alphabetical characters enclosed in parenthesis. These characters represent a coding mechanism to explain the modification that has been made from one page revision to the next. The tariff codes are as follows.
1.	(C)—A change in regulation
2.	(D)—A deletion due to discontinuance of a rate or regulation
3.	(I)—A rate that has been increased
4.	(N)—A new regulation or rate
5.	(R)—A rate that has been decreased
6.	(S)—The incorporation of approved material issued under a Supplement

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.3	Tariff Codes
A.	(Continued)
7.	(T)—Text that has changed without causing a change in regulation
8.	(X)—Text that has been moved from one page to another
B.	Appearing in the rates and charges section (Part M) under the Uniform Service Ordering Code (USOC) column are upper case alphabetical characters which are used to indicate the following.
1.	U—Indicates that more than one USOC is applicable

1.1.4	Referencing
A.	The use of the masculine or feminine gender in this tariff should be construed as including both genders and not as a restriction on the basis of sex.

1.1.5	Trademarks and Service Marks	
A.	Many of the designations used by the Telephone Company to distinguish its products and services are claimed as trademarks or service marks. Rather than printing a trademark symbol with every occurrence of a trademarked or service marked product name as it is used throughout this tariff, let it be stated that when using the names of the Telephone Company products and services herein, such use is in an editorial fashion. Following are the proper use names of the Telephone Company trademarks and service marks that are referred to herein in terms of product and service offerings.	
1.	**Registered Service Marks**	
a.		(D)
b.		(D)
c.		(D)
d.		(D)
e.		(D)
f.		(D)
g.	INTELLIDIAL®	
h.		(D)
i.	PATHWAYS®	
j.	PHONESMART®	
k.	RINGMATE®	

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.5	Trademarks and Service Marks	
A.	(Continued)	
m.	VALUFLEX®	
2.	**Service Marks**	
a.		(D)
b.		(D)
c.		(D)
d.	Verizon Five Cents Plan SM	
3.	**Registered Trademark/Service Marks**	
a.	NYNEX®	

1.1.6 Definitions
Additional Listing—A listing in addition to the initial or joint user listing provided with the customer's service.
Authorized Protective Connecting Module—A protective unit designed by the Telephone Company and manufactured under the control of the Telephone Company quality assurance procedures. This unit is incorporated in a customer provided answering device.
Authorized User—An individual authorized by the Telephone Company to use a customer's telephone service. It includes members of the household, employees, or agents of the customer, residential tenants of hotels, clubs, etc.; and joint users as arranged for. The term authorized user, used in connection with private line service, denotes a person, firm or corporation designated by the customer and authorized by the Telephone Company to use the customer's service.
Baud—A unit of signaling speed. It is the reciprocal of the time of duration in seconds of the shortest signal element (mark or space) within a code signal. The speed in bauds is the number of signal elements per second.
Building—A structure under one roof, or two or more structures where such structures adjoin, connect or are occupied as follows. The structures directly adjoin each other, being separated only by a building wall. The structures are connected by a completely enclosed passageway designed for and used primarily as the regular route for foot travel between the structures and is also suitable for the installation and maintenance of interior telephone facilities. The major portion of the structures is occupied by the same customer.
Bridging Connection—As used in connection with Private Line Series 6000 channels, indicates amplifying equipment and services required to connect a station, or an interexchange channel serving a station, at an intermediate point on an interexchange network, or to connect an additional station at a terminal point.

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions	
Carrying Plant or Supporting Plant—Poles or conduit (including trenching) required for cable or wire facilities. In some instances tree hitches are considered to be carrying plant.	(X) (X)
Central Office—A switching unit in a telephone system, providing service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting lines. More than one central office may be located in the same building.	
Central Office Building—A building containing one or more central offices. There may be more than one central office building in an exchange and one central office building may serve more than one exchange.	
Central Office Line—A main telephone exchange service or trunk line.	
Centrex Service—A service arrangement of dial switching equipment and facilities that permits completion of inward and outward local and MTS calls from stations of the system without handling by the Centrex service attendant.	
Channel—An electrical path furnished by the Telephone Company between two or more points suitable for the purpose furnished and derived in a manner elected by the Telephone Company. A single pair of wires may be used to provide more than one channel. A channel may be provided in whole or in part by cable, wire, or radio.	
Channel Terminal—A term used in connection with Private Line Type 2006 channels and denotes the facilities required to terminate an interexchange channel.	
Class of Service—The method of charging for local messages, namely unlimited or measured.	
Communications Systems—Dedicated channels and other facilities; (e.g., private microwave, analog/digital carrier, or cable), furnished by a customer or an other common carrier for communication between premises. These communications systems are not subject to Part 68 of the FCCs rules and regulations.	
Complex Systems—Service and equipment, other than one and two line non-key services, located on a customer's premises, including common equipment such as key telephone systems, ComKey, Horizon Communication Systems, Private Branch Exchange (PBX) systems, Centrex, data arrangements, mobile telephone services, and other equipment.	
Complex Service—The network access line(s) associated with complex systems.	
Conforming Answering Device—A device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a pre-arranged manner on completion of the last of the functions for which it was designed and arranged as described herein. The conforming answering device may include remote interrogation and/or device function control. A conforming answering device must incorporate an authorized protective connecting module and must bear a valid conformance number.	

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions	
Conformance Number—An identifying number assigned by the Telephone Company to a particular model of conforming answering device incorporating an authorized protective connecting module when that model of device is in conformance with the provisions set forth by the Telephone Company in its technical reference for conforming answering devices.	
Connecting Arrangement—The equipment provided by the Telephone Company to accomplish the direct electrical connection of facilities with the facilities of the Telephone Company or the direct electrical connection of Telephone Company facilities.	
Connection, Acoustic—A connection made by sound.	
Connection, Direct Electrical—A physical connection of the conductors in the communications path of the telephone system.	
Connection, Inductive—A connection made by using the electromagnetic field generated by a telephone.	
Coordinating Facilities—Facilities used for communication between stations on program networks to enable the customer to pass information necessary for the proper handling of his program.	
Customer—An individual, partnership, association, or corporation that arranges for service, and is responsible for the payment of charges, and compliance with the rules and regulations of the Telephone Company. In a resale/sharing arrangement the customer is referred to as the customer of record.	
Customer Provided Terminal Equipment—Devices, apparatus, and their associated wiring provided by a customer which do not constitute a multi-line terminating system and which, when connected to the communications path of the telephone system, are so connected either electrically, acoustically, or inductively.	
Data Access Arrangement—A protective connecting arrangement for use with the network control signaling unit or, in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with appropriate network protection criteria.	
Demarcation Point—The point of interconnection between Telephone Company communications facilities and premises wire. It is located within 12 inches of the protector or within 12 inches of where Telephone Company communications facilities enter the building or terminate in company provided distribution terminals, or as close thereto as is practicable.	(C)
Distributing Center—Amplifying and bridging equipment at Telephone Company premises where program transmission channels, used in connection with loudspeakers, are interconnected to form a network for the distribution of program material to a number of loudspeaker locations .	
Duplex Service—Service which provides for simultaneous transmission in both directions.	

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions
Equalization—A procedure applied to Private Line Series 6000 channels so that the component frequencies of the material transmitted have about the same relationship at the two ends of the channel.
Exchange—A geographical unit established for the administration of communication service in a specified area. It generally consists of one or more central offices together with the associated plant used in furnishing communications within that area.
Exchange Access Line—The serving central office line equipment and all Telephone Company plant facilities up to and including the Telephone Company provided demarcation point.
Exchange Area—The territory served by an exchange.
Exchange Service—The furnishing of dial tone line facilities to provide for telephone communications within the local service calling area on a measured or unlimited service basis in accordance with the rates and regulations of the tariff.
Extension Line—A private line channel to provide extended service in connection with main telephone exchange and PBX telephone service to locations not in the same building as the main telephone exchange service or PBX attendant's switchboard position.
First Point of Connection—The Telephone Company provided demarcation point or in its absence, the protector.
Foreign Central Office Service—Exchange service furnished from a central office in a multi-office exchange which is other than that normally serving the area where the customer is located.
Foreign Exchange Service—Exchange service furnished from an exchange other than that normally serving the area where the customer is located.
General Cable Distributing Plant—The cable provided primarily to distribute local exchange service to the general public.
Grade of Service—The number of parties that a main telephone line is intended to serve.

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions

Grandfathered Connections of Multi-line Terminating Systems—Connections via Telephone Company provided connecting arrangements of multi-line terminating systems (including their equipment and premises wiring) at the customer's premises, in accordance with any Telephone Company's tariffs, and that are considered to be grandfathered under Part 68 of the FCCs rules and regulations because of the following situations. The connections to the telecommunications network or the private line services specified in Part B were made via Telephone Company provided connecting arrangements prior to January 1, 1980, and the connecting arrangements were of a type of connecting arrangement connected to the telecommunications network, or the private line services as of June 1, 1978. The connections to the private line services specified in Part B or Part C are made via Telephone Company provided connecting arrangements prior to May 1, 1983, and the connecting arrangements are of a type of connecting arrangement connected to the private line services as of April 30, 1980.

Grandfathered Connections of Terminal Equipment—Connections via Telephone Company provided connecting arrangements of terminal equipment connected at the customer's premises, in accordance with any Telephone Company's tariffs, and that are considered to be grandfathered under Part 68 of FCCs rules and regulations because of the following situations. The connections to the telecommunications network, or the private line services specified in Part B were made via Telephone Company provided connecting arrangements prior to July 1, 1979, and the connecting arrangements were of a type of connecting arrangement connected to the telecommunications network or the private line services as October 17, 1977. Such connections to the private line services specified in Part B or Part C are made via Telephone Company provided connecting arrangements prior to May 1, 1983, and such connecting arrangements are of a type of connecting arrangement connected to the private line services as of April 30, 1980.

Grandfathered Multi-line Terminating Systems—Multi-line terminating systems (including their equipment, premises wiring, and protective circuitry, if any) connected at the customer's premises, in accordance with any Telephone Company's tariffs, and that are considered to be grandfathered under Part 68 of the FCCs rules and regulations because of the following situations. The systems were connected to the telecommunications network, or the private line services specified in Part B prior to January 1, 1980, and were of a type of system which was directly connected (i.e., without Telephone Company provided connecting arrangements) to the telecommunications network, or the private line services as of June 1, 1978. The systems are connected to the private line services prior to May 1, 1983, and are of a type of system which was directly connected (i.e., without Telephone Company provided connecting arrangements) to the private line services specified in Part B or Part C as of April 30, 1980.

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions
Grandfathered Terminal Equipment—Terminal equipment (including protective circuitry, if any) connected at the customer's premises, in accordance with any Telephone Company's tariffs, and that is considered to be grandfathered under Part 68 of the FCCs rules and regulations because of the following situations. The terminal equipment was connected to the telecommunications network, or the private line services specified in Part B prior to July 1, 1979, and was of a type of terminal equipment which was directly connected (i.e., without Telephone Company provided connecting arrangements) to the telecommunications network or the private line services as of October 17, 1977. The terminal equipment is connected to the private line services specified in Part B or Part C prior to May 1, 1983, and is of a type of terminal equipment which was directly connected (i.e., without Telephone Company provided connecting arrangements) to the private line services as of April 30, 1980.
Half Duplex Service—provides for transmission alternately in either direction or in one direction only.
Highway Construction—Construction generally located along a public way or construction on a private way to serve more than one customer.
Indian Tribe—A term as codified and defined in the Federally Recognized Indian Tribe List Act of 1994, and as defined in Subpart A of the regulations promulgated by the United States Department of the Interior's Bureau of Indian Affairs, Sections 20.1(p) and 479a(2).
Inside Wire—See Premises Wire.
Intercommunication—Communication over interior lines of a key telephone system or communication between PBX or Centrex system telephones.
Interexchange Channel—A communications path interconnecting exchanges.
Interface—The point on the premises of the customer, authorized user, or joint user at which provision is made for connection of other than Telephone Company provided facilities to facilities provided by the Telephone Company.
Intraexchange Channel—A communications path interconnecting points within an exchange.
Intrasystem Wire—Wire connecting separately housed equipment entities or systems.
Joint User Service—A service which includes a listing in the alphabetical section of the Telephone Company directory and provides for the use of the customer's exchange telephone service facilities by a corporation, association, partnership, or individual not associated with the customer in business.
Joint Use Arrangement—The use of the customer's interexchange private line service by an individual, firm or corporation designated by the customer as a user of the private line service and to whom a portion of the charge for service is billed.
Key Pulsing—A method of dialing by depressing button-type keys on a line arranged for normal rotary dialing.

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions	
Line Hunting—An arrangement whereby two or more central office lines or PBX trunk lines furnished to a customer at a given location are grouped so that calls to the first number of the grouped lines are automatically routed to the first non-busy line of the lines so grouped and a busy signal is not given unless all the grouped lines are busy.	
Local Access and Transport Area (LATA)—A geographic area established by the Telephone Company for the administration of communications service. A LATA encompasses designated exchanges, which are grouped to service common social, economic and other purposes.	
Local Channel—A communication path within an exchange connecting a customer's premises with an interexchange channel. Used in connection with Private Line Series 6000 channels, local channel denotes a channel located within a single program exchange area and extending between stations, studios or distributing centers; between a station, a studio, or a distributing center and the point of connection with interexchange facilities; or between a station or a studio and a Telephone Company central office where switching equipment for interconnection of local channels is located.	
Main Telephone/Station—Terminal equipment directly connected to the central office switching equipment by an individual circuit or, in the case of PBX and Centrex service, terminal equipment directly connected to the PBX and Centrex switching equipment by an individual line circuit.	(D)
Maximum Termination Liability—A liability assumed by a customer for certain equipment or service for which a minimum service period in excess of one month applies.	
Message—A completed communication between two telephone numbers and classified as either Local or Toll.	
Message, Local—A message between telephones where the called telephone is within the unlimited or local usage calling area of the calling telephone.	
Message, Toll (Long Distance Message)—A message between telephones in different local calling areas for which a Message Telecommunications Service charge applies.	
Message Telecommunications Service (MTS)—Service that furnishes facilities for telecommunications between local service areas. The terms toll and long distance are used interchangeably throughout the tariff.	
Minimum Service Period—A stated length of time that a customer is required to retain service at a specific location.	
Miscellaneous Common Carriers—Communications common carriers, as defined in Part 21 of the FCCs rules, that are not engaged in the business of providing either a public land line message telephone service or public message telegraph service.	
Move—A customer requested relocation of premises wiring and/or equipment from one location to another on the same premises.	
Multi-Central Office Exchange—An exchange served by more than one central office.	

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions
Multi-line Terminating System—Switching equipment (e.g., PBX, Centrex C.U., ACD), or key telephone systems that are capable of terminating more than one exchange access line, Dedicated Toll Free service (DTFS) access line, private line, or channel from a communications system or a combination of these.
Multipling Arrangement—An arrangement associated with a customer's trunk line, tie line, or main exchange service to provide for an additional appearance of a line when the service is multipled between nonmultiple switchboard positions or between a switchboard and station equipment of another type.
Municipality—A term applied to a city or a town but not to any entity larger than a city, for example, a county.
Network Access Line—The facilities from the Telephone Company's central office up to and including the network interface located on the customer's premises that provide connection to the demarcation point.
Network Control Signaling—The transmission of signals used in the exchange and message telecommunications system, performing functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, and other audible tone signals to control the operation of transmission and switching systems within the telecommunications network.
Network Control Signaling Unit—Terminal equipment furnished, installed and maintained by the customer for the provision of network control signaling.
Network Interface—A standard FCC registration program jack or equivalent that may be installed by the Telephone Company as part of the network access line on a customer's premises at the demarcation point.
Network Terminating Wire—Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or the outside plant distribution facilities to the demarcation point.
Nondirectory Listed Service—Exchange service telephone numbers not listed in the Telephone Company's directory, but carried in the Telephone Company's directory assistance records and given to any calling party on request.
Nonlisted Service—Exchange service telephone numbers not listed in the Telephone Company's directory or carried in the Telephone Company's directory assistance records. There are no restrictions against giving out these numbers if they are known. This service is provided only to customers with other listed exchange service, either a complete listing or in directory assistance records only.
Nonpublished Service—Exchange service telephone numbers not listed in the Telephone Company's directory or carried in the Telephone Company's directory assistance records and not available to the general public.
Normal Types of Construction—Aerial or underground construction.

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions
Premises—A dwelling unit, other building or a legal unit of real property such as a lot on which a customer's dwelling unit is located, as determined by the Telephone Company.
Premises Wire—All wire within a customer's premises located beyond the demarcation point.
Private Branch Exchange System (PBX)—An arrangement of switching equipment, consisting of a manually operated attendant position or console, or dial switching apparatus, or both, with connecting central office and PBX telephones and lines.
Private Line Service—Channels or channels and equipment furnished to a customer for communication between specified locations.
Private Property Construction—Construction on a private property to serve one customer.
Rate Center—A specified geographical location within an exchange area from which mileage measurements are determined for the application of toll rates and private line interexchange mileage rates.
Restoral of Service—The return of service following a period of temporary interruption for nonpayment of bills, provided this return occurs prior to discontinuance of the service.
Same Continuous Property—A continuous plot of ground occupied by one customer, or contiguous plots of ground occupied by the one customer, the plot or plots located within the same exchange. When a customer owns (or leases) and is the sole occupant of properties on both sides of a street, alley, or railroad right-of-way, that otherwise would constitute a continuous plot, the properties are considered the same continuous property if the supporting structures required for the wire facilities between the properties are customer owned and built by the customer or built by the Telephone Company at the customer's expense.
Secretarial Service—An arrangement of terminal equipment permitting the answering at one location of calls to main telephone lines of different customers when these lines are unattended.
Secretarial Service Equipment—An arrangement of telephone service furnished at secretarial answering bureau locations where the termination of a customer's line is not in a secretarial service board.
Service Point—This term when used in connection with private line service denotes an exchange in which an interexchange channel is terminated in a Telephone Company central office at the request of the customer.
Single-Ended Terminal Device—A terminal device that terminates only one line at a given time (e.g., headset).
Standard Service—Main telephone exchange service associated with one or two line non-key customers.

1. Tariff Information and General Regulations
1.1 Tariff Information

1.1.6 Definitions

Station—The station as used in connection with private line services denotes the transmitting or receiving equipment, or combination transmitting and receiving equipment, at any location on a premises and connected for private line service, or when the service involves only channels, denotes a point on a premises where a channel is terminated. Used in connection with Private Line Series 6000 channels, a station denotes premises designated by the customer where material is transmitted to or received from a program transmission channel. A point of connection of Telephone Company interexchange and local channels is not a station.

Station Connection—The station connection as used in connection with Private Line Series 6000 channels denotes central office amplifying equipment and services including special supervision that may be required when a station transmits program material to, or receives program material from, an interexchange channel.

Studio—A premises under the customer's control and arranged to prevent access by unauthorized persons where program material originates or is received for transmission to a program transmission channel.

Telephone Company (Company)—Verizon New England Inc. unless otherwise stated.

Temporary Suspension of Service—An arrangement whereby service is made inoperative for a temporary period at the request of the customer.

Termination Charge—The charge made when the service for which a maximum termination liability applies is terminated by the customer prior to the expiration of the minimum service period.

Tie Line—A channel connecting two PBX systems, two Centrex systems, or two other systems utilizing pooled line facilities or any two of the preceding systems.

Tribal Lands—A term as codified in the Federally Recognized Indian Tribe List Act of 1994, and as defined under in Subpart A of the regulations promulgated by the United States Department of Interior's Bureau of Indian Affairs, Section 20.1(v) and 20.1(r). Such term includes the BIA definitions of "reservation " and "near reservation".

Trunk Line—A central office line terminating in a PBX system, certain automatic call distributor and answering service systems, or other switching equipment that utilizes pooled line facilities.

Unauthorized Attachment or Connection—Any terminal equipment, multi-line terminating system, or communications system that is attached to the facilities of the Telephone Company contrary to provisions of the tariff.

Wiring, Complex—Wire associated with complex service and located on the customer's side of the demarcation point.

Wiring, Simple—Premises wiring associated with one or two line non-key customers.

1. Tariff Information and General Regulations
1.2 Application of Tariff

1.2.1	General
A.	Regulations and rates in this tariff apply to telephone service furnished within the State of Rhode Island which comprises a single LATA and includes service to telephones located in Rhode Island connected to and served from a central office in another state.
B.	The regulations specified herein are in addition to the regulations contained in other sections of this tariff and govern the furnishing of telephone service to customers generally.

1. Tariff Information and General Regulations
1.3 Use of Service

1.3.1	Lawful Use	
A.	Service is furnished subject to the conditions that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency acting within its jurisdiction advises that such service is being used or will be used in violation of law. If the Telephone Company receives other evidence that such service is being or will be so used, it will either discontinue or deny the service or refer the matter to the appropriate law enforcement agency.	
B.	Verizon reserves the right to refuse or discontinue service immediately and without advance notice to the customer because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes the following actions.	(C) (C)
1.	The use of service or facilities of the Telephone Company to transmit a message or to locate a person, or otherwise to give or obtain information without payment of the applicable charge.	
2.	The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, telephone service, by rearranging, tampering with, or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representations 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.	
3.	The use of service or facilities of the Telephone Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another.	
4.	The use of profane or obscene language.	
5.	The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.	

1.3.2	Competitive Use
A.	Except as provided for Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line and Call Forwarding Don't Answer Calling services, Public Access Smart-pay Line (PASL) service and for Public Access Line (PAL) service, service shall not be used in competition with the business of the Telephone Company.

1. Tariff Information and General Regulations
1.3 Use of Service

1.3.3	Connection to Telephone Company Facilities
A.	Terminal equipment, multi-line terminating systems, premises wire and communications systems may be connected with facilities furnished by the Telephone Company in accordance with the provisions contained in this tariff. If any unauthorized attachment or connection is made contrary to the provisions of this tariff, the Telephone Company has the right to remove or disconnect the same; or to terminate service; or to suspend the service during the continuance of said attachment or connection in accordance with the regulations contained herein, or those contained in Part B.
1.	When any terminal equipment, multi-line terminating system, communications system, or premises wire is used with telecommunications services in violation of any of the provisions of this tariff, the Telephone Company will take such immediate action as necessary for the protection of the network and Telephone Company employees will promptly notify the customer of the violation.
a.	The customer must either discontinue such use of the terminal equipment, multi-line terminating system, communications system, or premises wire, or correct the violation.
b.	The customer shall confirm in writing to the Telephone Company within ten days following the receipt of written notice from the Telephone Company that such use has ceased or that the violation has been corrected.
c.	Failure of the customer to discontinue such use, or to correct the violation, and to give the required written confirmation to the Telephone Company within the time stated herein, will result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

1.3.4	Provision and Ownership of Equipment and Lines
A.	Except as otherwise provided in this tariff, facilities furnished by the Telephone Company on the premises of a customer or authorized user are the property of the Telephone Company and/or agent of the Telephone Company are provided upon the conditions that such facilities must be installed, relocated and maintained by the Telephone Company, and that the Telephone Company's employees or designees may enter said premises at any reasonable hour to install, inspect or maintain the facilities and upon termination or cancellation of the service, to remove the facilities. The customer may prohibit Telephone Company entry to said premises without the customer's physical presence or written permission. In such cases, however, the customer must make mutually satisfactory arrangements with the Telephone Company when entry to said premises is necessary.

1. Tariff Information and General Regulations
1.3 Use of Service

1.3.5	Minimum Service Periods
A.	The minimum charge for service at any premises, except as otherwise specified, is one month's service charge. The right is reserved to require a minimum charge in excess of one month's service charge in connection with special equipment.
B.	If the period of use exceeds one month, the charges for the fractional part of a month following and consecutive with a full month are a proportionate part of the monthly charges, based on the actual number of days the service is furnished. For the purpose of determining charges for a fractional part of a month, every month is considered to have 30 days.

1. Tariff Information and General Regulations
1.4 Responsibility of the Telephone Company

1.4.1	Furnishing of Service	
A.	The Telephone Company reserves the right to refuse an application for service made by, or for the benefit of, a former customer who is indebted to the Telephone Company for telephone service previously furnished.	
B.	A telephone number is subject to change at any time.	
C.	The Telephone Company reserves the right to restrict the amount of other services and equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished.	
D.	In view of the fact that customers have exclusive control of their communications over the facilities furnished them by the Telephone Company, and of other uses for which facilities may be furnished by the Telephone Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Telephone Company, the services and facilities furnished by the Telephone Company are subject to the terms, conditions and limitations herein specified.	(T)
E.	In compliance with the FCCs Memorandum Opinion and Order released December 16, 1992, the Telephone Company will provide the following Open Network Architecture (ONA) services to customers under rates, terms and conditions approved by the PUC.	(T)
1.	Dialed Number Identification Service (DNIS) on Dedicated Toll Free Service (DTFS).	
F.	The Telephone Company retains title to all materials, including wire and cable that it installs.	(T)
G.	**Service Line Limitations -** Depending upon the availability of facilities, the Company will provide a maximum of two lines per service address.	(N) (N)

1. Tariff Information and General Regulations
1.4 Responsibility of the Telephone Company

1.4.2	Service Observing
A.	It is the policy and practice of the Telephone Company not to monitor any conversations between its customers. In order to determine the quality of service being given to its customers and to be in a position to improve the service, it is the practice of the Telephone Company to observe, on a random sample basis, the handling of customer calls by its employees and the functioning of its equipment.
1.	Service observations on calls between customers are made to insure the proper handling of these calls by the Telephone Company's employees and its equipment. Service observations are also made on calls between customers and the Telephone Company relating to matters such as business office, repair, directory assistance, and intercept services. Service observing is done in accordance with published Telephone Company practices which are available for inspection by regulatory authorities.

1.4.3	Liability
A.	The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs.
B.	The Telephone Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Telephone Company.
C.	Neither this Telephone Company nor any concurring, connecting or other participating carrier shall be liable for any act or omission of any other company or companies furnishing portion of such service.
D.	The Telephone Company is not responsible to the customer, authorized user, or joint user for damages 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 service of the Telephone Company, caused by customer premises equipment (except where a contributing cause is the malfunctioning of a Telephone Company provided connecting arrangement, in which event the liability of the Telephone Company will not exceed an amount equal to a proportional amount of the Telephone Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission, or injury occurs).

1. Tariff Information and General Regulations
1.4 Responsibility of the Telephone Company

1.4.3	Liability	
E.	The Telephone Company is not liable for any defacement of or damage to the premises of a customer (or authorized user) resulting from the attachment of the Telephone Company's instruments, apparatus and associated wiring on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.	
F.	The Telephone Company is not responsible to the customer, authorized user, joint user, sharer of service, or patron of a reseller for injuries or damages to persons or property arising from the existence of a customer-provided power supply.	
G.	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) (N)

1.4.4	Failure of Service
A.	For any complete failure of local exchange service continued more 24 hours and brought to the notice of the Telephone Company within ten days, the Telephone Company will make a prorata adjustment of charges or guarantee. For the purpose of determining a prorata adjustment, every month is considered to have 30 days.

1.4.5	Reserved for Future Use

1. Tariff Information and General Regulations
1.4 Responsibility of the Telephone Company

1.4.5	Reserved for Future Use	(T)
1.		(D)
a.		
b.		
c.		
B.		
C.		
D.		
E.		(D)

1.4.6	Installation Warranty
A.	**Residence Service—** The Telephone Company assures that when a residence customer orders a network access line, service will be installed on the agreed upon scheduled date.
1.	If service has not been installed on that date due to Telephone Company reasons, the customer will receive a credit in the amount of the total of one month of recurring rates for any basic exchange, auxiliary exchange, Selective Calling and Rhode Island Statewide Call Plan services that the customer initially ordered.
a.	The customer can only receive one credit per installation

1.4.7	Customer Satisfaction Guarantee
A.	This guarantee provides a credit on the Telephone Company bill to residence customers who notify the Telephone Company to disconnect any of the following services/features because the customer is dissatisfied.
1.	**Custom Calling—** Call Forwarding, Call Forwarding Busy Line Don't Answer, Call Forwarding Busy Line and Call Forwarding Don't Answer, Call Waiting, Speed Dialing 8, Speed Dialing 30, Three Way Calling
2.	**Phonesmart—** Caller ID, Busy Redial
3.	**Distinctive Ring**
B.	The customer is responsible for notifying the Telephone Company of his decision to disconnect within sixty days of installation. When the expiration of the sixty day period falls on a weekend or legal holiday, the customer has until the first day following the weekend or legal holiday to notify the Telephone Company. In such event, the customer will be entitled to a credit for the service/feature charge(s) and monthly rate(s) accrued through the disconnect date.

1. Tariff Information and General Regulations
1.4 Responsibility of the Telephone Company

1.4.7	Customer Satisfaction Guarantee	
C.	The credit is equal to the Service & Equipment Order charge and the monthly rate incurred by the customer for the service.	
1.	The credit does not apply to activation or usage charges associated with the service, to services offered under a contract, to services offered under a package offering (excluding packages comprised of Custom Calling, or Distinctive Ring services), or to telephone equipment.	(D)
2.	When multiple services are ordered at the same time, the credit for the Service & Equipment charge will not apply if the customer retains any one of the services ordered.	
3.	Each customer will be entitled to the credit one time per service/feature.	

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.1	Cancellation, Change, or Deferment Prior to Establishment of Service
A.	When an application for service is cancelled or changed in whole or in part by the applicant prior to completion of the construction and installation, the applicant is required to pay to the Telephone Company, upon demand, the total costs and expenses in connection with providing and removing the service less the estimated recoverable value, if any. The payment cannot exceed that specified under Section 1.5.1A1.
1.	When an application is cancelled or changed by the applicant in whole or in part after completion of the construction and installation but prior to the establishment of service, the applicant is required to pay to the Telephone Company, upon demand, the applicable minimum and termination charges specified in this tariff and any applicable nonrecurring, connection and construction charges.
2.	When an applicant requests a change in the location of all or part of the facilities provided for the service prior to completion of the construction and installation, the applicant is required to pay to the Telephone Company, upon demand, the difference between the total costs and expenses incurred by the Telephone Company in completing the construction and installation and that which would have been incurred had the final location of facilities been specified initially. The payment cannot exceed that specified under Section 1.5.1A1.
B.	When a deferment of the date for placing facilities and equipment in-service is requested by the applicant after the start of construction (usually at the time the required equipment has been purchased by the Telephone Company), charges based on costs apply, upon demand by the Telephone Company, for any deferment in excess of one month. The costs include the monthly carrying charges on the Telephone Company's investment in equipment and facilities at the time of the deferment plus any other specific costs applicable to the deferment. In no case will the placing in-service of equipment and facilities be deferred for more than 18 months. After 18 months the installation is considered cancelled, and the applicant is responsible for the payment of costs as specified in Section 1.5.1A.

1.5.2	Equipment Space and Power
A.	The customer is responsible for providing suitable electric power at a convenient outlet when and where required, unless otherwise provided in this tariff. In the event of a power failure, no allowance is made for interruption of service.
B.	Equipment furnished to the customer by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof excepted.

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.3	Liability	
A.	In case of damage, loss, theft or destruction of equipment and facilities furnished by the Telephone Company, the customer may be required to pay the expense incurred by the Telephone Company to replace or restore the equipment and facilities to its original condition.	
B.	In addition to any other remedy that may be available to it, the Company may, upon notice to the customer, discontinue service and/or terminate the customer's account for violation of any of the terms of this tariff or rules of the Commission. If the Company discontinues service for any reason but subsequently restores it, a restoral charge will apply. If the Company terminates the customer's account following discontinuance and the customer subsequently orders and the Company provides new service, nonrecurring charges for the establishment of service will apply.	(N) (N)

1.5.4	Notification for Termination of Service
A.	The right is reserved to require notice of not less than ten days of the customer's desire to terminate the service.

1.5.5	Payment of Bills	
A.	The customer is responsible for payment of all charges for service in accordance with the following provisions.	
1.	Bills are due when rendered and are payable at an office of the Telephone Company.	
a.	Delayed payment of bills may result in the interruption or discontinuance of the customer's service.	
2.	The customer is required to pay, in accordance with the Telephone Company's established collection and billing practice, all charges for exchange, end user access and private line services; MTS messages, including charges for messenger service; and for all services billed by the Telephone Company for other carriers.	
a.	The customer is held responsible for all charges for telephone service rendered at the customer's telephone, both exchange and MTS, including charges for MTS messages on which the charges have been made collect.	
B.	**Late Payment**	
1.	The Telephone Company will render bills on a monthly basis. The Company will send bills by first class mail but may deliver bills by email or other electronic means where the customer has a data service or an Internet access service from the Company or has affirmatively assented to electronic delivery of bills or notices.	(N) (N)
2.	Residence customer bills for service are due on the due date specified on the bill. A customer shall be given 25 days from the date the bill is sent by electronic means or 28 days from the date the bill is sent by first class mail for payment in full. If payment is not received by the customer's next billing date, a late payment charge of 1% will be applied to all previously unpaid charges with the exceptions specified in Section 1.5.5.B.3.	(C) (C) (C)
3.	The late payment charge does not apply to the following items.	
a.	Any disputed amount; however it is applicable to all undisputed portions of a bill on which a dispute is pending.	
b.	Final accounts; however any late payment charges included in the balance on a final statement are still due.	
c.	Residential accounts in an approved deferred payment arrangement.	
d.	Lifeline accounts	
C.	**Returned Check—** Whenever a check or draft presented for payment of service is not accepted by the institution on which it is written, a returned check charge applies, per check or draft written.	

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.6	Deposits
A.	In order to safeguard it against loss of charges due at the time service may be terminated, the Telephone Company may require a customer or applicant for telephone service to make a deposit.
1.	Simple interest of 12% per annum is credited to the customer annually or upon termination of the service or the return of the deposit by the Telephone Company.
2.	The receipt of such a deposit by the Telephone Company shall in no way relieve the customer or applicant from compliance with the Telephone Company's regulations as to advance payment (if any) and the prompt payment of bills, nor constitute a waiver or modification of the practices of the Telephone Company for the discontinuance of service for nonpayment of any sums due for service rendered.

1.5.7	Gross Receipts Tax Surcharge
A.	In addition to the rates and charges provided in this tariff, a surcharge may be imposed to recover the Gross Receipts Tax imposed on the Company. The surcharge will be shown as a separate line item on the customer's monthly bill.

1.5.8	Responsibility of the Customer with Respect to Certain Customer-Provided Systems
A.	For purposes of this Subsection 1.5.8, '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.
1.	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*: ● 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.

(N)
(N)

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

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.8	Responsibility of the Customer with Respect to Certain Customer-Provided Systems	(N)
A.1	(Cont'd)	
	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.	
2.	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; • 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. • 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.	(N)

* Pursuant to 47 C.F.R. § 9.16(b)(3). (N)

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.8	Responsibility of the Customer with Respect to Certain Customer-Provided Systems
A.2	**(**Cont'd)
3.	Customer Equipment, PBXs and Channels
a.	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 1.5.8.A.1.
b.	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 1.5.8.A.2.
4.	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 1.4.3.G.

(N)
(N)

1. Tariff Information and General Regulations
1.6 Customer Assistance Programs

1.6.1	Lifeline	
A.	Lifeline provides for a reduction in the monthly rate for one exchange service line per household for eligible residence customers. The Telephone Company will provide through Lifeline, rate payer funded assistance to eligible customers. Eligible customers include the following.	
1.	Recipients of Federal Public Housing Assistance (Section 8)	
2.	Participants in the Supplemental Nutrition Assistance Program (SNAP)	(T)
3.	Recipients of Medicaid	(T)
4.	Recipients of Supplemental Security Income (SSI)	(T)
5.	Customers whose annual income is at or below 135% of the Federal Poverty Guideline	(T)
6.	Veterans Pension Benefit	(T)
7.	Veterans Survivors Pension Benefit	(T)
8.	Individuals who live on Tribal Lands and participate in one of the following programs:	(T)
a.	The Bureau of Indian Affairs (BIA) General Assistance	
b.	Head Start (income eligible)	
c.	Tribally Administered Temporary Assistance for Needy Families (Tribal TANF)	
d.	The Food Distribution Program	
B.	Eligibility will be determined by the relevant government agency in accordance with guidelines on file with the agency. Upon receipt by the Telephone Company of eligibility certification by said agency or its designee, the Telephone Company will provide a reduction as specified as follows.	
1.	A reduction applies to the monthly rate for one residence exchange service line furnished to an eligible residence exchange service customer. This reduction may be applied to the monthly rate for the following services.	
a.	One-party exchange service.	(D)
C.	A monthly local usage allowance applies to Lifeline customers who subscribe to measured service.	
D.	A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to Lifeline customers without charge.	
1.	An eligible customer who elects toll blocking shall not be required to provide a service deposit to initiate Lifeline credit.	

1. Tariff Information and General Regulations
1.6 Customer Assistance Programs

1.6.1	Lifeline
E.	The service of an eligible customer receiving the Lifeline credit may not be disconnected for non-payment of toll charges unless a waiver of this provision is granted by the PUC.
F.	A household is defined as any individual or group of individuals living together at the same address as one economic unit.

1.6.2	**Link-Up America –** Effective June 1, 2012, the Link-Up America Program is available only to Native Americans living on tribal lands.
A.	Link-Up America is a connection assistance plan that provides reduced connection charges for low income households, for one telephone line per household at the principal place of residence. The applicant must satisfy certain income tests established by the Federal Government for low-income customers residing on tribal lands.
B.	In order to qualify for connection assistance unless the applicant is more than 60 years old, the applicant must not be a dependent for federal income tax purposes.
C.	The reduction in connection charges provided by this program is applicable only to the service and equipment charge to install a network access line. The reduction is equal to one-half of such amount, not to exceed thirty dollars.

1.6.3	Enhanced Lifeline
A.	In addition to the reduction provided for under Lifeline (refer to Section 1.6.1), qualifying low-income individuals living on tribal lands are eligible to receive an additional basic monthly service rate reduction such that a minimum basic monthly service rate of one dollar, per month, per primary residential connection will apply.

1.6.4	Expanded Link-Up America
A.	In addition to the reduction provided for under Link-Up America (refer to Section 1.6.2), qualifying low income individuals living on tribal lands are eligible to receive an additional reduction on their service connection charges, not to exceed $70.00, such that the combined reductions do not exceed one-hundred dollars per qualifying low income subscriber.
1.	The combined reduction is intended to cover any standard charges imposed as a condition of initiating service, including both line extension and initial connection charges up to the maximum amount of one hundred dollars. This reduction is not applicable to CPE, customer premises wiring (i.e., inside wiring), or other costs incurred on the customer side of the network interface/demarcation point.

1.6.5	Resale and Sharing	(N)
A.	As of February 9, 2016 the following programs will no longer be available for resale: Lifeline, Link-Up America, Enhanced Lifeline and Expanded Link Up America Program.	(N)

1. Tariff Information and General Regulations
1.10 Promotional Programs

1.10.1	General
A.	Promotional programs may be introduced from time to time, as market conditions warrant, following advance notification to the PUC. The time periods, locations, tracking plans and terms and conditions applicable to each promotional program are provided to the PUC at the time of notification.
1.	Such programs may include, but are not limited to, discounts, reductions or waivers of the appropriate rates and/or charges for the services provided.
B.	Implementation of proposed promotional programs will occur as specified in the notice to the PUC and following the resolution of any objections or concerns raised by the PUC.