

GENERAL REGULATIONS

I. GENERAL

- A. The regulations specified herein are in addition to the regulations contained in other sections of this Product Catalog and govern the furnishing of telephone service to customers generally.

II. APPLICATION OF PRODUCT CATALOG

- A. Regulations and rates in this Product Catalog apply to all telephone service provided by the Company.

III. LIMITATION AND USE OF SERVICE

- A. Equipment and lines furnished by the Telephone Company on the premises of a customer, authorized user or agent of the Telephone Company are the property of the Telephone Company except as otherwise specifically provided in this Product Catalog and are provided upon the condition that such equipment and lines must be installed, relocated and maintained by the Telephone Company and that the Company's employees or designees may enter said premises at any reasonable hour to install, inspect or maintain the equipment and lines and to make collections from coin boxes and upon termination or cancellation of the service, to remove the equipment and lines.
- B. In case of damage, loss, theft or destruction of facilities furnished by the Telephone Company, the customer may be required to pay the expense incurred by the Company to replace or restore the equipment and facilities to its original condition.
- C. Customer provided terminal equipment and customer provided communications systems and any customer provided, owned and maintained wiring may be connected with facilities furnished by the Company in accordance with the provisions contained in this Product Catalog. If any unauthorized attachment or connection is made contrary to the provision in this Product Catalog, 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 attachment or connection.
- D. The right is reserved to restrict the amount of other services furnished in connection with any particular class of service in order to prevent any impairment in the quality of service furnished.

GENERAL REGULATIONS (cont.)

III. LIMITATIONS AND USE OF SERVICE (continued)

- E. The use of unlimited business exchange service is restricted to the customer, his agents and employees when engaged in his business. The use of unlimited residence exchange service is restricted to the customer and members of his household.
- F. The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service. Abuse or fraudulent use of service includes 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 a message toll charge.
- G. The Telephone Company's obligation to furnish service or to continue to furnish service is 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.

IV. CLASSIFICATION OF EXCHANGE SERVICE

- A. Service is furnished at business rates if the use of the service is primarily or substantially for business purposes, or if the service is furnished at a business location.
- B. Service is furnished at residence rates if the use of the service is primarily for social or domestic purposes.

V. TERMINATION OF SERVICE AND MINIMUM CHARGES

- A. The right is reserved to require notice of not less than ten days of the customer's desire to terminate the service.
- B. The minimum charge for service at any premises, except as otherwise stated elsewhere in this schedule, 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.

GENERAL REGULATIONS (cont.)

3. Change in telephone numbers

A telephone number is subject to change at any time

4. Failure of service

For any complete failure of local exchange service continued more than twenty-four hours and brought to the notice of the Telephone Company, the Telephone Company will make a prorata adjustment of charge or guarantee.

5. Payment for services

- a. Bills are due when rendered and are payable at an office of the Telephone Company. Delayed payment of bills may result in the interruption or discontinuance of the customer's service.
 - b. The customer is required to pay, in accordance with the Telephone Company's established collection and billing practice, all charges for exchange service and equipment and for all toll messages, including charges for messenger service. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been made collect.
 - c. In order to safeguard it against loss of charges or tolls due at the time service may be terminated, pursuant to Rule 1203.03 of the Public Utilities Commission's Code of Administrative Rules the Telephone Company may require a customer or applicant for telephone service to make a cash deposit or obtain a written guarantee equal to the estimated amount of exchange and toll service charges for any period of two months exclusive of the highest-use month. Simple interest at a rate equal to the prime rate shall accrue and shall be paid or credited to the customer annually from the date of deposit to the date of termination of the service or the return of the deposit by the Telephone Company. 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 payments (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.
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GENERAL REGULATIONS (cont.)

d. Telephone Calls to Emergency Services in Towns.

The company shall, at the customer's request, adjust the charges for tolls to such customer's so that no toll charges shall be imposed for any call from any point within the geographical boundaries of said town placed through the Telephone Company to the emergency number of an agency of local government located within the town, provided, however, that the request for adjustment is made at the Telephone Company's business office prior to paying such charges.

IX. LIABILITY DUE TO DIRECTORY ERRORS AND OMISSIONS

- A. The Telephone Company's liability arising from errors or omissions in directory listings (other than charged listings) shall be limited to the amount of actual impairment to the customer's service and in no event shall exceed one-half the amount of the exchange service charges for main telephones, and auxiliary lines involved during the period covered by the directory in which the error or omission occurs.
- B. In case of charged directory listings, the liability of the Telephone Company shall be limited to an amount not exceeding the amount of charges for the charged listing or listings involved during the period covered by the directory in which the error or omission occurs.

X. USE OF SERVICE FOR UNLAWFUL PURPOSES

The service is furnished subject to the condition 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.

XI. POWER SUPPLY

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.

GENERAL REGULATIONS (cont.)

XII. MISCELLANEOUS DEVICES PROVIDED BY THE CUSTOMER

- A. The provisions of paragraph III.D. preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Telephone Company in the service for which they are furnished under this tariff, provided any such device so used would not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Telephone Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telephone system or teletypewriter system or otherwise injure the public in its use of the Telephone Company's services.
- B. Except as otherwise provided in this tariff, nothing herein shall be construed to permit the use of a recording device, or of a device to interconnect any line or channel of the Telephone Company with any other communication line or channel of the Company or of any other person.

XIII. VOICE SILENCERS

Devices provided by the customer to obtain quietness or privacy may be used, provided any such device does not involve direct electrical connection to the equipment of the Telephone Company or any change in or alteration of such equipment, or interfere with its proper functioning, or damage it in any way.

XIV. CANCELLATION OR CHANGE OF APPLICATION PRIOR TO ESTABLISHMENT OF SERVICES

- A. When an application for facilities and service is cancelled in whole or in part prior to completion of the construction and installation, the customer is required to pay to the Telephone 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; such payment shall not exceed that specified under paragraph B, following.
- B. 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 customer is required to pay the Telephone Company, upon demand, the applicable minimum and termination charges specified in this Tariff and the applicable connection and construction charges.

GENERAL REGULATIONS (cont.)

XV. ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E-911 SURCHARGE)

An Enhanced Universal Emergency Number Service (E-911) surcharge of \$.75 per month applies to each residence and business telephone exchange line, including PABX trunks, Centrex lines, trunks and lines serving cellular communication towers, semi-public coin, Public Access Lines, and seasonal service lines or telephone lines that are temporarily suspended, in addition to the monthly rates for these services specified elsewhere in this tariff.

The surcharge shall be used to fund the statewide Enhanced 911 system, and shall be uniform throughout the state.

The surcharge shall not be imposed upon more than 25 lines per customer billing account.

The \$.75 Enhanced Universal Emergency Number Service surcharge shall be applied to all bills rendered on or after April 1, 2010.