



October 9, 2008

Docket Control Center  
Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007-2927

Arizona Corporation Commission  
DOCKETED

OCT 14 2008



Re: EMC Telecom Corporation's Additional Answers to Staff's First Data  
Request QUESTION CA-6  
DOCKET NO. T-20615A-08-0429

Dear Sir or Madam,

Enclosed, please find an original and thirteen (13) copies of EMC Telecom Corporation's answer to question CA-6 including Attachments A&B with supporting documents per the request of Candrea Allen.

Please date stamp the additional copy of this letter and return it to us at the address below in the self addressed and stamped envelope provided.

Please feel free to call with questions. Thank you.

Respectfully,

Joseph Isaacs  
VP Regulatory Affairs  
EMC Telecom corporation

ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

2008 OCT 14 A 11:03

RECEIVED

4274 Enfield Court, Suite 1600, Palm Harbor, Florida 34685  
Phone: (727) 738-5553 Facsimile: (727) 939-2672  
[www.isg-telecom.com](http://www.isg-telecom.com)

ANSWERS TO STAFF'S FIRST SET OF DATA REQUESTS FOR  
EMC TELECOM CORPORATION  
DOCKET NO. T-20615A-08-0429

CA-6. Please indicate why you believe that your range of rates is just and reasonable using a competitive market analysis. Your analysis should contain publicly available examples of tariff rates and charges charged by the incumbent and other carriers for similar services. Include supporting material and any other information that you believe demonstrates that your proposed tariff rates and charges are just and reasonable.

**SEE ATTACHED ATTACHMENTS A & B**

Use a matrix format to list the company's proposed services, rates, and charges. Based on the company's tariff, list all of the telecommunications services the company will provide in Arizona. For each of the telecommunications services listed, provide the company's tariff page numbers that support each of the company's services, rates, and charges. Also, provide the same information requested of the company for Qwest and two other Arizona competitors using the same matrix format. List each competitor's services, rates, and charges for the same or comparable services and include copies of the tariff page of each service, rate and charge of each competitor. For a list of telecommunications carriers certified in Arizona, go to [www.cc.state.az.us/utility/telecom](http://www.cc.state.az.us/utility/telecom). For a list of Commission-approved telecommunications rates and tariffs, go to [www.cc.state.az.us/utility/tariffs](http://www.cc.state.az.us/utility/tariffs). **(Please Note: Refer to Attachments A, B, C, and D for the prescribed format to submit the company's telecommunications services, rates, and charges and the telecommunications services, rates, and charges of its competitors. Please make sure to include all supporting tariff pages for each of the company's competitors.)**

**SEE ATTACHMENTS A & B**

**PETITIONER DOES NOT OFFER SERVICES IN OTHER STATES SO  
ATTACHMENTS C & D ARE NOT APPLICABLE**

CA-7. Please be advised that within 30 days of a Decision, the Commission will require the procurement of a performance bond or irrevocable sight draft Letter of Credit once a CC&N is granted.

**Not applicable. Company will not collect advance payments or deposits.**

ATTACHMENT A  
BY COMPETITOR

Residence Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Applicant's Arizona Tariff Attach Tariff Sheets for Support			Qwest's Arizona Tariff Attach Tariff Sheets for Support		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	21	3	29	13.18	5	21
Service Connect Fee	50	3	29	27.5	5	21
Dispatch Call & Trouble isolated on cust. equip.	n/c					
Feature ChangeOrder	n/c					
Toll Restriction Fee Order	n/c					
Transfer of Service (move order)	n/c					
Restoration of Service	17	3	29	25	2.2.9	23
Directory Assistance	3.75	3	29			
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	25	3	29	10	2.3.2	36
<b>Listings</b>						
Directory Listing Service						
Primary Listing	n/c					
Non-Published	n/c					
<b>PRI Service with Unlimited Local Calling</b>						
12 Months	n/a					
24 Months	n/a					
36 Months	n/a					
Non-Recurring on a PRI Install	n/a					
Order Cancellation Charge	n/a					
Order Sup Charge	n/a					
Residence Rate Comparison of Telecommunications Services provided by Competitor's in Arizona	Competitor #1 Arizona Tariff COX ARIZONA TELECOM			Competitor #2 Arizona Tariff TALK AMERICA		
	Charges & Rates (\$)	Section Number	Page Number	Charges & Rates (\$)	Section Number	Page Number
<b>Product/Services</b>						
Basic Local Service	13	3	61	34.99	4	54
Service Connect Fee	24.95	3	60	34.99	4	54
Dispatch Call & Trouble isolated on cust. equip.						
Feature ChangeOrder						
Transfer of Service (move order)	19.95	3	60			
Restoration of Service				75	4	3
Directory Assistance	0.6	3	93			
<b>Miscellaneous Services &amp; Rates</b>						
Returned Check Charge (NSF)	n/a					
<b>Listings</b>						
Directory Listing Service						
Primary Listing	n/c	3	99			
Non-Published	2	3	99			
<b>PRI Service with Unlimited Local Calling</b>						
12 Months						
24 Months						
36 Months						
Non-Recurring on a PRI Install						
Order Cancellation Charge						
Order Sup Charge						

## 3.0 EMC Local Service Offerings

## Service Establishment Charge

	<u>RATE</u>	<u>MAXIMUM</u>
a. Existing lines:	\$17.00	\$23.00
b. New lines:	\$50.00	\$65.00

## Recurring Service Charges (per month, per line)

a. Residential	\$21.00	\$29.00
b. Business	\$37.00	\$47.00

Directory Assistance	\$ 3.75	\$ 3.75
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Call waiting	\$ 4.95	\$5.95
--------------	---------	--------

Caller ID	\$ 4.95	\$5.95
-----------	---------	--------

3 way calling	\$ 4.95	\$5.95
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Returned Check Charge	\$25.00	
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Issued: August 15, 2008

Issued by:

Joseph Isaacs, VP Regulatory  
EMC Telecom Corporation  
4274 Enfield Court, Suite 1600  
Palm Harbor, FL 34685  
727-738-5553

Effective: September 15, 2008

## 4.0 EMC Long Distance Services

## Business Long Distance Service

<b>Item</b>	<b>Rate</b>	<b>Max</b>
Calls		
Day	\$0.1100	\$0.1400
Evening	\$0.1100	\$0.1400
Night/Weekend	\$0.1100	\$0.1400
Monthly Recurring Charge	\$5.00	\$7.00
Monthly Basic Account Code	\$5.00	\$7.00
Monthly Verified Accounting Code	\$0.00	\$2.00

## Residential Service

<b>Item</b>	<b>Rates</b>	<b>Max</b>
Calls		
Day	\$0.1100	\$0.1400
Evening	\$0.1100	\$0.1400
Night/Weekend	\$0.1100	\$0.1400
Monthly Recurring Charge	\$4.95	\$7.00
Monthly Basic Account Code	\$5.00	\$7.00
Monthly VAC	\$0.00	\$2.00

Issued: August 15, 2008  
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4274 Enfield Court, Suite 1600  
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727-738-5553

Effective: September 15, 2008

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (CONT'D)**

**5.2.4 FLAT RATE SERVICE**

This service entitles customers to an unlimited number of calls within the local calling area. Incremental charges, as shown in 5.1.6.A., apply to service outside the exchange base rate area.

**A. Rates and Charges**

1. The nonrecurring charge associated with the provision of flat rate service applies:
  - To install each access line;
  - For connecting an access line when changing a grade of service from PBX service.
2. Residence Flat Rate Service

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Individual line, each[1]	1FR	\$27.50	\$13.18

(D)  
(D)

[1] See the Competitive Exchange and Network Services Price Cap Tariff No. 2 for Residence Flat Rate Service additional lines, in 5.2.4 of that tariff.

(N)  
(N)

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1.2 Local Exchange Service, cont'd.**

**2. Local Line, Rates and Charges**

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs), monthly Recurring Charges as specified in Sections 3.1.2.2.(a) and 3.1.2.2.(b) respectively. (T)

(a) Non-Recurring Charge	Residential		Business		Home Office		(T)
	Current	Max	current <sup>P</sup>	Max	Current	Max	
Line Connection charge <sup>¶</sup> per line			\$45.00	\$50.00	\$45.00	\$50.00	(N) (R)
Lines 1-4 <sup>3</sup>	\$24.95	\$40.00					
Lines 5-8	\$75.00	\$80.00					
FastConnect <sup>Ⓟ</sup>	\$ 9.95	\$40.00					
Transfer of service <sup>^</sup>	\$19.95	\$40.00					
Premium Service Connect <sup>ψ</sup>	\$00.00	\$40.00					
Seasonal Service	\$10.00	\$15.00	\$25.00	\$25.00			(M) (T)
Account Changes (per number after initial per billing record change)	\$10.00	\$10.00	\$20.00	\$20.00	\$20.00	\$20.00	(T)
PIC-2 Change (per line - initial set-up) after initial set-up*	\$5.00	N/C \$5.00	\$5.00	N/C \$5.00	\$5.00	N/C \$5.00	(T) (D)
Line Restoral Charge (per line)	\$ 0.00	\$0.00	\$25.00	\$25.00	\$25.00	\$25.00	(T)

\* Waive PIC change charge if Cox Long Distance is selected.

(M) Material relocated from page 107.

<sup>1</sup> A reduced charge of one-half the non-recurring rate is available for the initial connection of service for those eligible under Link Up America Assistance Plan. (See Section 6.1)

<sup>β</sup> New Business Customers, who sign a three or five year contract and change their business line service to Cox from another carrier by porting their numbers to Cox will pay only \$90 for up to 10 lines. After 10 lines, normal non-recurring rates apply. (N)  
(N)  
(N)

<sup>3</sup> Line connection charge for the initial establishment of service includes connection of up to four lines per account. Each line thereafter will be charged the current rate as set forth above.

<sup>Ⓟ</sup> FastConnect is an optional Line Connection service offered in situations where the customer need not be at home to complete the service installation.

<sup>^</sup> Transfer of Service is a relocation of service within the Cox service area.

<sup>ψ</sup> Premium Service install is offered to customers that subscribe to an access line, the Solutions Package and an optional LD call plan with an associated monthly recurring charge.

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**ADMINISTRATIVELY  
APPROVED FOR FILING**

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

3.1 Local Exchange Service, cont'd.

**3.1.2.2** Local Line, Rates and Charges, cont'd.

(b) Monthly Recurring Charges

Residential Rates:

Local Access Line Flat-Rate Service	Current Rate	Maximum Rate	
Standard Service	\$13.00	\$13.00	
Additional lines	\$13.00	\$13.00	(T)
Combination Service	\$11.75	\$11.75	(T)
Second line	\$8.50	\$13.00	(T)
Additional lines	\$11.75	\$11.75	(T)
Seasonal service <sup>P</sup>	\$8.50	\$10.00	(M)

Business Rates:

Local Access Line Flat-Rate Service	Business	Max Rate	Home Office	Max Rate
Per Business Line				
Month-to-Month	\$30.00	\$30.00	\$30.00	\$30.00
1 Year <sup>Ψ</sup>	\$28.00	\$30.00	\$28.00	\$30.00
2-Year <sup>Ψ</sup>	\$28.00	\$30.00	\$28.00	\$30.00
3-Year <sup>Ψ</sup>	\$28.00	\$30.00	\$28.00	\$30.00
5-Year <sup>Ψ</sup>	\$26.00	\$30.00	\$26.00	\$30.00
Local Access Line Measured-Rate				
Measured Service	\$15.00	\$15.00	N/A	N/A
Per Minute	\$0.10	\$0.10	N/A	N/A
Seasonal Service	\$20.00	\$20.00	N/A	N/A

(T)  
(N)  
|  
(N)

(M)

(M) Material moved form page 107.

<sup>β</sup> For description of Seasonal Service, see Section 7.2, page 106.

<sup>Ψ</sup> All term contracts will include, at no additional charge for the duration of the contract, three standard features: Call Forwarding, Call Waiting, and Caller ID, or a choice of the following features: Call Forwarding, Call Waiting, Caller ID, Call Forward-Busy, Call Forward-No Answer, 3-Way Calling, Call Transfer, Speed Call 30. Hunting\*. Offer not available on month-to-month service.

\*Hunting is not offered with Call Waiting, Call Forward-Busy or Call Forward-No Answer.

(N)  
(N)  
|  
(N)

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**ADMINISTRATIVELY  
APPROVED FOR FILING**

LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.2 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

3.2.1 Each call to Directory Assistance will be charged as follows:

Per Call \$0.60

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

3.2.2 A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative.

3.2.3 Exemptions

Directory Assistance Service charges will not apply to calls originating from the following:

1. The Primary Line where a disabled person presently and normally resides, who is certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read.

2. A business or Home Office account which is solely owned and operated by a disabled person, who is certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read.

The Company will also consider, on a case by case basis, persons who have been certified as having a significant mentally related health impairment. The Customer will be responsible for obtaining the Exemption From Directory Assistance Charges form from the Company, as well as properly filling out the form for self, and, in the case of a residential account, any authorized user in the account who is disabled. The form must be signed by a competent authority including a doctor of medicine, ophthalmologist, optometrist, registered nurse, therapist or a staff member of a hospital, institution or public agency, who will verify the physical disability and qualification for exemption status. A qualified person to certify illiteracy includes teachers, social workers, or professional staff of literacy agencies, social services agencies or community service centers (including literacy volunteers). The eligibility certificate for disability is subject to any reasonable verification by the Company.

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Issue Date: November 3, 1999

Effective Date: December 2, 1999

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

ADMINISTRATIVELY  
APPROVED FOR FILING

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.4 Directory Listings, cont'd.**

**3.4.5 (cont'd)**

4. **Non-Directory Listed:** A non-directory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such Listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Nonlisted Listings are specified in Section 3.4.6.

**3.4.6 Directory Listings Rates**

	<u>Residential</u>			<u>Business</u>			
	<u>Monthly</u>		<u>NRC</u>	<u>Monthly</u>		<u>NRC</u>	
	<u>Current</u>	<u>Max</u>		<u>Current</u>	<u>Max</u>		
Primary Listing	N/C	N/C	N/C	N/C	N/A	N/A	
Additional/Foreign Listing	\$2.00	3.00	\$5.00	\$2.00	\$5.00(C)	\$20.00	(C)
Non-Published	\$2.00	3.00	\$5.00	\$2.00	\$5.00(C)	\$20.00	(C)
Non-Directory Listed	\$2.00	3.00	\$5.00	\$2.00	\$5.00(C)	\$20.00	(C)
Change Listing	N/A	N/A	\$5.00	N/A	N/A	\$20.00	

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**ADMINISTRATIVELY  
APPROVED FOR FILING**

**ORIGINAL**

**LOCAL EXCHANGE SERVICES**

4. **Residential Local Exchange Service** (Continued) (T)

The Customer's phone line may not be classified as a "business", "public", or "semi-public" line and may not be in housing associated with educational institutions. The Customer may not use this service for commercial use, for connection to the internet, for other data service (including facsimile transmissions) or for any other use that does not involve a person-to-person conversation or voice message. Sprint will prorate all charges and associated usage in the initial month and last month of service based on a 30-day month. (M)

*The following* Local Exchange Services *are* for use by residential Customers. If it is determined that usage is not consistent with residential voice applications, the Customer's service may be assessed a \$50.00\* monthly recurring Data Usage Charge or may be disconnected. (M)

4.1 **Sprint Basic** (T)

Sprint Basic provides only residential Local Exchange Service, which includes unlimited local calling at no additional charge. Long Distance calling is not included in this offering. The Customer may presubscribe to the long distance provider of their choice as specified in Section 6.8 of this Tariff. (T)

<u>Rates and Charges</u>	<u>Maximum Rate</u>	<u>Current Rate</u>
Per Line, per month	\$140.00	\$34.99
Primary Service Connection Charge, per line	279.00	69.99
Secondary Service Connection Charge, per line	220.00	55.00

\* This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion federal service or to companion state service.

(M) Material previously appearing on this page now appears on 1st Revised Page 55.

ADMINISTRATIVELY  
APPROVED FOR FILING

ISSUED:  
June 30, 2003

State Tariffs  
6450 Sprint Parkway  
Overland Park, Kansas 66251

EFFECTIVE:  
August 1, 2003

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**SECTION 4 - CONNECTION CHARGES** *continued***4.3 Restoration of Service**

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

**4.3.1 Maximum Charges**

	<u>Business</u>	<u>Residential</u>
Per occasion	\$75.00	\$75.00

APPROVED FOR FILING  
DECISION #: 66700

Issued: April 29, 2004

Effective: June 1, 2004

Issued By: Aloysius T. Lawn, IV, Executive Vice President  
6805 Route 202  
New Hope, PA 18938



## 3.0 EMC Local Service Offerings

## Service Establishment Charge

	<u>RATE</u>	<u>MAXIMUM</u>
a. Existing lines:	\$17.00	\$23.00
b. New lines:	\$50.00	\$65.00

## Recurring Service Charges (per month, per line)

a. Residential	\$21.00	\$29.00
b. Business	\$37.00	\$47.00

Directory Assistance	\$ 3.75	\$ 3.75
----------------------	---------	---------

Call waiting	\$ 4.95	\$5.95
--------------	---------	--------

Caller ID	\$ 4.95	\$5.95
-----------	---------	--------

3 way calling	\$ 4.95	\$5.95
---------------	---------	--------

Returned Check Charge	\$25.00	
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Issued: August 15, 2008

Issued by:

Joseph Isaacs, VP Regulatory  
EMC Telecom Corporation  
4274 Enfield Court, Suite 1600  
Palm Harbor, FL 34685  
727-738-5553

Effective: September 15, 2008

## 4.0 EMC Long Distance Services

## Business Long Distance Service

<b>Item</b>	<b>Rate</b>	<b>Max</b>
Calls		
Day	\$0.1100	\$0.1400
Evening	\$0.1100	\$0.1400
Night/Weekend	\$0.1100	\$0.1400
Monthly Recurring Charge	\$5.00	\$7.00
Monthly Basic Account Code	\$5.00	\$7.00
Monthly Verified Accounting Code	\$0.00	\$2.00

## Residential Service

<b>Item</b>	<b>Rates</b>	<b>Max</b>
Calls		
Day	\$0.1100	\$0.1400
Evening	\$0.1100	\$0.1400
Night/Weekend	\$0.1100	\$0.1400
Monthly Recurring Charge	\$4.95	\$7.00
Monthly Basic Account Code	\$5.00	\$7.00
Monthly VAC	\$0.00	\$2.00

Issued: August 15, 2008

Issued by:

Joseph Isaacs, VP Regulatory  
EMC Telecom Corporation  
4274 Enfield Court, Suite 1600  
Palm Harbor, FL 34685  
727-738-5553

Effective: September 15, 2008

Issued: 7-30-01

Effective: 8-29-01

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

### 2.3 PAYMENT FOR SERVICE

#### 2.3.2 PAYMENT OF BILLS (CONT'D)

- E. Payment of bills for telephone service may be made by any means mutually acceptable to the customer and the Company. Payment which is not honored or paid by the customer's designated financial institution will be considered as nonpayment. A charge will apply whenever a payment for service on an active account is not accepted by the customer's designated financial institution.

#### CHARGE

- Returned Payment Charge, per occasion \$10.00

- F. The customer bill is due upon receipt. Customers have the following options as to the method of paying bills for telephone service:

- At any Company payment depository location.
- At the office of any authorized payment agent of the Company.
- By U.S. Mail, by check or money order.
- Through an agent of the customer.
- By electronic funds transfer.

- G. In order to avoid collection procedures which could result in a temporary disconnection of service, payment must be received no later than the due and payable date shown on the customer's bill.

- H. Payments received by the Company on or before the due and payable date on the customer's bill will prevent collection procedures which could result in a disconnect of service, provided the following billing information is remitted with payment. The following items are all contained on the customer's bill:

- Customer's name
- Customer's telephone number
- Customer's customer code
- Customer's account type
- Amount of payment

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

### 3. SERVICE CHARGES

#### 3.1 MISCELLANEOUS NONRECURRING CHARGES

##### 3.1.9 EXPRESS CHANGE CHARGES

###### C. Terms and Conditions (Cont'd)

5. Customers may add optional features only in blocks of 10. There is no limit to the number of standard features that can be added using the express process, other than that stipulated above.
6. Customers must have a minimum of 20 station lines in their system in order to qualify for express charges.

###### D. Rates and Charges

1. Customers may request multiple changes on the same line. Charges are assessed per line, per request, regardless of the number of changes made per line. ("Per request" is defined here as each time the customer contacts the Company.)
2. Features added using the express process will be assessed the same monthly recurring rates as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
3. The following charges are in addition to all other charges applicable to the associated service, except as specified herein. Nonrecurring charges found elsewhere for moving or changing features or moving or changing lines within the customer's system do not apply when express changes are made.

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Service Establishment Charge, Initial request	XPTXX	\$300.00	\$150.00
• Standard Express Change, per line, per request	XPTOX	12.00	6.00
• Priority Express Change, per line, per request	XPT1X	24.00	12.00

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (CONT'D)**

**5.2.4 FLAT RATE SERVICE[1]**

This service entitles customers to an unlimited number of calls within the local calling area. Incremental charges, as shown in 5.1.6.A. of the Exchange and Network Services Price Cap Tariff, apply to service outside the exchange base rate area.

**A. Rates and Charges**

1. The nonrecurring charge associated with the provision of flat rate service applies:
  - To install each access line;
  - For connecting an access line when changing a grade of service from PBX service.
2. Residence Flat Rate Service

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Additional individual line, each	AFH	\$55.00	\$27.50

3. Business Flat Rate Service

• Additional individual line, each	AFK	85.00	42.50
------------------------------------	-----	-------	-------

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
2. Residence Flat Rate Service			
• Additional individual line, each	AFH	\$30.00	\$10.00
3. Business Flat Rate Service			
• Additional individual line, each	AFK	91.20	30.40

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 3-14-08

Effective: 4-14-08

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES[1]

L. Rates and Charges (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Additional Listings, each			
- Business[2]	CLT	\$7.50	\$3.80 (I)
- Residence[2]	RLT	3.75	1.50
• Alpha Listing, each			
- Business	RNCAF	7.50	3.80 (I)
- Residence	RNCAF	3.75	1.50
• Client Main Listing, each			
- Business	LBS	7.50	3.80 (I)
- Residence	LRS	3.75	1.50
• E-Mail Address Listing, each			
- Residence	EM6	3.75	1.50
• URL Address Listing, each			
- Residence	NL1	3.75	1.50
• Listing Packages			
E-Mail/URL Address Listing, each			
- Residence	L9GEU	6.75	2.25
• Foreign Listings, each			
- Business[2]	FAL	-	[3]
- Residence[2]	FAL	-	[3]
• Informational Listings, each			
- Residence	XLL	\$3.75	\$1.50

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] For customers located in Area Code 520 who are experiencing problems with incoming call completion due to the Area Code 602/520 split, the monthly rate and nonrecurring charge for a Foreign Listing (USOCs: FAL,CLT,RLT) will be waived for customers in Area Code 520 who subscribe to *MARKET EXPANSION LINE* Service, as specified in 5.4.4.B.7.c., preceding.

[3] The Foreign Listing (FAL) in this State takes the appropriate Additional Listing (CLT or RLT) rate as shown above. Should the FAL be in another State, then that State's CLT or RLT rate apply.

Issued: 3-14-08

Effective: 4-14-08

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES[1]

L. Rates and Charges (Cont'd)

	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Each Listing changed to Nonpublished Service - Business[2]	NPU	\$4.65	\$2.35 (I)
• Each Listing changed to Nonlisted Service - Business[2]	NLT	3.60	1.85
• WATS Listings, each - Business	SZS	7.50	3.80 (I)
• Telephone Answering Service Bureau Patron Line Listing, each	9FK	18.60	6.20
• Mobile Radio Listing, each	L96	[3]	[3]
• Mobile Unit Number Listing, each	LMS	[3]	[3]
• "No Solicitation" Listing - Residence	NSW	0.75	0.25

[1] A Basket 2 Service. See Preface Page 1, preceding.

[2] See the Exchange and Network Services Price Cap Tariff for Residence Nonpublished and Nonlisted Service.

[3] Same rates and charges as (CLT).

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.4 DIRECTORY ASSISTANCE SERVICE**

**A. Directory Assistance (Cont'd)**

**2. Allowances**

- a. A customer is allowed one directly dialed Directory Assistance call per month at no charge for each central office line or trunk, excluding PALs.
- b. Centrex customers receive one directly dialed Directory Assistance call per month at no charge for each eight Centrex main station lines or fraction thereof if the total number of stations is not divisible by eight.
- c. For School Centrex service, the Centrex allowance applies for administrative main station lines. The regular central office line allowance applies to each dormitory station line or special student billing number.
- d. The call allowance is not transferable between separate accounts of the same customer.

**3. Charges**

- a. In locations, including Public Access Lines, where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a mechanized or operator-assisted customer-dialed calling card call or operator-assisted station-to-station call, the appropriate charge, specified in 6.2.1, preceding, applies in addition to the Directory Assistance charge.

	CHARGE	
	MAXIMUM	CURRENT
• Each call dialed directly by customer[1]	\$1.15	\$1.15
• Each call placed from Public Access Lines[2]		
- Direct Dial	0.60	0.60
- Alternately Billed	1.15	1.15

[1] Effective 04-01-2001, the maximum charge of each call dialed directly by the customer into Directory Assistance will be \$1.15.

[2] See 6.2.1, preceding, for additional charge applications.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 TOLL RESTRICTION SERVICE**

**10.4.1 CUSTOMNET SERVICE[1]**

A. Description

1. *CUSTOMNET* Service enables a customer, by means of Company operator identification, to restrict outgoing toll calls by their station users to only collect calls, bill to third party calls, and calling card calls.
2. This service is offered, subject to the availability of mechanized operator type services and existing CO facilities, to individual line business, PBX and Centrex customers. The provision of this service may require some customers to change their existing telephone number.

B. Rates and Charges

1. The nonrecurring charge will apply:
  - To each initial premises location of the customer ordering *CUSTOMNET* Service, regardless of the number of exchange access lines equipped.
  - To partial transfer of *CUSTOMNET* Service to a different premises.
  - To a transfer of the customer's entire service to a different wire center.
  - When *CUSTOMNET* Service is disconnected at the customer's request and then subsequently ordered by the same customer.

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
- Initial installation	N/A	\$742.00	\$371.00
- Per exchange access line arranged	SRG	-	-
	USOC	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
- Initial installation	N/A	-	-
- Per exchange access line arranged	SRG	\$0.75	\$0.25

[1] A Basket 2 Service. See Preface Page 1, preceding.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES (CONT'D)**

**D. Charges**

**1. Residence**

**a. Time and Material Charges  
(Maintenance/Repair and  
complex wire installation)**

	USOC	NONRECURRING CHARGE MAXIMUM	CURRENT
• Schedule I			
Applicable to work performed during regularly scheduled business hours.			
- Initial 30 minute increment or fraction thereof	HRD11	\$120.00	\$60.00
- Additional 15 minute increment or fraction thereof	HRDA1	60.00	30.00
• Schedule II			
Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays.			
- Initial 30 minute increment or fraction thereof	HRD12	140.00	70.00
- Additional 15 minute increment or fraction thereof	HRDA2	70.00	35.00

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

**D. Charges (Cont'd)**

**3. Holidays subject to Schedule III Residence and Business Charges are:**

<b>HOLIDAYS</b>	<b>DAY OBSERVED</b>
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

**4. Trouble Isolation Charge[1]**

Applies to residence and business customers, not subscribing to a Company Premises Wire Maintenance Plan, for each repair visit made to a premises to test the central office line, up to the demarcation point, when the line tests clear and the trouble is not found in the Company facilities.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	
		<b>MAXIMUM</b>	<b>CURRENT</b>
• Residence	LTESX	\$170.00	\$85.00
• Business	LTESX	190.00	95.00

[1] See C.11., preceding, for charge applications.

[2] USOC LTESX includes Premises Visit Charge.

Issued: 4-24-06

Effective: 5-1-06  
Per Decision No. 68604

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE (CONT'D)**

**D. Rates and Charges**

PRS will be provided at the rate and charges listed below.

**1. Transport**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	
		<b>MAXIMUM</b>	<b>CURRENT</b>
• Stand alone T1 facility, per 24 channel facility[1]	ZPT1X	\$1,800.00	\$ 900.00
• T1 facility, provisioned on a T3, per T1 facility activated[1]	ZP3	1,800.00	900.00

**2. Service Configuration**

• 23B+D	ZPAZD	2,050.00	1,025.00
• 24B	ZPA1X	2,050.00	1,025.00
• 23B+Back-up D	ZPAZA	2,050.00	1,025.00

	<b>USOC</b>	<b>MAXIMUM MONTHLY RATE</b>	<b>CURRENT MONTHLY RATE</b>
• Stand alone T1 facility, per 24 channel facility[1]	ZPT1X	\$ 450.00	\$150.00
• T1 facility, provisioned on a T3, per T1 facility activated[1]	ZP3	-	-

**2. Service Configuration**

• 23B+D	ZPAZD	1,200.00	400.00
• 24B	ZPA1X	1,200.00	400.00
• 23B+Back-up D	ZPAZA	1,200.00	400.00

[1] One Service Configuration is required for each T1 facility.

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SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)

4.1 Service Order and Change Charges, (Cont'd.)

4.1.2 Maximum Rates

New Installation Charge, per line:	\$90.00
Technician Dispatch Charge, per visit:	\$190.00
Service Order Change Charge, per order:	\$60.00
Move Charge, per request:	\$90.00
Telephone Number Change Charge, per request:	\$60.00

APPROVED FOR FILING  
DECISION #: 67751

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Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President – Marketing  
25900 Greenfield Road, Suite 330  
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**SECTION 4 - SERVICE CHARGES AND SURCHARGES, (CONT'D.)**

**4.2 Restoral Charge**

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this Tariff.

Maximum Restoration, per line: \$35.00

**4.3 Premises Visit Charge**

Premises Visit charges apply when the installation of network access facilities or trouble resolution require a visit to the Customer's premises. This charge applies in addition to the Technician Dispatch Charge.

Maximum Premises Visit Charge, per visit \$50.00

Maximum Premises Work Charge:

Initial 30 minutes \$120.00  
Each Additional 15 minutes \$60.00

APPROVED FOR FILING  
DECISION #: 67751

---

Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President – Marketing  
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**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)**

**5.2 Local Exchange Term Services, (Cont'd.)**

**5.2.1 Standard Flat Rate Service**

Standard Flat Rate Service provides a Customer with analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time. Lines are provided for the connection of Customer-provided wiring, telephone, facsimile machines or other station equipment. Local exchange service lines and trunks are provided on a single party (individual) basis only. No multi-party lines are provided.

An optional per line Hunting feature is available for multi-line Customers which routes a call to the next idle line in a prearranged group when the called line is busy.

**A. Application of Rates**

Customers receive unlimited calling within their local calling area. No measured or message rate usage charges apply to calls placed to or received from areas within the local calling area.

**B. Maximum Rates**

**.1 Set Up Fee**

A one-time set up fee, applied per Account.

	<u>Term</u>	
	<u>1 year</u>	<u>3 year</u>
NRC, per account	\$100.00	\$50.00

**.2 Access Line Charge, per month, per line**

	<u>Term</u>	
	<u>1 year</u>	<u>3 year</u>
Initial Line:	\$65.00	\$65.00
Additional line, each:	\$65.00	\$65.00

APPROVED FOR FILING  
DECISION # 67751

Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President – Marketing  
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**SECTION 6 – SUPPLEMENTAL SERVICES, (CONT'D.)****6.2 Directory Assistance Service,s (Cont'd.)****6.2.1 Local Directory Assistance, (Cont'd.)**

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

	<u>Maximum Per query</u>
Local Directory Assistance	
Direct dialed:	\$3.00
Via operator:	\$7.00
Payphone:	\$3.00

**6.2.2 Call Completion**

The charges as shown below apply for each request made to the Directory Assistance Operator in which the operator completes the call to the desired number.

There are no allowances for Directory Assistance Call Completion, however, the Directory Assistance portion of the call is still governed by any appropriate call allowances and exemptions as stated in Section 6.2.1 of this tariff.

Maximum Per completed call	\$2.00
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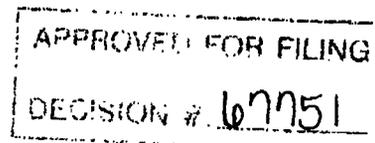
**6.2.3 National Directory Assistance Service**

National Directory Assistance Service is provided to Customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the Customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two(2) requested telephone numbers are allowed per call.

Maximum Per Call:	\$5.00
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Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President – Marketing  
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SECTION 11 - CURRENT PRICE LIST

11.1 Service Charges and Surcharges

11.1.1 Service Order and Change Charges

New Installation Charge, per line:	\$42.50
Technician Dispatch Charge, per visit:	\$95.00
Service Order Change Charge, per order:	\$27.50
Move Charge, per request:	\$42.50
Telephone Number Change Charge, per request:	\$30.50

APPROVED FOR FILING  
DECISION #: 07751

Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President - Marketing  
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Oak Park, Michigan 48237

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**SECTION 11 - CURRENT PRICE LIST**

**11.1 Service Charges and Surcharges, (Cont'd.)**

**11.1.2 Restoral Charge**

Restoration, per line: \$16.00

**11.1.3 Premises Visit Charge**

Premises Visit Charge, per visit \$25.00

**Premises Work Charge:**

Initial 30 minutes \$60.00

Each Additional 15 minutes \$30.00

**11.1.4 Carrier Presubscription**

**Per business or residence line, trunk, or port**

Initial Line, or Trunk or Port \$5.00

Additional Line, Trunk or Port \$5.00

APPROVED FOR FILING  
DECISION #: 67751

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Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President - Marketing  
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**SECTION 11 – CURRENT PRICE LIST, (CONT'D.)**

**11.1 Service Charges and Surcharges, (Cont'd.)**

**11.1.5 Public Telephone Surcharge**

Rate Per Call: \$0.60

**11.1.6 Return Check Charge**

Per Check Returned: \$25.00

**11.2 Local Exchange Services**

**11.2.1 Local Exchange Term Services**

**A. Standard Flat Rate Service**

**.1 Set Up Fee**

A one-time set up fee, applied per Account.

	<u>Term</u>	
	<u>1 year</u>	<u>3 year</u>
NRC, per account	\$50.00	\$0.00

**.2 Access Line Charge, per month, per line**

	<u>Term</u>	
	<u>1 year</u>	<u>3 year</u>
Initial Line:	\$30.40	\$30.40
Additional line, each:	\$30.40	\$30.40

APPROVED FOR FILING  
DECISION #: 107751

Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President – Marketing  
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Oak Park, Michigan 48237

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SECTION 11 – CURRENT PRICE LIST, (CONT'D.)

11.2 Local Exchange Services, (Cont'd.)

11.2.2 Hunting Line Service

	<u>Per Month</u>
Basic Hunting, per access line:	\$6.40
Circular Hunting, per hunt group	\$3.00
Preferential Hunting, per access line	\$1.00

APPROVED FOR FILING

DECISION #: 07751

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Issued: April 15, 2005

Effective: May 16, 2005

By:

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Oak Park, Michigan 48237

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**SECTION 11 – CURRENT PRICE LIST, (CONT'D.)****11.3 Supplemental Services****11.3.1 Call Management Services****A. Features Offered on Monthly Basis**

<b>Feature</b>	<b>Monthly Charge</b>
Abbreviated Access, one digit, each line	\$0.50
Abbreviated Access, two digit, each line	\$0.50
Call Forwarding Busy Line (expanded)	\$3.00
Call Forwarding Busy Line (external)	\$3.00
Call Forwarding Busy Line (Overflow)	\$6.40
Call Forwarding Busy Line/Don't Answer (expanded)	\$5.50
Call Forwarding Busy Line/Don't Answer (external)	\$5.50
Call Forwarding Busy Line/Don't Answer (Overflow)	\$9.90
Call Forwarding Busy Line (programmable)	\$8.00
Call Forwarding Don't Answer	\$4.00
Call Forwarding Don't Answer (expanded)	\$4.00
Call Forwarding Don't Answer (Programmable)	\$4.50
Call Forwarding Variable	\$4.80
Call Rejection	\$4.50
Call Transfer	\$6.00
Call Waiting	\$7.50
Caller ID – Name & Number	\$7.95
Caller Id – Number	\$7.50
Caller ID with Privacy	\$10.95
Continuous Redial	\$3.50
Dial Call Waiting	\$2.15

APPROVED FOR FILING  
DECISION #: 67751

Issued: April 15, 2005

Effective: May 16, 2005

By:

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**SECTION 11 - CURRENT PRICE LIST, (CONT'D.)****11.3 Supplemental Services, (Cont'd.)****11.3.1 Call Management Services, (Cont'd.)****A. Features Offered on Monthly Basis, (Cont'd.)**

<b>Feature</b>	<b>Monthly Charge</b>
Directed Call Pick Up	\$1.00
Directed Call Pick Up with Barge-In	\$1.00
Distinctive Alert	\$1.00
Do Not Disturb	\$3.95
Easy Access	\$0.98
Hot Line	\$2.00
Last Call Return	\$3.00
No Solicitation	\$6.95
Priority Call	\$3.50
Remote Access to Call forwarding	\$7.75
Scheduled Forwarding	\$8.75
Security Screen	\$2.95
Selective Call Forwarding	\$3.50
Selective Call Waiting	\$7.50
Speed Calling (8 code)	\$3.00
Speed Calling (30 code)	\$4.50
Talking Call Waiting	\$3.95
Three-Way Calling	\$4.00
Warm Line	\$2.50
Wireless Extension	\$4.95
Market Expansion Line, each line <sup>1</sup>	\$15.20
Custom Ringing Service - one number	\$7.45
Custom Ringing Service - 2 <sup>nd</sup> number	\$5.25
Custom Ringing Service - 3 <sup>rd</sup> number	\$5.25

<sup>1</sup> A nonrecurring charge of \$30.00 per line applies.

APPROVED FOR FILING

DECISION #: 67751

Issued: April 15, 2005

Effective: May 16, 2005

By: Scott Loney, Vice President - Marketing  
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**SECTION 11 - CURRENT PRICE LIST, (CONT'D.)****11.3 Supplemental Services, (Cont'd.)****11.3.1 Call Management Services, (Cont'd.)****B. Features Offered on a Usage Sensitive Basis**

<b>Feature</b>	<b>Per Use</b>
3-Way Calling	\$0.75
Continuous Redial	\$0.75
Last Call Return (*69)	\$0.95
I-Called, per activation	\$0.95
Caller Originating Trace	\$2.00

**11.3.2 Directory Assistance Services****A. Local Directory Assistance**

	<u>Per query</u>
Local Directory Assistance	
Direct dialed:	\$1.15
Via operator :	\$3.45
Payphone:	\$1.00

**B. Call Completion**

Per completed call	\$0.30
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**C. National Directory Assistance Service**

Direct dialed	\$1.25
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APPROVED FOR FILING

DECISION #: 67751

Issued: April 15, 2005

Effective: May 16, 2005

By: Scott Loney, Vice President – Marketing  
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**SECTION 11 - CURRENT PRICE LIST, (CONT'D.)**

**11.3 Supplemental Services, (Cont'd.)**

**11.3.3 Operator Services**

**A. Usage Charges**

Usage charges for local and intraLATA operator assisted calls are those usage charges that would normally apply to the calling party's service.

**B. Per Call Service Charges**

Customer Dialed Calling Card	\$3.00
Operator Assisted Station-to-Station	\$3.80
Operator Assisted Person-to-Person	\$6.00

APPROVED FOR FILING

DECISION #: 67751

---

Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President - Marketing  
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SECTION 11 - CURRENT PRICE LIST, (CONT'D.)

11.3 Supplemental Services, (Cont'd.)

11.3.4 Busy Line Verification and Interrupt Service

Busy Verification Charge, each request:	\$3.00
Emergency Interrupt Charge, each request:	\$6.00

11.3.5 Directory Listing Services

	<u>Monthly</u>
Additional Listing, per listing:	\$3.00
Foreign Listing:	\$3.00
Non-published Service, per listing:	\$1.80
Non-directory Listed Service, per listing:	\$1.45

11.3.6 Toll Restriction Service

Nonrecurring Charge:	\$27.50
Monthly Recurring Charge:	\$5.00

11.3.7 Operator Screening

Nonrecurring Charge:	\$27.50
Monthly Recurring Charge:	\$5.00

APPROVED FOR FILING
DECISION #: <u>67751</u>

Issued: April 15, 2005

Effective: May 16, 2005

By:

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SECTION 3 - DESCRIPTION OF SERVICES AND RATES, (CONT'D.)

3.9 InterLATA Toll Service

InterLATA Toll Service is available to Customers who presubscribe to any one of the Company's local exchange services. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

Maximum Rate Per Minute: \$0.40

APPROVED FOR FILING

DECISION #107751

---

Issued: April 15, 2005

Effective: May 16, 2005

By:

Scott Loney, Vice President - Marketing  
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**LOCAL EXCHANGE SERVICE**

**SECTION 2 - Regulations, cont'd.**

**2.5 Payment Arrangements, cont'd.**

**2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable within 30 days after the invoice is mailed.
3. For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. Amounts not paid within 18 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1.5% per month will be assessed on the unpaid balance. (T)
5. A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1.2 Local Exchange Service, cont'd.**

**2. Local Line, Rates and Charges**

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs), monthly Recurring Charges as specified in Sections 3.1.2.2.(a) and 3.1.2.2.(b) respectively. (T)

(a) Non-Recurring Charge	Residential		Business		Home Office		(T)
	Current	Max	current <sup>P</sup>	Max	Current	Max	
Line Connection charge <sup>1</sup> per line			\$45.00	\$50.00	\$45.00	\$50.00	(N) (R)
Lines 1-4 <sup>2</sup>	\$24.95	\$40.00					
Lines 5-8	\$75.00	\$80.00					
FastConnect <sup>3</sup>	\$ 9.95	\$40.00					
Transfer of service <sup>4</sup>	\$19.95	\$40.00					
Premium Service Connect <sup>5</sup>	\$00.00	\$40.00					
Seasonal Service	\$10.00	\$15.00	\$25.00	\$25.00			(M)
Account Changes (per number after initial per billing record change	\$10.00	\$10.00	\$20.00	\$20.00	\$20.00	\$20.00	(T)
PIC-2 Change (per line - initial set-up) after initial set-up*	\$5.00	N/C	\$5.00	N/C	\$5.00	N/C	(T) (D)
Line Restoral Charge (per line)	\$ 0.00	\$0.00	\$25.00	\$25.00	\$25.00	\$25.00	(T)

\* Waive PIC change charge if Cox Long Distance is selected.

(M) Material relocated from page 107.

<sup>1</sup> A reduced charge of one-half the non-recurring rate is available for the initial connection of service for those eligible under Link Up America Assistance Plan. (See Section 6.1)

<sup>2</sup> New Business Customers, who sign a three or five year contract and change their business line service to Cox from another carrier by porting their numbers to Cox will pay only \$90 for up to 10 lines. After 10 lines, normal non-recurring rates apply. (N)  
(N)  
(N)

<sup>3</sup> Line connection charge for the initial establishment of service includes connection of up to four lines per account. Each line thereafter will be charged the current rate as set forth above.

<sup>4</sup> FastConnect is an optional Line Connection service offered in situations where the customer need not be at home to complete the service installation.

<sup>5</sup> Transfer of Service is a relocation of service within the Cox service area.

<sup>6</sup> Premium Service install is offered to customers that subscribe to an access line, the Solutions Package and an optional LD call plan with an associated monthly recurring charge.

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, GA 30319

**ADMINISTRATIVELY  
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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.2.2 Local Line, Rates and Charges, cont'd.**

**(b) Monthly Recurring Charges**

**Residential Rates:**

Local Access Line Flat-Rate Service	Current Rate	Maximum Rate	
Standard Service	\$13.00	\$13.00	
Additional lines	\$13.00	\$13.00	(T)
Combination Service	\$11.75	\$11.75	(T)
Second line	\$8.50	\$13.00	(T)
Additional lines	\$11.75	\$11.75	(T)
Seasonal service <sup>P</sup>	\$8.50	\$10.00	(M)

**Business Rates:**

Local Access Line Flat-Rate Service	Business	Max Rate	Home Office	Max Rate
Per Business Line				
Month-to-Month	\$30.00	\$30.00	\$30.00	\$30.00
1 Year <sup>Ψ</sup>	\$28.00	\$30.00	\$28.00	\$30.00
2-Year <sup>Ψ</sup>	\$28.00	\$30.00	\$28.00	\$30.00
3-Year <sup>Ψ</sup>	\$28.00	\$30.00	\$28.00	\$30.00
5-Year <sup>Ψ</sup>	\$26.00	\$30.00	\$26.00	\$30.00
Local Access Line Measured-Rate				
Measured Service	\$15.00	\$15.00	N/A	N/A
Per Minute	\$0.10	\$0.10	N/A	N/A
Seasonal Service	\$20.00	\$20.00	N/A	N/A

(M) Material moved form page 107.

<sup>β</sup> For description of Seasonal Service, see Section 7.2, page 106.

<sup>Ψ</sup> All term contracts will include, at no additional charge for the duration of the contract, three standard features: Call Forwarding, Call Waiting, and Caller ID, or a choice of the following features: Call Forwarding, Call Waiting, Caller ID, Call Forward-Busy, Call Forward-No Answer, 3-Way Calling, Call Transfer, Speed Call 30. Hunting\*. Offer not available on month-to-month service.

\*Hunting is not offered with Call Waiting, Call Forward-Busy or Call Forward-No Answer.

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
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Atlanta, GA 30319

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**ORIGINAL**

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.2.2 Local Line, Rates and Charges, cont'd**

(c.1) Residential Calling Features (per-line equipped)	Monthly Rate	Monthly Max Rate	Per Use <sup>2</sup>	NRC <sup>3</sup>	(T)
Basic Calling Features					(T)
Anonymous Call Rejection*	Free	\$0.00		N/C	
Busy Line Redial*	2.00	2.75	0.75	10.00	
Call Forwarding*	2.00	2.75		10.00	
Call Forwarding - Busy*	2.00	2.75		10.00	
Call Forwarding - Don't Answer*	2.00	2.75		10.00	
Call Forwarding - Remote Access	2.00	2.75		10.00	
Call Return*	2.00	2.75	0.75	10.00	(D)
Distinctive Ringing	2.00	2.75		10.00	
Long Distance Alert*	2.00	2.75		10.00	
Priority Ring*	2.00	2.75		10.00	
Selective Call Acceptance*	2.00	2.75		10.00	
Selective Call Forwarding*	2.00	2.75		10.00	
Selective Call Rejection*	2.00	2.75		10.00	
Speed Calling - 8*	2.00	2.75		10.00	
Three-Way Calling*	2.00	2.75	0.75	10.00	
Toll Restriction*	2.00	2.75		N/C	(T/R)
Custom Calling Features					(T)
Caller ID*	5.95	5.95		10.00	
Call Waiting*	4.95	4.95		10.00	
Call Waiting ID*	9.00	9.00		10.00	
Privacy Control	3.95	4.00		10.00	
Feature Packages					(T)
Active Lifestyle Package	6.95	6.95		10.00	
Control Plus Package	10.95	10.95		10.00	(M)
Solution Package	14.95	14.95		10.00	
Miscellaneous Features					(T)
Remote Call Forwarding	17.00	17.00		30.00	
Call Trace - per use	N/A	N/A	2.75	N/C	

(M) Material moved to Obsolete Services, page 138.

<sup>2</sup> Per Use charges will not exceed the charges for seven uses per billing period.

<sup>3</sup> Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order. For Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

\* Denotes features included with the Solution Package.

<sup>4</sup> For a description of Toll Restriction, see section 7.1, page 110.

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
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Atlanta, GA 30319

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.2 Directory Assistance**

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

3.2.1 Each call to Directory Assistance will be charged as follows:  
Per Call \$0.60

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

3.2.2 A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative.

**3.2.3 Exemptions**

Directory Assistance Service charges will not apply to calls originating from the following:

1. The Primary Line where a disabled person presently and normally resides, who is certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read.
2. A business or Home Office account which is solely owned and operated by a disabled person, who is certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read.

The Company will also consider, on a case by case basis, persons who have been certified as having a significant mentally related health impairment. The Customer will be responsible for obtaining the Exemption From Directory Assistance Charges form from the Company, as well as properly filling out the form for self, and, in the case of a residential account, any authorized user in the account who is disabled. The form must be signed by a competent authority including a doctor of medicine, ophthalmologist, optometrist, registered nurse, therapist or a staff member of a hospital, institution or public agency, who will verify the physical disability and qualification for exemption status. A qualified person to certify illiteracy includes teachers, social workers, or professional staff of literacy agencies, social services agencies or community service centers (including literacy volunteers). The eligibility certificate for disability is subject to any reasonable verification by the Company.

Issue Date: November 3, 1999

Effective Date: December 2, 1999

Issued By: Martin Corcoran  
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Atlanta, GA 30319

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.4 Directory Listings, cont'd.**

**3.4.5 (cont'd)**

4. **Non-Directory Listed:** A non-directory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such Listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Nonlisted Listings are specified in Section 3.4.6.

**3.4.6 Directory Listings Rates**

	<u>Residential</u>			<u>Business</u>			
	<u>Monthly</u>			<u>Monthly</u>	<u>NRC</u>		
	<u>Current</u>	<u>Max</u>	<u>NRC</u>	<u>Current</u>	<u>Max</u>	<u>NRC</u>	
Primary Listing	N/C	N/C	N/C	N/C	N/A	N/A	
Additional/Foreign Listing	\$2.00	3.00	\$5.00	\$2.00	\$5.00(C)	\$20.00	(C)
Non-Published	\$2.00	3.00	\$5.00	\$2.00	\$5.00(C)	\$20.00	(C)
Non-Directory Listed	\$2.00	3.00	\$5.00	\$2.00	\$5.00(C)	\$20.00	(C)
Change Listing	N/A	N/A	\$5.00	N/A	N/A	\$20.00	

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
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**LOCAL EXCHANGE SERVICE**

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange **Service**, cont'd.

3.1.5 ISDN-PRI SERVICE

5. Rates and Charges, cont'd.

(T)

2. Rates

	<b>NRC</b> <b>( \$ )</b>	<b>Monthly</b> <b>( \$ )</b>
a. Primary Rate Access Facility, each	800	250
b. ISDN-PRI Configuration Options:		
23B+D	700	300
24B	700	300
23B+Back-up D	700	350
Caller ID, per PRI Interface	N/C	N/C
c. Trunk Connection Types:		
Call-By-Call Service selection	100	75
Dedicated Services	50	45
d. PRI Reconfiguration Charge		
Trunk Change Charge, per PRI		
Change in D-channel configuration		
(23B+D; 24B; 23B+Back-up D)	300	N/A
e. Individual Additional Telephone Numbers, each number	25	3

f. The following rates apply for Bulk-rated PRI services for terms of 1 month to 5 years. The rate includes the access facility, configuration option (23B+D, 24B, or 23+D Backup), trunk connection type (DOD, DID, 2-way, Call-by-Call Selection), and 100 DID numbers.

(T)

	<b>NRC</b> <b>( \$ )</b>	<b>Max NRC</b> <b>( \$ )</b>	<b>MRC</b> <b>( \$ )</b>	<b>Max MRC</b> <b>( \$ )</b>
Month-to-Month	waived	\$1000	\$975	\$1200
1-Year Contract	waived	\$1000	\$950	\$1200
2-Year Contract	waived	\$1000	\$800	\$1200
3-Year Contract	waived	\$1000	\$775	\$1200
5-Year Contract	waived	\$1000	\$750	\$1200

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
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1400 Lake Hearn Drive,  
Atlanta, GA 30319

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**LOCAL EXCHANGE SERVICE**

**SECTION 7 - Miscellaneous Service Offerings**

**7.1 Toll Restriction**

Toll Restriction allows the Customer the flexibility to restrict both business and residential access lines and trunks from billable toll calls, but allows completion of local directory assistance calls. If a Customer attempts to dial a restricted toll call, the Customer's call will be intercepted and an announcement will advise the caller of the toll restriction.

**7.1.1 Terms and Conditions**

- Where facilities and operating conditions permit, this service will be offered to both business access lines and trunks and residential access lines.
- Toll Restriction may prevent the completion of 1+ local calls.
- Toll Restriction is available to Lifeline Customers at no charge.

**7.1.2 Rates and Charges**

	<u>NRC</u>	<u>Monthly</u>	
Business, per line or trunk	\$25.00	\$3.50	
Residence, per line*			(T)

**7.2 Temporary Suspension of Service - Customer Initiated (Seasonal Service)** (T)

Service may be temporarily suspended at the Customer behest. Prior to the service suspension, the Customer shall have paid for at least the first full month of service.

**7.2.1 Terms and Conditions**

The suspension rate will not be applicable until after the service has been in effect for at least one full month.

\* For rates and charges, see section 3.1.2.2 (c.1), page 62.

Issue Date: January 21, 2004

Effective Date: February 20, 2004

Issued By: Martin Corcoran  
Director, Tariff Development  
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1400 Lake Hearn Drive,  
Atlanta, GA 30319

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INTERLATA SERVICE

3. SERVICE OFFERINGS

3.1.1 1+ Dialing

Intrastate toll service is furnished for telephone communication between telephones in different local calling areas within the State of Arizona in accordance with the regulations and schedules of charges specified in this tariff.

3.1.2. Timing of Messages

- (a) Unless otherwise indicated, all residential calls are timed in one-minute increments, rounded to the next whole minute. Business calls are timed in six-second increments and rounded up to the next whole increment.
- (b) For station to station calls, call timing begins when a connection is established between the calling and called stations.
- (c) For person to person calls, call timing begins when connection is established between the calling person and the particular person, station, or mobile unit specified, or an agreed upon alternate.
- (d) Call timing ends when the called station "hangs up," thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network, or by the Company operator.

3.1.3. Rates - Direct Dial

Residential  
\$.10/minute

Business\*  
\$.01/6 second increment

\*Term and volume discount may apply in situations where the Company is responding to a competitive bid, or when offered on an ICB basis by another telephone company. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

Issue Date: April 12, 2000

Effective Date: May 12, 2000

Issued by: Martin Corcoran  
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