

SECTION 5 – SERVICE DESCRIPTIONS , (CONT'D.)

5.8 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI)

5.8.4 Description

Integrated Services Digital Network (ISDN) is a set of transmission protocols that provides end-to-end digital connectivity and integration of voice, data and video, on a single Customer loop to support a wide variety of services via the public switched network. The Primary Rate Interface (PRI) consists of a 23B+D configuration with 23 64Kbps Bearer (B) digital channels and 1 64Kbps Data (D) digital channel. The B channels are designed for voice, data, image and sound transmissions. B channels can support synchronous, asynchronous or isochronous services at rates up to 64Kbps. B channels can be aggregated for higher bandwidth applications. The D channel PRI provides the out of band signaling, call control and messaging.

PRI is provided through standard four wire DS-1 (1.544Mbps) point to point, private line facilities that enables Customer control of the 24 individual channels. PRI supports 1+, 0+, 7 digit, and 10 digit Local, IntraLATA and InterLATA services, as well as 01+ and 011+ international calling. PRI allows Customers to direct voice, data and video over the Public Switched Telephone Network. Channels may be pre-subscribed to an IXC carrier of their Customer's choice or used with 10XXX casual dialing. PRI also allows access to Public Switched Network services, such as Two-Way, Incoming Only, Outgoing Only and DID.

Multiple PRI interfaces can be combined to function as one group. Utilizing a Backup D Channel arrangement, Customers are able to link up to 20 DS-1s together, providing a maximum of 479 64Kbps B channels controlled by a single D (signaling) channel.

SECTION 5 – SERVICE DESCRIPTIONS , (CONT'D.)

5.9 Business Access

5.9.1 Description

Business Access combines local and long distance telephone service in one convenient package. Customers have the option of choosing between ISDN/PRI or Local T-1 service.

Local calls are billed in one (1) minute increments. IntraLATA long distance calls are billed an initial eighteen (18) seconds and six (6) seconds thereafter. All service requires a minimum of One Year Term Agreement. Cancellation of Term Agreement prior to the end of the term will result in early cancellation penalties being applied. Regulatory charges and taxes are not included in the rates for this service.

5.9.2 Terms and Conditions

- (A) PrimaryAccess service is provided only via dedicated T-1 circuits and can be configured at Digital Trunks or PRI Trunks.
- (B) Direct Trunk Overflow is not available in all serving areas.
- (C) All calls originating on these circuits must be completed and billed to the customer by In-Telecom Consulting, LLC calls cannot be sent to other carriers for completion or billing.
- D. International calls are billed at individual rates for each country per the published IN-TELECOM CONSULTING, LLC World Access rate plan.
- (E) Local or IntraLATA minutes included with this service must be used for calls on the circuit. They cannot be used by, shared with, or applied to, any other circuit, service or location.
- (F) Toll Free calls will be billed at the rate specified for interstate, IntraLATA and intrastate.

5.9.3 Features

DIDs  
Caller ID Name and Number  
Direct Trunk Overflow

SECTION 5 – SERVICE DESCRIPTIONS , (CONT'D.)

5.10 POTS Service

5.10.2 New Line Install

Installation is to D-Marc only. A separate charge applies to jacks/wiring.

5.10.3 Change Fee

Changes to existing POTS service which includes class of service changes, feature changes, listing changes, disconnects, etc. This fee is per service order request and when changes are made to pending new service requests. A separate charge applies for jacks and wiring.

5.10.4 Change Fee (post-FOC)

Applies to customer requests to modify an order that is in process after a FOC has been delivered.

5.10.5 Traffic Study

Measures the amount of traffic a line receives, also known as a busy line study.

5.10.6 Busy Line Verification

This charge applies when end users request customer service to verify if a line called is busy.

5.10.6 Jacks and Wiring

Installation of new telephone jack and the wiring to support it. Applies to inside wiring beyond the d-marc in a building, whether a new or existing structure.

5.10.7 Dual Service

Applies when local phone service is being transferred to a new location and the customer requests that service be operating at both locations for a temporary period. Service capability is limited by geographic area.

5.10.8 Rates and Charges ICB

SECTION 5 – SERVICE DESCRIPTIONS , (CONT'D.)

5.11 Optional Calling Features

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability. Certain features may not be available with all classes of service. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all some uses in some cases.

5.11.2 Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer. Customers may subscribe to these features on a monthly basis at their option to obtain unlimited use of these features for a fixed monthly charge.

Optional Calling Features	Business
Three-Way Calling	\$7.50
Call Return	\$7.50
Repeat Dialing	\$7.50
Call Block, Per Call	No Charge

Denial of per call activation for Three-Way Calling, Call Return and Repeat Dialing from any line or trunk is available to Customers upon request at no additional charge.

SECTION 5 – SERVICE DESCRIPTIONS , (CONT'D.)

5.11 Optional Calling Features (Cont'd.)

5.11.3 Features Offered on Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines which will have access to the feature.

Optional Calling Feature  
Call Waiting  
Call Forwarding  
No Answer  
Busy  
Remote Access to Call Forwarding  
Speed Dial (8)  
Three Way Calling  
Distinctive Ring  
Call Return  
Repeat Dialing  
Call Trace  
Caller ID  
Caller ID Deluxe  
Anonymous Call Rejection  
Call Block  
Call Return  
Call Selector  
Call Tracing  
Distinctive Ringing - First DN  
Distinctive Ringing - Second DN  
Repeat Dialing  
Speed Calling (30 codes)  
Speed Calling (8 codes)  
Three Way Calling

SECTION 6 – MISCELLANEOUS AND RATES SERVICES

6.1 Optional Calling Features

The features listed in Section are offered by the Company to Residential and Business Customers. Service availability may vary between Facilities-Based and Resold Customers. Refer to Tariffs in Section 4 of this Local Exchange and Interexchange Tariff for specific features offered with each type of local exchange service.

6.1.1 Feature Descriptions

- (A) Enhanced Call Forwarding: Provides end-user control for call forwarding capabilities via dial-accessed voice prompt menus. Customers may forward calls to a primary local or long distance. The end-user may specify a secondary location for routing of go unanswered at the forward-to location or reach a busy signal. This secondary location may be another telephone number, pager or voice messaging service. Other Capabilities included with this feature include:

Speed  
Forwarding;  
Priority  
Screening; Ring  
Control; and  
Timed  
Forwarding.

It is the responsibility of the Customer to subscribe to the telephone number, pager or voice messaging service used as the secondary location.

- (B) Enhanced Call Forwarding with Audio Calling Name: Provides all of the functionality of Enhanced Call Forwarding. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- (C) Enhanced Call Forwarding Plus: Provides all of the functionality of Enhanced Call Forwarding. Also includes an additional telephone number with directory listing and distinctive ringing for calls placed to the additional number. Enhanced Call Forwarding Plus allows parties to reach the end-user's location when FCF is active and all calls to the end-users main telephone number would normally forward. Calls to the additional number do not forward even when Enhanced Call Forwarding is active.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

- (D) Enhanced Call Forwarding Plus with Audio Calling Name - Provides all of the functionality of Enhanced Call Forwarding Plus including the additional telephone number with listing and distinctive ringing. Also permits the end-user to receive the Directory Name of the party's whose call was forwarded to primary number. In some situations, the end-user may hear the calling party's city and state or telephone number, depending on available call data.
- (E) Call Forwarding Variable - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code from his/her exchange line along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature.
- (F) Call Forwarding Variable, Remote Access - Permits the end-user to automatically forward (transfer) all incoming calls to another telephone number, and to restore it to normal operation at their discretion. The end-user must dial an activation code along with the forward-to number in order to turn the feature on. A separate code is dialed by the end-user to deactivate the feature. Feature activation may be performed from the end-user's exchange line or remotely from some other line. Remote access requires the end-user to 1) dial a special access number 2) enter their seven-digit telephone number and 3) enter a personal identification number prior to forwarding their calls.
- (G) Call Forwarding No Answer, Basic: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order.
- (H) Call Forwarding Don't Answer w/ Ring Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The forward-to number is fixed by the service order. However, the end-user has the ability to change the time interval before forwarding occurs at his/her discretion.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

- (I) Call Forwarding No Answer w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line remains unanswered after a pre-designated ringing interval. The ringing interval before forwarding and the forward-to number are fixed by the service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- (J) Call Forwarding Busy, Basic: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order.
- (K) Call Forwarding Busy w/ Customer Control: Permits the forwarding of incoming calls when the end-user's line is busy. The forwarded number is fixed by the end-user service order. However, the end-user has the ability to turn the feature on or off at his/her discretion.
- (L) Call Waiting - Basic: Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It permits the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting is provided with the feature and allows a Call Waiting end-user to disable the Call Waiting feature for the duration of a single outgoing telephone call. Cancel Call Waiting is activated by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

- (M) Call Waiting - Deluxe: Allows the end-user to control the treatment applied to incoming calls while the Customer is off-hook on an existing call. This feature includes the capabilities of Call Waiting Basic plus additional call treatment options. Treatment options offered with Call Waiting Deluxe include:

Answer the waiting call and placing the first party on hold;  
Answer the waiting call and disconnecting from the first party;  
Direct the waiting caller to hold via a recording  
Forward the waiting caller to another location (e.g., voice mailbox or telephone answering service)

Full utilization of Call Waiting Deluxe requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE. The end -user must have Caller ID Basic or Deluxe for display of calling party identification information for waiting calls. The end-user must have a Call Forwarding Don't Answer feature active in order to forward a waiting call to another location.

- (N) Call Waiting - Deluxe with Conferencing: Provides all of the functionality of Call Waiting Deluxe. Also permits the end-user to conference a waiting call with an existing call (first party) and, if desired, subsequently drop either leg of the conferenced call.
- (O) Caller ID - Basic: Permits the end-user to view a Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

- (P) Caller ID - Deluxe: Permits the end-user to view a Directory Name and Directory Number of the calling party on incoming telephone calls. Information is displayed on a specialized CPE not provided by the Company. The feature also provides the date and time of each incoming call. It is the responsibility of the Customer to provide the necessary CPE. In some situations, the calling party's city and state may be displayed rather than a Directory Name, depending on available call data.
- (Q) Anonymous Call Rejection: Permits the end -user to automatically reject incoming calls when the call originates from a telephone number which has blocked delivery of its calling number (see Calling Number Delivery Blocking). When active, calls from private numbers will be routed to a special announcement then terminated. The feature may be turned on or off by the end-user by dialing the appropriate feature control code. Anonymous Call Rejection is offered as a stand alone feature or as an add-on to Caller ID Deluxe.
- (R) Call Block: Allows the end-user to automatically block incoming calls from up to six end-user pre-selected telephone numbers programmed into the feature's screening list. Callers whose numbers have been blocked will hear a recorded message stating that their call has been blocked. The end-user controls when the feature is active, and can add or remove calling numbers from the feature's screening list.
- (S) Call Return: allows the Customer to return a call to the last incoming call whether answered or not. Upon activation, it will re-dial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. The Customer is alerted with a distinctive ringing pattern when the busy number is free. When the Customer answers the ring, the call is then completed. The calling party's number will not be delivered or announced to the call recipient under any circumstances.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

- (T) Call Selector: Allows a Customer to assign a maximum of 15 telephone numbers to a special list. The Customer will hear a distinctive ring when calls are received from telephone numbers on that list.
- (U) Call Tracing: Allows the tracing of nuisance calls to a specified telephone number suspected of originating from a given local office. The tracing is activated upon entering the specified dial code. The originating telephone number, outgoing trunk number or terminating number, and the time and date are generated for every call to the specified telephone number can then be identified.
- (V) Calling Number Delivery Blocking: Prevents the delivery, display and announcement of the end-user's Directory Number and Directory Name on all calls dialed from an exchange service equipped with this option. When active, the end-user's telephone name and number will not appear on the called party's Caller ID CPE or be disclosed in another way. The feature is available on a per call or per line basis. With per call Calling Number Delivery Blocking, it is necessary for the end-user to dial an activation code prior to placing the call. With the per line version of the feature, all calls are placed with the end-user's number blocked. Per line end-users must dial an activation code prior to
- (W) Message Waiting Indication: Provides the end-user with an audible (stutter dial tone) or visual (lamp or other CPE display) indication that messages are waiting to be retrieved. Message Waiting Indication can only be activated/deactivated by a voice mailbox or other voice messaging service provided by the Company or third party. It is the responsibility of the Customer to subscribe to a compatible voice messaging service. Visual Message Waiting Indication requires specialized CPE not provided by the Company. It is the responsibility of the Customer to provide the necessary CPE.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

- (X) Multiple Directory Number Distinctive Ringing: This feature allows an end user to determine the source of an incoming call from a distinctive ring. The end user may have up to two additional numbers assigned to a single line (i.e. Distinctive Ringing - First Number and Distinctive Ringing - Second Number). The designated primary number will receive a normal ringing pattern; other numbers will receive distinctive ringing patterns. The pattern is based on the telephone number that the calling party dials.
- (Y) Preferred Call Forwarding: Permits the end-user to automatically forward to another number calls received from up to six end-user pre-selected telephone numbers programmed into the features screening list. The end-user controls when the feature is active, the forward-to number and can add or remove calling numbers from the feature's screening list.
- (Z) Repeat Dialing: Permits the end-user to have calls automatically re-dialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the Customer with a distinctive ringing pattern when the busy number and the Customer's line are free. The Customer can continue to make and receive calls while the feature is activated. The following types of calls cannot be reached using Repeat Dialing:

Calls to 800 Service  
numbers Calls to 900  
Service numbers  
Calls preceded by an interexchange carrier access  
code International Direct Distance Dialed calls  
Calls to Directory  
Assistance Calls to 911

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.1 Optional Calling Features, (Cont'd.)

6.1.1 Feature Descriptions, (Cont'd.)

(AA) Speed Calling: Permits the Customer to place calls to other telephone numbers by dialing a one or two digit code rather than the complete telephone number. The feature is available as either an eight (8) code list or a thirty (30) code list. Code lists may include local and/or toll telephone numbers. The Customer has the ability to add or remove telephone numbers and codes to/from the a speed calling list without assistance from the Company.

(AB) Three Way Calling: Permits the end-user to add a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The end-user initiating the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. The feature may be used on both outgoing and incoming.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.2 Operator Assistance

6.2.1 Description

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Third Number Billing - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards - Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person - Calls completed with the assistance of any operator to a particular Station and person specified by the Caller. The call may be billed to the called party.

Station to Station - Calls completed with assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance - The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 Telephone numbers, but does not request the operator to complete a call.

6.2.2 Local Per Call Service Charges: Rates

Calling Card	
Customer Dialed	\$4.00
Operator Handled	\$5.95
Station-to-Station, Collect, Third Party Billed	
Automated	\$3.75
Operator Handled	\$5.95

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.3 Miscellaneous Services

6.3.1 Main Number Retention

Main Number Retention is an optional feature by which a Customer, who was formally a customer of another certified local exchange carrier at the same premises location, may retain its main telephone numbers and main fax numbers for use with the Company- provided Exchange Services. Main Number Retention service is only available in areas where the Company maintains some form of number retention arrangement with the Customer's former local exchange carrier.

6.3.2 Pay Per Call Blocking/Unblocking

This service provides the option of blocking, or subsequent unblocking, all 900 and 976 calls on a per line basis. The Company will provide for per-line blocking where the Company's switching facilities permit.

6.3.3 Vanity Number Service

This service provides for the reservation of special or unique telephone number and fax number for use with the Company-provided exchange services.

6.3.4 Presubscription Services

This service provides for the Presubscription of local exchange lines provided by the Company to the intraLATA and interLATA long distance carrier(s) selected by the Customer.

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SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.4 Custom Billing Reports

6.4.1 Custom Billing Services - Monthly

Requests for special billing service that are not currently identified as options in the In-Telecom Consulting, LLC billing system will require a one-time set up fee and a monthly fee identified below.

6.4.2 Billing Report Changes

Any modification of billing formats.

6.4.3 Bill Image CD Copy

PDF Image of the bill placed on a CD.

6.4.4 Call Detail CD Copy

Call detail in comma delimited format placed on a CD. There is a set up fee for this service.

6.4.5 Call Detail E-Mail File

Call detail in comma delimited format e-mailed on a monthly basis.

6.4.6 Rates and Charges

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Custom Billing Services	\$19.99	\$49.99
Billing Report Changes	\$0.00	\$19.95
Bill Image CD Copy	\$20.00	\$0.00
Call Detail CD Copy	\$19.95	\$25.00
Call Detail E-Mail File	\$9.95	\$15.99

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SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.5 Circuits

6.5.1 Circuit Change Fee

Changes to existing Circuit service which includes reconfiguration, adding new service to existing Circuit, disconnects to the Circuit. This fee is per request.

	<u>Nonrecurring Charge</u>
Circuit Change Fee:	\$ICB

6.5.2 Circuit Feature Change

Applies to adding, removing or modifying features. It does not include charges for additional service being ordered.

	<u>Nonrecurring Charge</u>
Circuit Feature Change Fee:	\$ICB

6.5.3 Order Modification Fee (pre-FOC)

Applies to customer requests to modify an order that is in process prior to an FOC being delivered.

	<u>Nonrecurring Charge</u>
Order Modification Fee (pre-FOC):	\$ICB

	<u>Non-Recurring Charge</u>
Customer Premise Visit	
Initial Visit	\$250.00
Each Add'l 15 minutes	\$50.00
Circuit Change Fee	\$ICB
Circuit Feature Change Fee	\$ICB
Order Modification Fee (pre-FOC)	\$ICB
Order Modification Fee (post-FOC)	\$ICB
Order Cancellation Fee (post-FOC)	\$ICB
After Hour Activation	\$ICB

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.6 Common Charges

6.6.1 Maintenance Work Charge

Premise visit that requires maintenance of service.

6.6.2 Inside Wiring Voice/Data service - Option 1

Installation of inside wiring for a voice/data solution requires CAT 5e PVC cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

6.6.3 Inside Wiring Voice/Data service - Option 2

Installation of inside wiring for a voice/data solution requires CAT 5e Plenum cable. This fee includes a visit charge and jack termination with cable up to 300 ft.

6.6.4 D-MARC Extension Voice/Data Service

Up to 300 ft, d-marc extension using CAT 5e Plenum cable with jack termination, includes site visit.

6.6.5 Missed Appointment Fee

When customer is not present to receive installation or other work related to a service order that results in a premise visit.

6.6.6 Customer Premise Site Survey (per location)

Applies with a premise visit occurs in order to conduct a visual inspection of the facility, gather and record information necessary to complete design of customer solution.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.7 Directory Listings

6.7.1 General

The following rules apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Only information necessary to identify the Customer is included in these listings. The Company use abbreviations in listings. The Company may reject a listing it judges to be objectionable. A name made up by adding a term such as Company, Shop, Agency, Works, etc. to the name of a commodity or service will not be accepted as a listing unless the subscriber is legally doing business under that name.

A name may be repeated in the white pages only when only when a different address or telephone number is used.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.7 Directory Listings, (Cont'd.)

6.7.2 Composition of Listings

(A) Names

The following names may be included in business service listings:

- (1) The name of subscriber or joint user.
- (2) The name of each business enterprise which the subscriber or joint user conducts.
- (3) The name by which the business of a subscriber or joint user is known to the public. Only one such name representing the same general line of business will be accepted.
- (4) The name of any person associated with the subscriber or joint user in the same business.
- (5) The name of any person, firm or organization which subscriber or joint user is authorized to represent, or the name of an authorized representative of the subscriber or joint user.
- (6) Alternative spelling of an individual name or alternative arrangement of a business name, provided the listing in the judgment of the Company, is not for advertising purposes.  
The name of a publication issued periodically by the subscriber or joint user.
- (7) The name of an inactive business organization in a cross-reference listing when authorized by such business or organization.
- (8) The name of a member of subscriber's domestic establishment when business service is furnished in the subscriber's residential.
- (9) The name of a corporation which is the parent or a subsidiary of the subscriber.
- (10) The name of a resident of a hotel, apartment house, boarding house or club which is furnished PBX service, may be included in a residential type listing with the telephone number of the PBX service.
- (11) The name of the subscriber to a sharing arrangement.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.7 Directory Listings, (Cont'd.)

6.7.2 Composition of Listings, (Cont'd.)

(B) Designation

The purpose of a business designation is to identify the listed party and not to advertise the business. No designation of the nature of the business is included if this is sufficiently indicated by the name. Where a listed party is engaged in more than one general line of business, one additional business designation may be included in the listing when necessary to identify the listed party. When a listed party has two or more listed telephone numbers or two or more business addresses, designations indicating the branches of the organization may be included where necessary to assist the public in calling.

A designation may include a title to indicate a listed party's official position, but not the name of the firm or corporation with which the individual is connected. Individual names or titles are not shown following the name of a firm or corporation. A term such as "renting agent" may be included in a listing indented under the name of a building, provided the agent maintains a renting office in such a building.

A professional designation is permitted on residential service in the case of a physician, surgeon, dentist, osteopath, chiropractist, podiatrist, optometrist, chiropractor, Christian Science practitioner, veterinary surgeon, registered nurse or licensed practical nurse, provided that the same name and designation is also listed on business service of that subscriber or another subscriber in the same or different directory.

The listing of service in the residential of a clergyman may include the designation "parsonage," "rectory," "parish house," or "manse," and any such listing may be indented under a listing in the name of the church. Where residential service is furnished in a church study, the listing may include the designation "study."

SECTION 6 - MISCELLANEOUS SERVICES AND RATES. (CONT'D.)

6.7 Directory Listings, (Cont'd.)

6.7.2 Composition of Listings, (Cont'd.)

(C) Address

Each residential or non-profit listing may, but does not have to, include the house number and street name of the residential where the telephone service is provided. Other information, such as a building name or a locality designation, may be included to help identify the Customer.

(D) Telephone Number

Each listing may include only one telephone number, except in an alternate telephone number listing where each number listed is considered a line for rate purposes.

A listing may include only the telephone number of the first line of a PBX system or incoming service group, except that a trunk not included in the incoming service group of a PBX system, or the first trunk of a separate incoming service group of a PBX system may be listed to meet special conditions where a corporation and its subsidiaries use the same PBX system.

6.7.3 Types of Listings

(A) Standard Listing

A standard listing includes a name, designation, address and telephone number of the Customer. It appears in the White Pages of the telephone directory and in the Company's Directory Assistance records. The designation in the listing will be provided according to the rules above.

6.7.4 Rates and Charges

	<u>Business</u>
Primary Listing	\$15.00
Additional Listings, each	\$5.00

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.8 Non-Published Service

6.8.1 General

Non-published service means that the Customer's telephone number is not listed in the directory, nor does it appear in the Company's Directory Assistance Records.

6.8.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will complete calls to a non-published number only when the caller dials direct or gives the operator number. No exceptions will be made, even if the caller says it is an emergency.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

6.8.3 Rates and Charges

There is a monthly charge for each non-published service. This charge does not apply if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

6.8.4 Rates and Charges

Business

Non Published, per line	\$12.00
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SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.9 Non-Listed Service

6.9.1 General

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

6.9.2 Regulations

This service is subject to the rules and regulations for E911 service, where applicable. The Company will complete calls to a non-listed number.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

6.9.3 Rates and Charges

There is a monthly charge for each non-listed service. This charge applies if the Customer has other listed service at the same location; if the Customer lives in a hotel, boarding house or club with listed service; or if the service is installed for a temporary period.

6.9.4 Rates and Charges

	<u>Business</u>
Non Listed, per listing	\$5.00

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.10 Directory Assistance Services

6.10.1 Directory Assistance

A Directory Assistance charge applies per local directory assistance call. The Customer may make two (2) requests for a telephone number per call. The Directory Assistance Charge applies regardless of whether the Directory Assistance operator is able to supply the requested number.

	<u>Business</u>
Each Local Directory Assistance Call	\$1.95

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SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.11 Carrier Presubscription

6.11.1 General

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

6.11.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A: Customer select the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B: Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option C: Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option D: Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E: Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customers' primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F: Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.11 Carrier Presubscription, (Cont'd.)

6.11.3 Rules and Regulations

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 6.11.4 below:

6.11.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

PIC Change Charge (Business Customers):	\$6.00
Customers who do not choose a long distance carrier	\$4.50

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.12 Telecommunications Relay Service

For intrastate toll calls received from the relay service, the Company will when billing relay calls discount relay services calls by 50 percent off of the otherwise applicable rate for a voice non relay call except that were either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay call. The above discounts apply only to time-sensitive elements of a charge for the call and shall not apply to per call charges such as a credit card surcharge.

6.13 Special Rates For The Handicapped

6.13.1 Directory Assistance

There shall be no charge for up to fifty (50) calls per billing cycle from lines or trunks serving individuals with disabilities. The Company shall charge the prevailing Local Exchange and Interexchange Tariff rates for every call in excess of fifty (50) within a billing cycle.

6.13.2 Hearing and Speech Impaired Persons

Intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONTD.)

6.14 Return Check Charge

A return check charge of \$20.00, or the highest allowed by law, will be assessed for checks or other form of payment returned by the drawee bank or other financial institution for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or financial institution. Any applicable return check charges will be assessed according to the terms and conditions of this Tariff and pursuant to Louisiana law and Commission regulations.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.15 Credit Card Convenience Fee

The Company will assess a Credit Card Convenience fee to recover certain costs associated with certain operational issues relating to the provisioning and billing of credit card services. This charge will apply when a Customer requests to pay their invoice via a credit card.

\*\*The Company does not presently charge Customers a Credit card Convenience Fee

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SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.16 Account Maintenance Fee

All Business Customers will be charged a monthly account maintenance fee on each monthly detailed invoice of \$4.95. If the customer has multiple invoices delivered to different service locations, a fee of \$2.95 will be charged for each detailed invoice. If the Customer elects to receive their monthly invoice electronically, the fee will be \$1.95 for both Single and Multi Location Business Customers Invoiced.

6.16.1 Monthly Recurring Charges

Business Single Location	\$ICB
Business Multi Locations	\$ICB

6.17 Term Liability/Termination Charges

If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to the Company from the Customer. Payment of the penalty will be due within 30 days from the date of termination. Termination Charges are as follows:

- (A) The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect.
- (B) A termination penalty of \$1,900.99 per circuit if using T-1 or any other dedicated circuit services + 100% of the remaining balance of the MRC for the terminated or cancelled circuit or facility and \$200.00 per service location if using switched long distance services and/or local services and/or any other services + 100% of the remaining balance of the MRC for the terminated or cancelled facility and/or service. These amounts shall be multiplied by the number of months that are remaining in the term period after the date that the service is cancelled, or moved, and the resulting total will be the termination penalty.

6.18 Telephone Relay Service (TRS)

When required by the Commission, the Company will participate in telephone relay service for handicapped or hearing impaired Customers. A rate for TRS established by the State will be assessed to the end-user. This fee will comply with all state regulations and requirements.

SECTION 6 - MISCELLANEOUS SERVICES AND RATES, (CONT'D.)

6.19 Remote Call Forwarding

Remote Call Forwarding allows a Customer to automatically forward calls to the location of his or her choice to make transferring numbers or locations simple for a monthly fee. Local calls are billed in one (1) minute increments. Domestic long distance calls are billed an initial eighteen

(18) seconds and six (6) second increments thereafter. Regulatory taxes and fees are not included in the rate of this service.

6.19.1 Terms and Conditions

- (A) Remote Call Forwarding is available in limited service areas.
- (B) Remote Call Forwarding service provided in areas outside of the In-Telecom Consulting, LLC on-net footprint will be charged an additional fee per pathway.
- (C) Remote Call Forwarding does not include the service in which the calls are terminating.
- D. Setup fees apply to both new installations and class of service changes.

6.19.2 Rates

(A) Nonrecurring Charges

Activation Fee	\$ICB per pathway
Out of Network Fee	\$ICB per pathway

(B) Usage and Monthly Charges

Monthly Charge	\$ICB
Per Minute Local	\$ ICB
Per Minute IntraLATA/Intrastate	\$ ICB

## SECTION 7 - RATES AND CHARGES

### 7.1 Service Offerings

#### 7.1.1 Leased Line Service –Non-Recurring Charges

All rates are ICB as each Customer has custom developed pricing.

<u>Transmission Speed</u>	<u>Term of Contract in Months</u>			
	<u>12</u>	<u>24</u>	<u>36</u>	<u>Over 36*</u>
DS1	\$ICB	\$ICB	\$ICB	\$ICB
DS3	\$ICB	\$ICB	\$ICB	\$ICB
OC3	\$ICB	\$ICB	\$ICB	\$ICB
OC12	\$ICB	\$ICB	\$ICB	\$ICB
IP - T1	\$ICB	\$ICB	\$ICB	\$ICB
MPLS - T1	\$ICB	\$ICB	\$ICB	\$ICB
Private Line	\$ICB	\$ICB	\$ICB	\$ICB
(Point to Point) Inter				
EIA Circuit: (Bandwidth)	\$ICB	\$ICB	\$ICB	\$ICB
Ethernet Point to Point	\$ICB	\$ICB	\$ICB	\$ICB
Integrated Ethernet	\$ICB	\$ICB	\$ICB	\$ICB
Business Fiber: (Bandwidth)	\$ICB	\$ICB	\$ICB	\$ICB
Ethernet Port Charge	\$ICB	\$ICB	\$ICB	\$ICB
Metro Hunt Line	\$ICB	\$ICB	\$ICB	\$ICB
Local PRI	\$ICB	\$ICB	\$ICB	\$ICB

SECTION 7 – RATES AND CHARGES (CONT'D)

7.1 Service Offerings (Cont'd)

7.1.2.1 Leased Line Service – Recurring Charges - Base Charges - **Retail**

<b>Private Line - Retail</b> (Rates are per circuit)			
<b>DS1, DS3, OC3, OC12, 100M FE, 1000M GIGE are priced at</b> <b>ICB due to variables from underlying supplier. -</b>			
	In Region 0 - 50 miles	Out of Region 0 - 25 miles	Out of Region 26 - 50 miles
In Region 0 - 50	\$ICB	\$ICB	\$ICB
Out of Region 0 - 25	\$ICB	\$ICB	\$ICB
Out of Region 26 - 50	\$ICB	\$ICB	\$ICB

**Note:**

*In Region 0-50 miles - where AT&T is the LEC, calculation of 0-50 miles to the AT&T POP*

*Out of Region 0-25 miles - where AT&T is NOT the LEC, calculation of distance to the AT&T POP*

*Out of Region 26-50 miles - where AT&T is NOT the LEC, calculation of distance to the AT&T POP*

SECTION 7 – RATES AND CHARGES (CONT'D)

7.2 Service Offerings (Cont'd)

7.2.1 Long Distance

Service Fee	\$ICB per individual line/per each/any location
Intrastate Rate	\$ICB per minute
1+ Bundle (Minutes)	\$ICB MRC
Domestic Bundle	\$ICB MRC

Note: all ICB pricing.

SECTION 7 – RATES AND CHARGES (CONT'D)

7.3 Miscellaneous Services

7.3.1 Order Change

Per Change: \$175.00

7.3.2 Bad Check Charge

Per Check: \$30.00

7.3.3 Reconnection

Per Reconnection/Restoration: up to \$1,500.

7.4 Carrier Surcharge Recovery 4.0% of Billed Invoice Excluding Taxes  
for/applied to every Customer Invoice.

Note: Service Restoration Fee: Based upon customized Customer Service plan and pricing.

7.5 **Maintenance Visit Charges**

Mon-Friday, 8 am-5 pm: \$\_\_\_\_  
Initial 15 minutes or fraction thereof  
Each additional 15 minutes \$\_\_\_\_  
Hourly Rate \$250.00

Mon-Friday, excluding 8 am-5 pm: Initial 15 min. or fraction thereof \$ICB  
Each additional 15 minutes or fraction thereof \$ICB  
Hourly Rate \$ICB

Holidays:

Initial 15 minutes or fraction thereof; each additional 15 min. or fraction thereof and  
Holiday hourly rates are double (two times) the rates of Mon-Friday, 8 am-5 pm:

**SECTION 7 – RATES AND CHARGES (CONT'D)**

**Monthly Recurring Charge:**  
**Business Service**

**7.6 SIP Trunk:**

Bundled LD Special Package - mins	\$ICB
No LD bundle	\$ICB
Per Trunk Charge (One Time Cost)	\$ICB

7.6.1 DID (cost per DID) \$ICB

Note: Cost per DID varies based on added feature-set(s) selected by Customer.

**7.6.1.2 Installation, Moves and Changes**

<b>Installation, Adds, Changes and Moves</b>	<b>Rates</b>
Change Order Charge	Stated in Sections 5 and 6
Cancellation Prior to Installation Charge	Stated in Sections 5 and 6
Local Tech Trip Charge	Stated in Sections 5 and 6
Local Tech Service Call Charge - Hourly	Stated in Sections 5 and 6

<b>Fees</b>	<b>MRC - Rates</b>
Toll Free Monthly Fee	Stated in Sections 5 and 6
LD Bill Fee (Per month/per line)	Stated in Sections 5 and 6
Custom Billing Fee	Stated in Sections 5 and 6
Paper Invoice Fee	Stated in Sections 5 and 6
Service Order Fee - FTR (per order)	Stated in Sections 5 and 6

Note: Some, any and/or all fees may be applicable to Customer invoices based on products and services that are being invoiced to Customer. At the sole discretion of the company, Company may invoice less than the stated per fee charge to Customer.

**SECTION 7 – RATES AND CHARGES (CONT'D)**

**7.7 SIP Service and Options**

<b>SIP Service/Options</b>	<b>MRC - Rates</b>
Efax TN (Inbound only)	\$ICB
Hosted Reporting - Extensions	\$ICB
Efax TN	\$ICB
Cloud Services: (List)	\$ICB
Hosted Email	\$ICB
Hosted Seat Package (DID, 911 CNAM, LD)	\$ICB
Find Me/Follow Me	\$ICB
Hosted Messaging Station	\$ICB
Hosted Auto Attendant (additional)	\$ICB
Hosted Seat (Basic)	\$ICB
Hosted Seat (Classic)	\$ICB
Hosted Seat (Courtesy)	\$ICB
Simply Voice	\$ICB
Virtual Hosted User	\$ICB
Hosted Seat (Premium)	\$ICB
Simply Voice Plus	\$ICB
Reconnection Fee	\$ICB

**7.7.1 Additional Business Services**

<b>SIP Service/Options</b>	<b>MRC - Rates</b>
Remote Call Forward - Initial Path	\$ICB
Remote Call Forward - Add'l Path	\$ICB
Business Measured Line	\$ICB
Business Flat Line	\$ICB
Business Hunt Line	\$ICB
Business Flat Line - FTR	\$ICB
Business Local Call (Secondary)	\$ICB
Business Local Call (Primary)	\$ICB
Metro Flat Line	\$ICB

SECTION 7 – RATES AND CHARGES (CONT'D)

7.8 Additional Features and Charges

<b>Additional Features and Charges</b>	<b>MRC - Rates</b>
DID: SIP	\$ICB
Caller ID - SIP	\$ICB
DID: Solo DID	\$ICB
Feature: (List)	\$ICB
Conference Feature - Monthly Fee	\$ICB
Call Recording	\$ICB
Call Forward Variable	\$ICB
Call ID Name/Number	\$ICB
DID w/ description	\$ICB
Dedicated Trunk Overflow	\$ICB
Local T1 Feature:	\$ICB
Auto Attendant - Hosted	\$ICB
Auto Attendant - SIP	\$ICB
Directory Assistance	\$ICB
Operator Assistance	Pass Through Cost: if as applicable
Other Listings	Pass Through Cost: if as applicable

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**SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY**

**8.1 General**

- A. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) National Communications System/ Department of Homeland Security (<https://www.dhs.gov/cisa/telecommunications-service-priority-tsp#>). Any changes to or reissuance of these regulations or manuals supersede tariff language contained herein.

SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

8.1 General (Cont'd)

8.1.1 The TSP program has two components, restoration and provisioning.

- 1) A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
- 2) A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

8.2 TSP Request Process – Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

- 8.2.1.1 Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.
- 8.2.1.2 National Security Leadership
- 8.2.1.3 National Security Posture and U.S. Population Attack Warning
- 8.2.1.4 Public Health, Safety, and Maintenance of Law and Order
- 8.2.1.5 Public Welfare and Maintenance of National Economic Posture
- 8.2.1.6 All representative documents to support TSP can be found at (<https://www.dhs.gov/publication/tsp-documents>)
- 8.2.2 Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
- 8.2.3 The complete and the TSP Request for Service Users form (SF 315) and additional forms are available at (<https://www.dhs.gov/publication/tsp-documents>)
- 8.2.4 For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the department, at the department website (<https://www.dhs.gov/cisa/telecommunications-service-priority-tsp>) for information on identifying a sponsor for TSP requests.
- 8.2.5 Submit the SF 315 to the department.
- 8.2.6 Upon receipt of the TSP Authorization Code from the department, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

8.3 TSP Request Process – Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 2a. above for restoration priority assignment except for the following differences. The user should:

- 8.3.1 Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
- 8.3.2 Verify that the Company cannot meet the service due date without a TSP assignment.
- 8.3.3 Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

8.4 Responsibilities of the End-User

End-users or entities acting on their behalf must perform the following:

- 8.4.1 Identify telecommunications services requiring priority.
- 8.4.2 Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- 8.4.3 Accept TSP services by the service due dates.
- 8.4.4 Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- 8.4.5 Pay the Company any authorized costs associated with priority services.
- 8.4.6 Report to the Company any failed or unusable services with priority levels.
- 8.4.7 Designate a 24-hour point of contact for each TSP request and apprise the department.
- 8.4.8 Cooperate with the department during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

8.5 Responsibilities of the Company

The Company will perform the following:

- 8.5.1 Provide TSP service only after receipt of a TSP authorization code.
- 8.5.2 Revoke TSP services at the direction of the end-user.
- 8.5.3 Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- 8.5.4 Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- 8.5.5 Designate a 24-hour point of contact to coordinate TSP processes with the department.
- 8.5.6 Confirm completion of TSP service order activity to the department.
- 8.5.7 Participate in reconciliation of TSP information at the request of the department.
- 8.5.8 Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
- 8.5.9 Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
- 8.5.10 Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
- 8.5.11 Disclose content of the NS/EP TSP database only as may be required by law.
- 8.5.12 Comply with regulations and procedures supplemental to and consistent with guidelines issued by the department.

SECTION 8 – EMERGENCY/ CRISIS/ DISASTER RESTORATION AND  
PROVISIONING TELECOMMUNICATIONS SERVICE PRIORITY (CONT'D)

8.6 Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

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