
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

EXPLANATION OF SYMBOLS

The following symbols shall be used in this Price List for the purpose indicated below:

- | | |
|-----|--|
| (C) | Changed rule or regulation |
| (D) | Discontinued rate or regulation |
| (I) | Increased rate |
| (M) | Moved text or section without change |
| (N) | New rate or regulation |
| (R) | Reduced rate |
| (T) | Change in text but no change in rate or regulation |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

APPLICATION OF PRICE LIST

This Price List contains the regulations, terms, conditions, services offerings, rates and charges applicable to Hargray of Florida, LLC (“Company”) furnishing of local exchange and intrastate intraLATA toll telephone service to customers in the State of Florida. The rates and rules contained herein are subject to change pursuant to the statutes, rules and regulations of the State of Florida.

This Price List is on file with the Florida Public Service Commission at 2540 Shumard Oak Boulevard, Gerald Gunter Building, Tallahassee, Florida 32399. In addition, this Price List is available for review at the Company’s corporate headquarters located at 870 William Hilton Parkway, Building C, Hilton Head Island, South Carolina 29928.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Demarcation Point – That point of interconnection between the Company’s facilities and the wiring at the Customer Premises. The Demarcation Point shall consist of wire or a jack conforming to Subpart F of Part 68 of the Federal Communications Commission’s rules and regulations (a network interface).

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing (Cont'd.)

Non-listed Service – A listing, in the alphabetical section of the Company's directory, maintained on directory assistance records that will be furnished upon the request of the calling party.

Non-published Exchange Service – A listing, not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of the calling party.

Primary Listing – One listing in the Directory, at no charge, when applying for telephone service.

Titles and Suffixes

A title of address that precedes a name, such as Mrs., Rev., Capt., may be included in a residence, business or personal name listing. A professional designation or an educational, such as MD, CPA, CREA, or JP are suffixes that may be included in a residence or business personal name listing as a suffix. A maximum of 3 titles and /or suffix are allowed per each residence or business personal name listing.

There are four types of titles:

Title of Lineal Descent (JR, II, etc)

Titles of Address (Rev, Dr, etc)

Military Titles (Adm, Lt Col, etc)

Degrees/Professional Affiliation (PhD, RN, etc)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Disconnection – The temporary cessation of telecommunications service.

Exchange – A telephone system which provides for service within a specified area known as the “Exchange Area.”

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Price List.

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

LATA – Local Access and Transport Area (LATA) denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are based when the calling station and the station to which communications is established are both within the same local service area.

Local Service Area – That area within which a Customer can make telephone calls at exchange rates.

Station – Telephone equipment from or to which calls are placed.

Three-Way Calling – Allows a station in the talking state to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Toll Restriction – Allows the customer to establish, on a per line basis, call restrictions by the calling party.

Trunk – A commercial channel between two switching (i.e., Central Office, PBX) systems.

Termination – The permanent cessation of telecommunications service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Limitations of Service

2.2.1 The Company offers service to all Persons who desire to purchase service from the Company

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.3

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.4 Emergency 911 Service (E911) is offered solely as an aid in handling assistance calls in

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer

2.6.1 All Customers assume general responsibilities in connection with the provisions and use of the Company's service. When facilities, equipment, and/or communications systems provided by others are connected to the Company's facilities, Customer assumes additional responsibilities.

Customers are responsible for:

- A. Placing orders for service; paying all appropriate charges for service rendered by the Company; complying with the Company's regulations governing the service; obtaining and securing its equipment; liability for toll fraud; and assuring that its users comply with regulations.
- B. Providing:
 - 1. the name(s) and address(es) of the person(s) responsible for the payment of service charges; and
 - 2. the name(s), telephone number(s), and address(es) of the Customer contact person(s).
- C. Paying the Company for the replacement or repair of the Company's equipment when the damage results from:
 - 1. the negligence or willful act of Customer or user;
 - 2. improper use of service; or
 - 3. any use of equipment or service provided by others.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.1 (Cont'd.)

- D. Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate the Company's facilities and equipment installed on the Customer Premises, and the level of heating and air conditioning necessary to maintain a proper operating environment on such premises.

- E.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.2 Availability of Service for Maintenance, Testing, and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.6.3 Credit Allowances

- A. Credit for failure of service or equipment will be allowed only when failure is caused by or occurs in facilities or equipment owned, provided and billed for, by the Company.
- B. Credit allowances for failure of service or equipment starts when Customer notifies the Company of the failure or when the Company becomes aware of the failure and ceases when the operation has been restored and an attempt has been made to notify Customer.
- C. Customer shall notify the Company of failures of service or equipment and make reasonable attempts to ascertain that the failure is not caused by Customer Provided Equipment, any act or omission of the Customer, or in wiring or equipment located on the Customer's side of the Demarcation Point.
- D. Only those portions of the service or equipment disabled will be credited. No credit allowances will be made for:
 - 1. interruptions of service resulting from the Company performing routine maintenance;
 - 2. interruptions of service for implementation of a Customer order for a change in the service;
 - 3. interruptions caused by the negligence or willful act of omission of Customer or its authorized user; or
 - 4. interruptions of service because of the failure of service or equipment provided by Customer, authorized user, or other carriers.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.3 Credit Allowances (Cont'd.)

E. Credit Allowance – Directory

For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

Subject to the provision of Section 2.4 of this Price List, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

1. For listings in alphabetical telephone directories furnished at additional charge, as set forth herein, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
2. For listings in the information records furnished at additional charge, as set forth herein, an amount not in excess of the charge for the listing during the period of omission or error.

2.6.4 Cancellation by Customer

- A. Customer may cancel service any time after meeting the minimum service period. Termination charges will apply if Customer cancels prior to the expiration of a one-year or other fixed term service contract.
- B. If Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before the service begins, or before completion of the minimum service period, or before completion of some other period mutually agreed upon by Customer and the Company, a charge will be made to Customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of Customer by the Company and not fully reimbursed by installation and monthly charges. If based on the order, any construction has either begun or been completed, but no service provided, the non-recoverable cost of such construction shall be borne by Customer.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and non-recurring basis. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Price List.
- B. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
- C. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, toll free; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and non-recurring charges for services ordered will be billed monthly in advance. The Customer is responsible for all wiring and equipment on the customer side of the demarcation point. Customer assumes all liability for toll fraud. Hargray offers

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service (Cont'd.)

F. Billing information provided to each customer on a monthly basis shall include but not be limited to:

1. The number of access lines for which charges are stated.
2. Each applicable telephone number and/or account number.
3. The beginning or ending dates of the billing period.
4. The date the bill becomes delinquent if not paid on time.
5. The unpaid balance (if any).
6. The amount for basic service and an itemization of the amount due for toll service, if applicable.
7. An itemization of the amount due for taxes, franchise fees, 911 surcharges, universal service fund charge, local number portability charge, end user common line charges, primary interexchange carrier charges.
8. The total amount due.
9. If applicable, the amount of a deposit and interest accrued on a deposit, which has been credited to the charges stated.
10. A telephone number where inquiries may be made.
11. Optional services may be billed as a t3 Tf 1 0 0 e(r)-5.1(-)-1.1(i)5.92(f)-5(-)-44.2(.8(c)9.6(.7)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

C. Deposits

The Company reserves the right to examine the credit record of all service applicants as stated above and require a security deposit, not to exceed one month's estimated recurring charges, when determined to be necessary to assure future payment. The security deposit will be computed by the Company in accordance with Commission rules and regulations.

Cash Deposits will accrue interest at a rate that shall be equal to the current interest rate established by the Director of the Public Utility Division for consumer deposits. If the deposit is refunded within six (6) months of receipt of deposit, no interest payment will be paid. If the Company retains the deposit more than six (6) months, payment of interest shall be made retroactive to the date of deposit.

Payment of the interest to the customer shall be annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account. The deposit shall cease to draw interest on the date it is returned or credited to the customer's account. The deposit shall cease to draw interest after the discontinuance of service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Advance Payments and Deposits (Cont'd.)

B. Deposits (Cont'd.)

3. Refund of Deposits

If service is not connected, or after disconnection of service, the Company shall

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.7 Returned Check Charge

The Company will bill Customer a one-time charge of \$30.00 if Customer's check for payment of service is returned for insufficient or uncollected funds, closed accounts, or any other insufficiency or discrepancy necessitating return of the check at the discretion of the drawee bank or other financial institution

2.6.8

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company

2.7.1 Provision of Equipment and Facilities

- A. The Company shall use reasonable efforts to make services available to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this Price List and applicable rules of the Commission.
- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.2 Calculation of Credit Allowance

Pursuant to limitations set forth in Section 2.6.3, when service is interrupted the credit allowance will be computed on the following basis:

- A. No credit shall be allowed for an interruption of less than twenty- four hours.
- B. Customer will be credited at the proportionate monthly charge involved for each twenty-four hours or fraction thereof of interruption.

2.7.3 Cancellation of Credit

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Provider of Local Exchange Telecommunications Services (PES) -

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICES

3.1 Residential Local Exchange Service

Residential Local Exchange Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)**4.1 Business Local Exchange Service****4.1.1 Basic Business Line Service Description**

Basic Business Line Service provides a customer with one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

A. Basic Business Line

1. Monthly Rate \$60.66

4.1.2 Business Bundled Service Packages

In addition to Basic Business Line Service, the Company will offer various bundled service packages to business customers. These bundled service packages will include local service (dial tone and features) and a combination of deregulated features, including, but not limited to, long distance service, cable television service, and high speed internet service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.3 Directory Services

4.3.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Non-published or Non-listed Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published or non-listed telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such listing. The subscriber indemnifies and saves the Company harmless against any and all claims for

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.1 Directory Listings (Cont'd.)

2. Non-Published

	<u>Monthly Rate</u>
Business and Residential, each	\$0.60

Non-Published monthly rate will not apply in the following cases:

1. Additional service furnished to the same subscriber who has other service listed in the directory in the same name at the same address.
2. Additional service furnished to the same subscriber who has service listed in the directory in the same name at a different address provided the listed service is in the same local exchange.

A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each call (maximum of two numbers requested) is \$1.25.
2. Where the customer p8.2(t(a.1(s)ape1(s)ape.()-42t)57()]X(a)-1.4.3()-3(h)-272.3(c)-2)-2E 11

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 5 –PROMOTIONS / ICB (INDIVIDUAL CASE BASIS)

From time to time, the Company may engage in promotional offerings, ICB or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings, ICB or trials, the Company may offer special rate incentives and waive in full or in part Installation/Move Charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company.