

RATES, TERMS AND CONDITIONS  
APPLICABLE TO  
WIRELINE BROADBAND INTERNET ACCESS AND  
CONSUMER BROADBAND-ONLY LOOP SERVICE FURNISHED BY

**ATLANTIC TELEPHONE MEMBERSHIP CORPORATION**

FOR SERVICES  
AS PROVIDED FOR HEREIN.

January 1, 2018

ATLANTIC TELEPHONE MEMBERSHIP CORPORATION  
RATES, TERMS AND CONDITIONS  
WIRELINE BROADBAND INTERNET ACCESS AND CONSUMER BROADBAND-ONLY LOOP SERVICE

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**1. General**

1.01 Application of Rates, Terms and Conditions

- (a) The rates, terms and conditions contained within this document, hereinafter referred to as “Rates, Terms and Conditions,” are applicable to the provision of Wireline Broadband Internet Access Service (“WBIAS”) and Consumer Broadband-Only Loop Service (“CBOL”), hereinafter collectively or individually referred to as "Service", by Atlantic Telephone Membership Corporation, hereinafter referred to as the "Company", as specified herein. The Company’s local exchange carrier service area is in North Carolina and is commonly referred to as a “study area.” Service is furnished subject to the availability of facilities and subject to transmission, atmospheric and like conditions. By accepting Service from the Company, the Customer accepts these Rates, Terms and Conditions as a binding agreement between the Customer and the Company.
- (b) Under the Rates, Terms and Conditions the Company offers the Services subject to the jurisdiction of the Federal Communications Commission (“FCC”) pursuant to Title II of the Communications Act of 1934, As Amended, (47 USC § 201-276) on a common-carriage permissively de-tariffed basis available to Network Service Providers, as defined following, for connections to end user customers.
- (c) The Company offers Services where technically feasible within its incumbent local exchange carrier (“ILEC”) exchange boundaries in the state of North Carolina. For purposes of interstate services, including permissively de-tariffed WBITS as is comprehended by the Services, the Company’s serving area is identified as a study area with a discrete Study Area Code of 230468.
- (d) The provision of Service by the Company as set forth in these Rates, Terms and Conditions does not constitute a joint undertaking with the Customer for the furnishing of any service.
- (e) From time to time, the Company may at its sole discretion modify the Rates, Terms and Conditions. Modification will be effective thirty (30) days after both posting of revised Rates, Terms and Conditions on the Company’s Internet web site and communication by the Company to the Customer that modifications have been made and the revised Rates, Terms and Conditions are available on the Company’s Internet web site.

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**1. General (Cont'd)**

1.02 Definitions

Certain terms used throughout these Rates, Terms and Conditions are defined as follows:

Application for Service A standard order form which includes all pertinent billing, technical, and other descriptive information which will enable the Company to provide the Service as required.

Company

Atlantic Telephone Membership Corporation, unless the context indicates otherwise. Atlantic Telephone Membership Corporation comprises a single study areas for purposes of interstate telecommunications services including Services provided under these rates, terms and conditions: North Carolina Study Area Code 230468.

Customer

Any individual, partnership, association, trust, corporation, cooperative or governmental agency or other entity which utilizes the Services provided by the Company. A Customer, as set forth herein, is responsible for the payment of charges and for compliance with all applicable terms of the Rates, Terms and Conditions. Customers under these Rates, Terms and Conditions may be Wholesale Services Customers or Retail Services Customers.

Customer Provided Equipment

Terminal Equipment or facilities provided by persons other than the Company and connected to the Company's Services and/or facilities. When used without reference to wholesale or retail Services, "Customer" shall refer in these Rates, Terms and Conditions collectively to Wholesale Services Customers and Retail Services Customers.

Consumer Broadband-Only Loop ("CBOL") Service

Refers to provision of broadband transmission over a line that does not also carry local exchange switched voice telephone service to the customer premises.

Digital Subscriber Line ("DSL") Access Service Connection Point

The term "Digital Subscriber Line (DSL) Access Service Connection Point" is a location designated by the Company that serves as an aggregation point for the collection of Company WBIAS and CBOL traffic from multiple Digital Subscriber Line Access Multiplexers (DSLAMs) or comparable packet-mode data modem equipment. Network Service Providers establish connections to the Company's WBIAS and CBOL network at the Company designated DSL Access Service Connection Point.

End User

For purposes of these Rates, Terms and Conditions, the terms "End User" means any customer of the Company's local exchange telephone service that is not a telecommunications carrier or Network Service Provider.

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**1. General (Cont'd)**

1.02 Definitions (Cont'd)

End User Customer

The term "End User Customer" means an "End User" as defined preceding.

Ethernet

Ethernet is a physical link protocol reflecting the two lowest layers of the DNA/OS1 model. Ethernet networks can generally connect to Asynchronous Transfer Mode – Cell Relay Service ("ATM-CRS") networks subject to availability of Company port connections at the desired speed. Standards applicable to Ethernet transmission are established by the Institute of Electrical and Electronics Engineers ("IEEE").

Federal Universal Service Charge ("FUSC")

The Federal Universal Service Charge ("FUSC") recovers the Company's contributions to various federal universal service funds. Because the Company is a rate-of-return carrier for purposes of interstate telecommunications services, the Company must assess FUSC on WBIAS and CBOL services billed to non-telecommunications carriers including, but not limited to, Internet Service Providers. The Federal Communications Commission ("FCC") has directed that services such as WBIAS and CBOL offered under these Rates, Terms and Conditions on a Title II, Common Carriage Basis must continue to contribute to federal universal service based on services so offered. *See Appropriate Framework for Broadband Access to the Internet over Wireline Facilities, Universal Service Obligations of Broadband Providers*, CC Docket No. 02-33, WC Docket No. 05-271, Report and Order and Notice of Proposed Rulemaking, 20 FCC Rcd 14853 (2005), FCC 05-150 (Rel. Sept. 23, 2005):

Of course, as we stated above, some providers of wireline broadband Internet access service may choose to offer a stand-alone broadband telecommunications service on a common carrier basis. To the extent that they do so, they must continue to contribute to universal service mechanisms on a permanent basis pursuant to section 254(d).

Incumbent Local Exchange Carrier ("ILEC")

Incumbent Local Exchange Carrier ("ILEC") has the same meaning as Section 251(h) of the Communications Act, as Amended 47 U.S.C. § 251(h)(1).

DEFINITION.--For purposes of this section, the term "incumbent local exchange carrier" means, with respect to an area, the local exchange carrier that--(A) on the date of enactment of the Telecommunications Act of 1996, provided telephone exchange service in such area; and (B)(i) on such date of enactment, was deemed to be a member of the exchange carrier association pursuant to section 69.601(b) of the Commission's regulations (47 C.F.R. 69.601(b)); Or (ii) is a person or entity that, on or after such date of enactment, became a successor or assign of a member described in clause (i).

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**1. General (Cont'd)**

1.02 Definitions (Cont'd)

Internet

The Internet is “the international computer network of both Federal and non-Federal interoperable packet switched data networks.”. 47 USC §230(f)(1). The Internet is also described as “the combination of computer facilities and electromagnetic transmission media, and related equipment and software, comprising the interconnected worldwide network of computer networks that employ the Transmission Control Protocol/Internet Protocol or any successor protocol to transmit information.”. 47 USC §231(e)(3).

Internet Protocol (“IP”)

The Internet Protocol (“IP”) is the industry standard method or protocol by which data is sent from one computer to another on the Internet.

Internet Service Provider (“ISP”)

An Internet Service Provider (ISP) is an organization that provides access to the Internet. The ISP provides the username and password to the end user Internet customer.

kbps

kbps is the widely recognized abbreviation for “kilobits per second”, a measure of data transfer speed. The “k” in kbps is lowercase to indicate measurement in decimal, i.e. 1 kbps is 1,000 bits per second.

Mbps

Mbps is the widely recognized abbreviation for “megabits per second”, indicating a data transfer speed of one million bits per second.

Multi-Media

Multi-Media refers to data transport services that include data, text, audio, and visual content through use of Internet Protocol.

Multi-Media Virtual Circuit Channel (“MM-VCC”)

A “Multi-Media Virtual Circuit Channel (MM-VCC) is a pre-defined logical circuit used to route ATM cells carrying Multi-Media between two customer designated premises.

John Staurulakis, Inc. (“JSI”) Tariff F.C.C. No. 1

The John Staurulakis, Inc. (“JSI”) Tariff F.C.C. No. 1 is the interstate access tariff filed by JSI on behalf of issuing carriers including, but not limited to, the Company. Because the Company is an issuing carrier, it is pursuant to the rates and regulations of JSI Tariff F.C.C. No. 1 that Customers must order certain interstate access services provided by the Company, including Special Access or ATM-CRS transport required for connection to the Company’s WBIAS and CBOL network at the Company’s DSL Access Connection Point

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**1. General (Cont'd)**

1.02 Definitions (Cont'd)

Network Service Providers

Network Service Providers are Internet Service Providers (ISPs) or Multi-Media providers who provide retail services to end user customers based on transmission of data through use of Internet Protocol.

Rates, Terms and Conditions

Rates, Terms and Conditions refers to this document as a whole comprising the rates, terms and conditions applicable to the provision of Services to Customers by the Company.

Retail Services Customer

For Retail Services, the Company's End User Customer orders the WBIAS or CBOL line from the Company and directs the Company to connect the WBIAS or CBOL to an NSP that has a DSL Access Connection at the Company's DSL Access Connection Point.

Services

"Services" are the offerings of the Company comprising Wireline Broadband Internet Access Service ("WBIAS") and Consumer Broadband-Only Loop ("CBOL") service.

Telecommunications

The transmission of voice communications or, subject to the transmission capabilities of the service, the transmission of data, facsimile, signaling, metering, or any other form of intelligence.

Voice-Data WBIAS

The term "Voice-Data" when used in the context of WBIAS refers to provision of the service over a line that also carries local exchange switched voice service to the customer premises.

Wholesale Services Customer

For Wholesale Services, the WBIAS or CBOL Customer is an NSP. For Wholesale Services, the NSP orders and pays for the WBIAS or CBOL line for connection of a Company End User Customer to the NSP's DSL Access Connection at the Company's DSL Access Connection Point.

Wireline Broadband Internet Access Service ("WBIAS")

Wireline Broadband Internet Access Service ("WBIAS") is a high-speed data access service that is made available to Network Service Providers under the Rates, Terms and Conditions for connection to the Company's end user customers over existing company local exchange facilities for provision of broadband services employing Internet Protocol.

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**2. Terms and Conditions**

2.01 Undertaking of the Company

(a) Scope

Under these Rates, Terms and Conditions, the Company provides use of its WBIAS and CBOL for connections between Network Service Providers (“NSPs”) and the Company’s End User Customer as defined herein. The Company makes WBIAS and CBOL service available as either Retail Services or Wholesale Services. For Wholesale Services, the Customer is an NSP. For Wholesale Services, the NSP orders the WBIAS or CBOL line for connection to the NSP’s DSL Access Connection at the Company’s DSL Access Connection Point. For Retail Services, the Company’s End User Customer orders the WBIAS or CBOL line from the Company and directs the Company to connect the WBIAS or CBOL to an NSP that has a DSL Access Connection at the Company’s DSL Access Connection Point. Wholesale Services Customers and Retail Services Customers are collectively referred to as “Customers” or “Customer” herein.

Establishment of status as a Wholesale Services Customer under these Rates, Terms and Conditions is available from the Company on an Individual Case Basis (“ICB”).

For both Wholesale Services Customers and other NSPs providing services to the Company’s End User Customers, connecting the NSP’s network to the Company’s WBIAS and CBOL network requires ordering by the NSP of a DSL Access Connection and related Special Access Transport under one of the three types of access available from the Company in JSI Tariff F.C.C. No. 1 at the rates established therein.

Special Access High Capacity DSL Access Service Connection, 1.544 Mbps or 44.736 Mbps, at Section 17.3.8(E).

Synchronous Optical Channel Service Connect (“SOCS”), OC3, OC12 or OC48, at Section 17.3.10(E).

Frame Relay Access Service (“FRAS”) Connection, 1.544 Mbps or 44.736 Mbps DSL Access Service Connection, at Section 17.4.8.5(A)(9).

Asynchronous Transfer Mode-Cell Relay Service (“ATM-CRS”), 1.544 Mbps or 44.736 Mbps Ports at Section 17.4.8.6(A). Additionally, for ATM-CRS DSL Access Service Connections, the nonrecurring charges at Section 17.4.8.6(D)(1) apply. Additionally, depending on customer needs, ATM-CRS Virtual Circuit charges may apply.

Company charges based on JSI Tariff F.C.C. No. 1 for DSL Access Service Connections are in addition to any Special Access, SOCS, FRAS, or ATM-CRS transport charges.



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**2. Terms and Conditions (Cont'd)**

2.01 Undertaking of the Company (Cont'd)

(b) Limitations

- (i) The services provided pursuant to these Rates, Terms and Conditions are offered subject to the availability of facilities and the other provisions of these Rates, Terms and Conditions.
- (ii) The Company does not undertake to transmit communications or messages, but rather furnishes facilities, Service and equipment for such transmissions by the Customer.
- (iii) The Company retains the right to deny Service to any Customer which fails to comply with the rules and regulations of these Rates, Terms and Conditions, or other applicable rules, regulations or laws.

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**2. Terms and Conditions (Cont'd)**

2.02 Obligations of the Customer

- (a) All Customers assume general responsibilities in connection with the provision and use of the Company's Service. General responsibilities are described in this section. When facilities, equipment, and/or communication systems provided by others are connected to the Company's facilities, the Customer assumes the additional responsibilities as set forth in Section 2.02, herein.
- (b) The Customer ordering WBIAS or CBOL is responsible for the payment of all charges for any and all Services or facilities provided by the Company to the Customer for WBIAS or CBOL. For Wholesale Services, the Wholesale Services Customer is responsible. For Retail Services, the Retail Services Customer is responsible.
- (c) The Customer shall indemnify and save harmless the Company from and against all loss, liability, damage and expense, including reasonable counsel fees, due to claims for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by the Customer using the Company's Services; and any other claim resulting from any act or omission of the Customer to the use of the Company's facilities.
- (d) The Customer shall reimburse the Company for damages to the Company's facilities caused by any negligence or willful act or acts on the part of the Customer.
- (e) In the event a suit is brought by the Company, or an attorney is retained by the Company to collect any bill or enforce the terms of these Rates, Terms and Conditions against a Customer, that Customer shall be responsible for payment of all reasonable attorney's fees, court costs, costs of investigation and any and all other related costs and expenses incurred by the Company in connection therewith.
- (f) The Customer understands that the Services are furnished subject to the condition that there will be no abuse, fraudulent and/or illegal use thereof. Such activity includes, but is not limited to:
  - (i) Using the Services for any purpose which is in violation of any law.
  - (ii) Obtaining or attempting to obtain Services through any scheme, false representation and/or use of any fraudulent means or devices whatsoever with the intent to avoid payment, in whole or in part, of charges for Services, or assisting any other person or firm in such regard.
  - (iii) Using the Services in a manner that interferes unreasonably with the use of Service by one or more other Customers.

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**2. Terms and Conditions (Cont'd)**

2.03 Liabilities of the Company

Except as stated in this Section 2.03, the Company shall have no liability or damages of any kind arising out of or related to events, acts, rights or privileges contemplated in the Rates, Terms and Conditions.

- (a) The liability of the Company for damages resulting in whole or in part from or arising in connection with the furnishing of Service under the Rates, Terms and Conditions including, but not limited to, mistakes, omissions, interruptions, delays, errors or other defects or misrepresentations shall not exceed an amount equal to the charges under the Rates, Terms and Conditions applicable to the specific call (or portion thereof) that was affected. No other liability shall attach to the Company.
- (b) The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to: (1) acts of God, fires, flood or other catastrophes; (2) any law, order, regulation, directive, action or request of the United States Government, or any other government, including state and local governments having jurisdiction over the Company, or of any department, agency, bureau, corporation or other instrumentality of any one or more of said governments, or of any civil or military authority; or (3) national emergencies, insurrections, riots, wars or other labor difficulties.
- (c) The Company shall not be liable for any act or omission of any other entity furnishing facilities, equipment, or services used by a Customer, with the Company's Services. In addition, the Company shall not be liable for any damages or losses due to the failure or negligence of any customer or due to the failure of customer provided equipment, facilities or services.

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**2. Terms and Conditions (Cont'd)**

2.04 Application for Service

The Customer must place an Application for Service with the Company to initiate, cancel or change the Services provided pursuant to these Rates, Terms and Conditions. For Wholesale Services, the Wholesale Services Customer shall make such application. For Retail Services, the Retail Services Customer shall make such application. Applications for Services may be either in writing or orally and provide, at a minimum, the following information:

- (a) For Wholesale Services, the application shall include both the Wholesale Services Customer's name(s), telephone number(s) and address(es) in addition to the Company End User Customer name(s), telephone numbers(s) and address associated with the premises at which the Company End User Customer will have a modem or other device for connection to the Company's network for transmission over WBIAS or CBOL. For Retail Services, the application shall include the name(s), telephone number(s) and address(es), including indication of the address associated with the premises at which the WBIAS or CBOL will be connected. In the case of a corporation or partnership, a designated officer or agent shall be named as the contact person for such corporation or partnership, with respect to both Wholesale Services Customers and Retail Services Customers.
- (b) Name(s), address(es) and telephone number(s) of person(s) to whom notices from the Company to the Customer shall be addressed, if different from (A) above.

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**2. Terms and Conditions (Cont'd)**

2.05 Technical Standards

The Company and the Customer shall agree to the industry technical standards applicable to the transmission of data between the Customer and the Company through use of the Company's WBIAS or CBOL provided pursuant to these Rates, Terms and Conditions.

If an industry standard becomes obsolete or is otherwise no longer supported by vendors associated with the Company's network, any duties with respect to technical standards are vitiated. In the event the Customer and the Company do not come to agreement regarding replacement industry standards, the Company shall choose the replacement industry standard most commonly used by the industry.

2.06 Charges and Payments for Service or Facilities

(a) Deposits

- (i) The Company may, in order to safeguard its interests, require a Customer to make a suitable deposit or provide a surety bond or letter of credit in the amount of the required deposit as a guarantee of the payment of charges. The Company shall have the right to require the Customer to make a deposit prior to or at any time after provision of any Service, not to exceed three (3) months estimated charges. The Company may increase the amount of the deposit to reflect increases to the Customer's annual bill. The Customer will receive a receipt for the deposit.
- (ii) Any deposit as referred to in this Section shall be held by the Company to secure the payment of the Customer's bill. At the Company's option, the deposit may be refunded or credited to the Customer at any time prior to the termination of Service.
- (iii) Deposits secured by the Company will be retained as a non-interest bearing security.
- (iv) The fact that a deposit is made does not relieve the Customer from making advance payments or from complying with the Company's regulations for the payment of bills in accordance with the terms herein and does not constitute a waiver or modification of the regulations of the Company providing for the discontinuance of Service for nonpayment of any sums due the Company for Service rendered.
- (v) Upon termination of Service, and assuming deposits of the Customer are not applied as indicated in Section 2.06(a)(ii), the deposit will be credited to the Customer's account and any credit balance will be refunded after all amounts due the Company have been paid.

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**2. Terms and Conditions (Cont'd)**

2.06 Charges and Payments for Service or Facilities (Cont'd)

(b) Description of Payment and Billing Periods

- (i) Service is provided and billed on a monthly basis. Service continues to be provided and billed on a monthly basis until canceled by the Customer through notice given to the Company.
- (ii) The Company shall establish the start date for monthly bill periods and such monthly periods shall continue through the term of the Agreement.
- (iii) Proration of Charges

Adjustments for the quantities of services established or discontinued in any billing period beyond the minimum period set forth for services in other sections of the Rates, Terms and Conditions will be prorated to the number of days based on a 30 day month.

(c) Taxes and Other Charges

In addition to payment for Services, Customer must pay all taxes, fees, surcharges and other charges that the Company bills Customer related to Services including, but not limited to the Federal Universal Service Charge ("FUSC"). Taxes and surcharges will be in the amounts that federal, state and local authorities require the Company to bill Customer. The company will not provide advance notice of changes to taxes and surcharges, except as required by applicable law. All such taxes and charges shall be separately shown and charged on bills rendered by Company or its billing agent.

To the extent state laws exempt wholesale services from application of sales tax, the Company will not assess sales tax on WBIAS and CBOL charges billed a Wholesale Services Customer. However, taxes, fees, surcharges and other surcharges that apply to both retail and wholesale services shall be applied, including the FUSC to charges billed to Wholesale Services Customers.

(d) Payment and Late Payment Charge

- (i) Payment will be due as specified on the Customer bill. Commencing after that due date, a late charge of up to the highest interest rate allowable by state law will be applied to all amounts past due.
- (ii) Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge. The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.
- (iii) Service may be denied or discontinued at the Company's discretion for nonpayment of amounts due the Company past the due date as specified in 2.06(d)(i). Restoration of Service will be subject to all applicable installation charges.

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**2. Terms and Conditions (Cont'd)**

2.06 Charges and Payments for Service or Facilities (Cont'd)

(e) Credit Allowance/Service Interruptions

- (i) Credit for failure of Service will be allowed only when failure is caused by or occurs in the Company's facilities or equipment owned, provided and billed for by the Company. A credit allowance is not applicable for any period during which Customer cannot utilize the Service, except for such period where the Service is interrupted by the Company for access to its facilities for the purposes of investigating and clearing troubles and/or maintenance.
- (ii) Credit allowances for failure of Service or equipment starts when the Customer notifies the Company of the failure and ceases when the operation has been restored and an attempt has been made to notify the Customer by the Company.
- (iii) The 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 or Customer provided facilities, any act, or omission of the Customer, or in wiring or equipment connected to the Customer's terminal.
- (iv) Only those portions of the Service or equipment operation disabled will be credited.

(f) Service Interruption Measurement

- (i) In the event of an interruption of Service that exceeds the minimum requirements set forth in this paragraph, the Company shall make a credit allowance at the Customer's request for a pro rata adjustment of all Service charges billed by the Company for Services rendered inoperative by the interruption. The credit allowance will be computed by dividing the duration of the service interruption measured in twenty-four (24) hour days, from the time the interruption is reported to the Company, by a standard thirty (30) day month, and then multiplying the result by the Company's fixed monthly charges for each interrupted Service. If the duration of the service interruption is less than (48) hours, no credit allowance will apply.
- (ii) A credit allowance will not be given for interruptions caused by the negligence or willful act of the Customer, or interruptions caused by failure of equipment or service not provided by the Company.

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**2. Terms and Conditions (Cont'd)**

2.07 Termination or Denial of Service by the Company

- (a) The Company may, immediately and without notice to the Customer, and without liability of any nature, temporarily deny, terminate, or suspend Service to any Customer:
  - (i) In the event such Customer or its agent or, in the case of Wholesale Services the Customer's End User Customer: (a) willfully damages the Company equipment, interferes with use of the Company's Service by other Customers of the Company; (b) unreasonably places capacity demands upon the Company's facilities or Service; or (c) violates any statute or provision of law, or any rule or regulation of any state or federal regulatory agency relating to communications; or (d) otherwise fails to comply with the provisions of these Rates, Terms and Conditions or applicable law; or
  - (ii) In the event a Customer becomes insolvent, is the subject of any formal legal proceeding commenced in a court involving a voluntary or involuntary petition or proceeding in bankruptcy, seeks protection or relief from creditors in a formal legal proceeding after a filing for such relief, or executes an assignment for the benefit of creditors; or
  - (iii) In the event that the Company determines that any Service is being used fraudulently or illegally, whether by a Customer or its agent.

2.08 Billing Disputes

If Customer believes Customer has been billed by the Company in error, Customer must contact the Company within sixty (60) days of the date of the bill which contains the disputed charge. Refunds or adjustments will not be issued for any charge that is more than sixty (60) days old at the time Customer notifies the Company. Customer may withhold from payment to the Company the disputed portion of any bill pending resolution of the dispute. Customer must pay all non-disputed charges on the bill by the due date indicated on the bill. The Company will notify Customer of the results of its inquiry, and either adjust the billing, issue a credit, or notify Customer that all or a portion of the disputed amount is still owed. Customer will be required to pay such amount within fifteen, (15) days thereafter, and if Customer fails to pay this amount within the time required, Customer's account will be deemed past due and unpaid and Customer's Service subject to termination under Section 2.06 above. Any payments Customer withholds pending resolution of the dispute may be subject to a late payment charge at the highest interest rate allowable by law applied to past due amounts.



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**3. Description of Services**

3.01 General

Wireline Broadband Internet Access Service (“WBIAS”) and Consumer Broadband-Only Loop (“CBOL”) service enable data traffic generated by a Customer-provided modem to be transported from the premises of the Company’s End User Customer to the Company’s DSL Access Service Connection Point using the Company’s local exchange service facilities. A DSL Access Service Connection Point is an interconnection point designated by the Company at which NSPs may interconnect with WBIAS and CBOL provided by the Company under the Rates, Terms and Conditions. For such connections, NSPs including Wholesale Services Customers must have working transmission facilities ordered by the Customer under the Company’s Special Access High Capacity, Synchronous Optical Channel Service, Frame Relay Access Service, or Asynchronous Transfer Mode-Cell Relay Service (“ATM-CRS”) offerings under JSI Tariff F.C.C. No. 1. The DSL Access Service Connection Point aggregates WBIAS data.

(a) ATM-CRS Network Ethernet Connections

NSPs may connect to the DSL Access Service Connection Point by ordering and maintaining an Ethernet-based Network-to-Network Interface (“NNI”) Port as offered by the Company in JSI Tariff F.C.C. No. 1 under regulations at 16.2 therein, Asynchronous Transfer Mode Cell Relay Access Service, subject to charges established at JSI Tariff F.C.C. No. 1, Section 17.4.8.3(B), Asynchronous Transfer Mode Cell Relay Access Service. Transmission of Multi-Media data requires establishment by the Customer of an ATM-CRS Ethernet Port connection at the Company designated DSL Access Service Connection Point. The Company offers ATM-CRS Ethernet DSL Access Service Connections at 1 Gbps. In addition to the Ethernet-based NNI Port charge established at Section 17.4.8(B)(1)(b) of JSI Tariff F.C.C. No. 1, the DSL Access Service Connection per Basic NNI Port at Section 17.4.8(B)(4)(a)(ii) applies.

ATM-CRS DSL VCC charges indicated in JSI Tariff F.C.C. No. 1 do not apply to WBIAS or CBOL ordered from the Company. Additionally, Multi-Media rates indicated in JSI Tariff F.C.C. No. 1 do not apply to WBIAS or CBOL ordered from the Company.

(b) Special Access High Capacity DSL Access Connections

The Company offers transport of Network Service Provider traffic between the Network Service Provider’s designated premises and the DSL Access Service Connection Point through Special Access High Capacity Services under regulations at Section 7 of JSI Tariff F.C.C. No. 1 subject to charges at the Company’s rates at Section 17.3.8. Special Access High Capacity connections do not support Ethernet connections to the Company’s WBIAS and CBOL network. The Company offers Special Access High Capacity DSL Access Connections at 1.544 Mbps or 44.736 Mbps.

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**3. Description of Services (Cont'd)**

3.01 General (Cont'd)

(c) Frame Relay Access Service DSL Access Connections

The Company offers transport of Network Service Provider traffic between the Network Service Provider's designated premises and the DSL Access Service Connection Point through Frame Relay Access Service ("FRAS") under regulations at Section 16 of JSI Tariff F.C.C. No. 1 subject to charges at the Company's rates at Section 17.4.8.5(A)(9). The Company offers FRAS DSL Access Connections at 1.544 Mbps or 44.736 Mbps.

(d) Synchronous Optical Channel Service DSL Access Connections

The company offers transport of Network Service Provider traffic between the Network Service Provider's designated premises and the DSL Access Service Connection Point through Synchronous Optical Channel Service ("SOCS") under regulations at Section 16 of JSI Tariff F.C.C. No. 1 subject to charges at the Company's rates at Section 17.3.10. The Company offers SOCS DSL Access Connections at OC3,OC12, or OC48 levels.

(e) Designated End User Premises

The Company's WBIAS and CBOL allow broadband Internet connections to the designated End User Customer premises. The designated end user premises location must be served by an existing Company provided exchange line facility. An exchange line facility is the serving wire center central office line equipment and all of the plant facilities up to and including the Company-provided NID.

The connection speed or "sync rate" is between the NID at the end user's premises and the DSLAM. Actual data transfer or throughput may be lower than the sync-rate due to Internet congestion, server or router speeds, protocol overheads, end user use of multiple applications and other factors that may not be under the Company's control.

WBIAS and CBOL will be provided by the Company subject to the availability and limitations of Company Wire Centers and outside plant facilities.

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**3. Description of Services (Cont'd)**

3.02 Service Classes and Options

(a) Service Classes

The Company offers two classes of service: Voice-Data WBIAS and Consumer Broadband-Only Loop.

(i) Voice-Data WBIAS

The term "Voice-Data" when used in the context of WBIAS refers to provision of the service over a line that also carries local exchange switched voice service to the customer premises. Company provision of either Wholesale Services or Retail Services for the Voice-Data WBIAS class requires that the Company's End User Customer be a current subscriber to the Company's local exchange telephone service. Only one Voice-Data WBIAS line may be ordered per local exchange service line in service at the End User Customer's premises.

For Wholesale Services, in the event the Company terminates an End User Customer's local exchange service from the Company, the Wholesale Services Voice-Data WBIAS for the line to the Customer's Premises will be automatically terminated by the Company at the same time as termination of the local exchange service. Termination includes termination at the request of the End User Customer or by the Company subject to the regulations of the Company's applicable local exchange service tariff.

(ii) Consumer Broadband-Only Loop Service ("CBOL")

The term "broadband-only" when used in the context of CBOL refers to provision of the service over a line that does not also carry local exchange switched voice telephone service to the customer premises. Availability of CBOL is dependent on the availability of facilities and subject to technical capability for the facilities.

(b) Service Options

WBIAS and CBOL are available in various Downstream and Upstream options established by the Company. Each option offered by the Company shall specify the downstream and upstream speeds.

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**3. Description of Services (Cont'd)**

3.03 WBIAS and CBOL Provisioning

(a) Responsibility of the Company

- (i) WBIAS and CBOL will be provisioned over existing Company local exchange service lines or facilities.
- (ii) The Company will determine if the associated local exchange service line or copper facilities are suitable for use with the WBIAS or CBOL option ordered by the customer. Service will not be provided on lines that are not suitable for WBIAS or CBOL or on lines that produce interference with other services provided by the Company.
- (iii) The Company will provision and maintain WBIAS or CBOL for the customer between the NID at the end user premises and the customer's ATM-CRS NNI Port, Special Access High Capacity, Synchronous Optical Channel Service, or Frame Relay Access Service DSL Access Connection Point.
- (iv) The Company reserves the right to temporarily interrupt WBIAS or CBOL for wire center or network maintenance, software updates, and in emergency situations.

(b) Responsibility of Both Wholesale and Retail Customers

In this section, for Wholesale Services, Customer shall refer to the Wholesale Services Customer and for Retail Services, Customer shall refer to the Retail Services Customer.

- (i) The Customer is responsible for obtaining and installing compatible customer premises equipment (DSL modems and/or routers) used for connection to Company WBIAS or CBOL.
- (ii) The Customer is responsible for ensuring the continuing compatibility of CPE at the end user premises. The customer and/or end user shall be responsible for any expenses incurred for required changes to customer and/or end user equipment or facilities in order to make such equipment or facilities compatible with Company WBIAS or CBOL.
- (iii) The Customer is responsible for providing the Company with the necessary information to provision the WBIAS or CBOL to its subscribers.

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**3. Description of Services (Cont'd)**

3.03 WBIAS and CBOL Provisioning (Cont'd)

(c) Responsibility of Wholesale Customers

- (i) The Wholesale Services Customer ordering WBIAS or CBOL on behalf of its subscriber(s) must obtain and maintain record of a letter of agency authorizing the customer to act as the agent of the end user subscriber. Upon request from the Company, the customer will provide the Company with a copy of the letter of agency. Purchase of Wholesale Services by the Company or its affiliate does not require obtaining a letter of agency authorizing the customer to act as the agent of the end user subscriber.
- (ii) The Wholesale Services Customer must have connectivity to Company's ATM-CRS, Special Access High Capacity Service, Synchronous Optical Channel Service, or Frame Relay Access Service network where customer chooses to purchase WBIAS. The rates and charges for ATM Service, Special Access High Capacity Service, Synchronous Optical Channel Service, or Frame Relay Access Service are in addition to the rates and charges for WBIAS and CBOL.
- (iii) The Wholesale Services Customer will obtain the appropriate authorization to allow the Company's employees or agents to enter the end user customer's designated premises at any reasonable hour for the purpose of installing, inspecting, repairing or removing the NID or drop associated with WBIAS or CBOL.
- (iv) The Wholesale Services Customer is responsible for providing all customer support, marketing, billing, ordering and repair to and for its end users.
- (v) The Wholesale Services Customer is responsible for all dealings with the End User Customer.
- (vi) The Wholesale Services Customer shall at all times be the customer of record with respect to all Services purchased hereunder and shall be responsible for payment to Company. The Wholesale Services Customer retains all responsibility for billing its end users and for any claim an end user may make concerning unauthorized billing.

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**3. Description of Services (Cont'd)**

3.01 Rate Regulations

(a) Rate Elements

WBIAS and CBOL arrangements are available in varying options for the applicable service class based on the Downstream and Upstream speed combinations chosen by the customer. Rates include monthly recurring charges and nonrecurring charges due at the time of installation.

(b) Changes

All changes to existing WBIAS and CBOL (e.g., a change of Network Service Provider and restoral of the WBIAS or CBOL following a disconnect for non-payment of charges and/or a disconnect of the associated local exchange service line for any reason), other than changes involving WBIAS or CBOL Network Reconfigurations under Section 16 of the JSI Tariff F.C.C. No. 1 and administrative activities, will be treated as a discontinuance of the existing service and an installation of a new service. A nonrecurring installation charge will apply per WBIAS or CBOL line for this work activity.

The following administrative changes will be made without charge to the customer:

- Change of customer designated premises address when the change of address is not a result of a physical relocation of equipment,
- Change in billing data (name, address or contact name or telephone),
- Change of billing account number,
- Change of agency authorization that requires no changes to the Company's network,
- Change of customer contact name or telephone number, and
- Change of jurisdiction.

(c) WBIAS and CBOL Network Reconfiguration Charge

A WBIAS and CBOL Network Reconfiguration Charge applies when the WBIAS or CBOL customer requests the Company to modify the Company's network to: 1) accommodate a change in the WBIAS or CBOL end user's existing IP address or 2) limit the data speed delivered over the end user's existing WBIAS or CBOL line. This charge applies for each request per WBIAS or CBOL line. The Company will bill the WBIAS and CBOL Network Reconfiguration Charge to the Network Service Provider.

(d) Line Conditioning

Line conditioning is available, at no charge, and may be required if the facility will not accommodate WBIAS or CBOL technology. This may include, but is not limited to, the removal of load coils, bridge taps and/or repeaters. The Company does not warrant that line conditioning will permit the provision of WBIAS or CBOL technology.

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**3. Description of Services (Cont'd)**

3.04 Rate Regulations (Cont'd)

(e) Minimum Period

The minimum service period for WBIAS and CBOL provided on a month-to-month basis is one (1) month. If the WBIAS or CBOL line is disconnected prior to the end of the minimum service period, the customer will be assessed all applicable monthly recurring rates for the remainder of the minimum service period.

(f) Moves

A move involves a change in the physical location of one of the following:

The Point of Termination at the WBIAS or CBOL customer designated premises  
The Customer's designated premises

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(i) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the WBIAS or CBOL affected. There will be no change in the minimum period requirements. This charge is in addition to the Company's Access Order Charge as specified in JSI Tariff F.C.C. No. 1 for services ordered by the Customer there under.

(ii) Moves to a Different Building.

A move to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.

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**3. Description of Services (Cont'd)**

3.01 Rate Regulations (Cont'd)

(g) Term and Volume Discount Plan (TVDP)

(i) General Description

The WBIAS and CBOL Term and Volume Discount Plan (TVDP) provides customers Wholesale Services at discounted rates based on a commitment of a minimum volume (Volume Commitment Level) over a specific term (TVDP Term Commitment). For purposes of the Customer's TVDP, all of the Wholesale Services lines without regard to differences in service option shall be aggregated into a single WBIAS and CBOL access line count. The Company offers term commitments of one year.

Rates applicable to WBIAS and CBOL ordered under a One-Year TVDP Term Commitment include a nonrecurring charge and monthly recurring charges applied per WBIAS or CBOL arrangement and are set forth in Section 4 following.

Each Volume Commitment has minimum line volume assigned for either no-term commitment or a one-year term commitment under a TVDP. The Volume Commitment Level line volume includes all of the in-service WBIAS and CBOL lines provided by the Company to the customer. For purposes of meeting the Volume Commitment Level under a TVDP Term Commitment, WBIAS and CBOL lines include the aggregate of WBIAS and CBOL access lines for all Downstream/Upstream Speed Options described in the Company's respective rate section.

The service year will begin on the service anniversary date, which is defined as the date on which the customer places its order for a TVDP and designates the commitment level and term. Each service year runs 12 months from its service anniversary date.

The commitment level must be reached in accordance with the following schedule:

<u>Term</u>	<u>Grace Period</u>
1-Year	6 months (From initial service anniversary.)



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**3. Description of Services (Cont'd)**

3.01 Rate Regulations (Cont'd)

(g) Term and Volume Discount Plan (TVDP) (Cont'd)

(i) General Description (Cont'd)

At expiration of the TVDP, the customer may convert to the month-to-month rates, or continue with the rates for the applicable commitment level in effect at the end of the expiring TVDP on a year-to-year basis. A conversion to month-to-month rates, or discontinuance, will require that the customer submit a service change order.

The minimum service period for WBIAS or CBOL provided under a TVDP is one (1) month. If the WBIAS or CBOL is disconnected prior to the end of the minimum service period, the customer will be assessed all applicable monthly recurring rates for the remainder of the minimum service period.

TVDP customers will be subject to shortfall liability charges for missed annual commitments and/or termination liability charges for early termination as set forth in (3) and (4) following.

(ii) Annual Review

The commitment level is reviewed at the end of each service year on the service anniversary date. A count is taken of all WBIAS and CBOL lines in service provided to the customer under this tariff, as of the last day of the service year. Customers who do not meet the minimum quantity of in-service lines for the TVDP on such date will be notified by the Company.

The TVDP will be reviewed after the grace period and monthly thereafter. If the commitment level is not reached within the grace period, the customer shall be assessed a shortfall liability charge.

Customers subscribing to a TVDP Term Commitment who have fewer than the minimum WBIAS and CBOL lines will be removed from the TVDP. Once the number of WBIAS and CBOL lines reaches the minimum level for the TVDP, the Customer will be reassigned to the TVDP.

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**3. Description of Services (Cont'd)**

3.04 Rate Regulations (Cont'd)

(g) Term and Volume Discount Plan (TVDP) (Cont'd)

(ii) Annual Review (Cont'd)

At the end of any service year, a Customer may elect to move to the TVDP. However, should the Customer fail to meet the minimum line volume for the TVDP by the end of the service year following such election, the shortfall liability will be assessed as set forth in (3) following.

(iii) Shortfall Liability

Shortfall liability applies to any TVDP Customer that fails to meet the minimum line volume for the TVDP. Shortfall liability is based on the difference between the monthly rate for the TVDP and the monthly rate for non-TVDP service. The shortfall liability is equal to the difference in the monthly rate multiplied by the sum of all lines in service at the end of each month during such service period.

(iv) Termination Liability

A customer may terminate a TVDP without termination liability or shortfall liability charges if a Company initiated rate increase causes the customer's rates to increase at any time during the term of the existing TVDP. Subsequent to a rate increase, customers must either elect to terminate the TVDP, or continue the TVDP at the new rate.

If the customer elects to discontinue its TVDP prior to the end of the commitment period, and there has been no rate increase affecting customer's WBIAS or CBOL during the preceding thirty (30) days, the customer will be subject to termination charges.

For Customers electing to terminate a One-Year TVDP Term Commitment prior to completion of the one-year term, the termination charges shall be equal to the difference between charges assessed at the month-to-month rate for non-TVDP service and charges assessed at the One-Year TVDP Term Commitment rate for the customer for all months from the beginning of the one-year term to the end of the month in which service is terminated.

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**3. Description of Services (Cont'd)**

3.04 Rate Regulations (Cont'd)

(h) Promotional Discounts for Retail Services

The Company may from time to time offer promotional discounts for Retail Services. Such discounts will be for a specified period of time, will not exceed published rates, and will be offered to all qualifying Customers. Promotional discounts may be for non-recurring charges or for monthly recurring charges or for both at the discretion of the Company.

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**4. Rates and Charges**

4.01 WBIAS and CBOL Access Line Rates

Service	Volume Commitment	Term Commitment	Monthly Rate	Non-recurring Charge
Option 1 - Voice-Data	None	None	\$49.95	\$115.00
Option 2 - CBOL	None	None	\$49.95	\$115.00
Option 1 - Voice-Data	None	1 Year	\$49.95	\$115.00
Option 2 - CBOL	None	1 Year	\$49.95	\$115.00
Option 1 - Voice-Data	17,000 and Over	None	ICB (1)	ICB (1)
Option 2 - CBOL	17,000 and Over	None	ICB (1)	ICB (1)
Network Charge	17,000 and Over	None	ICB (1)	ICB (1)
Option 1 - Voice-Data	17,000 and Over	1 Year	ICB (1)	ICB (1)
Option 2 - CBOL	17,000 and Over	1 Year	ICB (1)	ICB (1)
Network Charge	17,000 and Over	1 Year	ICB (1)	ICB (1)

(1) For volume commitments of 17,000 or greater, rates will be established on an Individual Case Basis (ICB) memorialized by an agreement incorporating reference to these rates, terms and conditions.

4.02 WBIAS and CBOL Reconfiguration Charge

	Nonrecurring Charge
Per WBIAS or CBOL Line, per request	\$27.00