

GENERAL REGULATIONS TARIFF

Containing

Regulations governing the furnishing of  
IntraLATA Intrastate Communications Services  
for West Virginia  
by  
Frontier West Virginia Inc.

The names Verizon West Virginia Inc. and Bell Atlantic - West Virginia, Inc. have been changed to Frontier West Virginia Inc. All references throughout this Tariff to Verizon West Virginia Inc and Bell Atlantic - West Virginia, Inc., "the telephone company" or "the company" shall be read as Frontier West Virginia Inc.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 09-0871-T-PC, Dated May 13, 2010.

GENERAL REGULATIONS TARIFF  
P.S.C.-W.Va.-No. 201

Frontier West Virginia Inc.

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Frontier West Virginia Inc.

Section 1  
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GENERAL REGULATIONS

A. APPLICATION OF TARIFF

1. The General Regulations specified herein govern the furnishing of intrastate intraLATA\* communications services by Verizon West Virginia Inc. and are in addition to regulations and rates set forth in the following tariffs of the Telephone Company.

Title	Tariff No.	
Access Services	P.S.C.-W.Va.-No. 217	(N)
Advanced Data Services	P.S.C.-W.Va.-No. 207	(N)
Channel Services	P.S.C.-W.Va.-No. 204	
Connection With Telephone Company Facilities	P.S.C.-W.Va.-No. 205	
General Regulations	P.S.C.-W.Va.-No. 201	(N)
General Services	P.S.C.-W.Va.-No. 203	
Local Exchange Services	P.S.C.-W.Va.-No. 202	
Long Distance Services	P.S.C.-W.Va.-No. 209	
Miscellaneous Service Arrangements	P.S.C.-W.Va.-No. 211	
Mobile Services	P.S.C.-W.Va.-No. 208	
Network Interconnection Services	P.S.C.-W.Va.-No. 218	(N)
Optional Calling Plans	P.S.C.-W.Va.-No. 215	
Wide Area Telephone Service	P.S.C.-W.Va.-No. 210	

2. The LATAs and their associated exchanges and zones within which the Telephone Company provides communications services are as follows.

a. Charleston LATA

Alderson	Charleston Zone V	Glen Daniel
Alloy	Charleston Zone VI	Grantsville†
Ansted	Charleston Zone VII	Greenville
Apple Grove	Clay†	Griffithsville
Arbovale†	Clendenin	Hamlin†
Arnoldsburg†	Craigsville	Harrisville†
Beckley	Delbarton	Helen
Belmont†	Dunlow†	Hillsboro†
Birch Rivert	Dutch Ridge	Hinton
Bradshaw	East Bank	Huntington Zone I
Branchland†	East Lynn†	Huntington Zone II
Brushton	Ellenboro†	Huntington Zone IV
Buffalo	Elizabeth	Hurricane
Cairo†	Fayetteville	Iaeger
Chapmanville	Flat Top	Ivydale†
Charleston Zone I	Fort Gay	Kermit
Charleston Zone II	Frankford†	Lawford†
Charleston Zone III	Gauley Bridge	Leon
Charleston Zone IV	Gilbert	Letart†

\* Local Access and Transport Area

† Independent Company Exchange

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GENERAL REGULATIONS

A. APPLICATION OF TARIFF

2. The LATAs and their associated exchanges and zones within which the Telephone Company provides communications services are as follows. (Cont'd)

a. Charleston LATA (Cont'd)

Lewisburg	Parkersburg Zone II	Spencer
Logan	Parkersburg Zone III	St. Marys†
Madison	Pennsboro	Summersville
Man	Peterstown	Union
Marlinton†	Pineville	Union Ridge
Mason	Point Pleasant	Valley Mills
Matewan	Prichard	Van
Meadow Bridge	Rainelle	Walton
Milton	Ravenswood	Waynet
Mineralwells	Richwood	Wharton
Montgomery	Ripley	White Sulphur Springs
Mount Hope	Rockport†	Whitesville
Mullens	Rupert†	Wident
New Havent	Scott Depot	Williamson
Newton†	Seth	Williamstown
Oak Hill	Smithvillet	Winfield
Oceana	Snowshoet	
Parkersburg Zone I	Sophia	

b. Clarksburg LATA

Augusta†	Core†	Hacker Valley†
Beech Bottom	Cowent	Harman†
Belington	Dailey†	Hundred†
Bethany	Davist	Jane Lew
Blacksvillet	Daybrocket	Joetown†
Brandywine	Eglont	Kingwood
Bridgeport	Elikins	Laurel Point†
Bruceton Millst	Fairmont	Levelst
Buckhannon	Fairview	Lost River†
Burlingtont	Farmington	Lumberport
Burnsville	Flemington	Mannington
Cameront	Follanbee	Maysvillet
Canaan Valley†	Fort Ashby†	Middlebourne
Capon Bridget	Franklin	Mill Creek†
Cheat Lake	Gassaway	Moorefield†
Chester	Glenville	Morgantown
Clarksburg	Grafton	Mt. Morrist

† Independent Company Exchange

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P.S.C.-W.Va.-No. 201

Frontier West Virginia Inc.

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GENERAL REGULATIONS

A. APPLICATION OF TARIFF (Cont'd)

2. The LATAs and their associated exchanges and zones within which the Telephone Company provides communications services are as follows. (Cont'd)

b. Clarksburg LATA (Cont'd)

Newburg	Romney†	Walkersville†
New Cumberland	Rowlesburg	Wallace†
New Martinsville	Salem	Wardensville†
Paden City	Sardist	Webster Springs†
Parson†	Shinnston	Weirton
Paw Paw†	Sistersville	Wellsburg
Petersburg†	Smithfield†	West Milford
Philippi	South Fork†	West Union
Pine Grove†	Sutton	Weston
Readert	Terra Alta	Wheeling Zone I
Reedsville†	Thomas†	Wheeling Zone II
Rivertont†	Tunnelton	Wheeling Zone III
Rivesville	Valley Head†	Wheeling Zone V
Rock Cave	Wadestown†	Worthington†

c. Hagerstown, Md., LATA

Berkeley Springs	Harpers Ferry†	Piedmont
Charles Town†	Hedgesville	Ridgeley
Elk Garden	Inwood	Shepherdstown†
Falling Waters	Keyser	
Gormaniam	Martinsburg	

B. EXPLANATION OF SYMBOLS

The following symbols apply to this tariff and the tariffs shown in paragraph A. preceding.

(C)	Indicates change in text or regulations	(C)
(D)	Indicates a decrease in rates	
(I)	Indicates an increase in rates	(C)
(M)	Indicates moved material	(N)
(N)	Indicates new rates or regulations	(C)
(O)	Indicates omissions	
(T)	Indicates temporary rates and/or surcharges	(C)
		(O)
		(O)

† Independent Company Exchange

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 22-0918-T-T, dated November 7, 2022.

GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE

1. Application for Service

The Telephone Company reserves the right to require applications for service to be made in writing. Upon the acceptance of an application for service, all the applicable provisions in the Telephone Company's tariffs lawfully on file become the contract between the customer and the Telephone Company. Requests for additional service and requests for changes in service shall be from the customer of the service and, upon acceptance thereof by the Telephone Company, shall become a part of the original contract, except that each item of additional service so provided is subject to the appropriate initial contract period. Any change in regulations or rates authorized by legally constituted authorities effects a modification of all contracts for service to that extent, without further notice.

When an application or request for service, including additions and changes, is canceled or changed in whole or in part before service is established, the customer may be required to reimburse the Telephone Company for all costs incurred in connection with that part of the application or request, including additions and changes, which is cancelled or changed, except as otherwise specified in the Telephone Company's applicable tariffs. The charge to the customer shall not exceed the charges which would apply if the service had been established as originally ordered and then terminated, subject to the regulation pertaining to Initial Contract Periods and Termination of Service.

The Telephone Company reserves the right to refuse service to applicants previously having service terminated for reasons specified in the regulation entitled Cancellation for Cause until all charges due have been paid and all violations have ceased.

2. Availability of Facilities

The Telephone Company's obligation to furnish service or continue to furnish service is dependent upon its ability to obtain, retain and maintain without unreasonable expense, suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

In case a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of Long Distance and Local Exchange Telephone Service shall take precedence over all other types of service.

3. Construction Charges

The rates and charges quoted in the tariffs of the Telephone Company provide for the furnishing of service and facilities where suitable plant facilities

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GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

3. Construction Charges (Cont'd)

are available or when the construction of the necessary facilities does not involve excessive costs.

When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as specified in the Construction Charges section of this Company's General Services Tariff, except as otherwise specified in the Telephone Company's applicable tariffs.

4. Initial Contract Periods and Termination of Service

a. Initial Contract Periods

- (1) The initial contract period for all services will be one month except as otherwise specified in the Telephone Company's applicable tariffs.
- (2) For the purpose of administering this regulation and all other applicable regulations and rates of the Telephone Company's tariffs, every month is considered to have 30 days.
- (3) Initial contract periods begin on and include the day following the establishment of service.
- (4) Where the initial contract period for service is more than one month and a termination charge is included in the schedule of rates, the initial contract period, in months, is specified in parentheses following the termination charge, e.g., (60).
- (5) Where the Telephone Company's applicable tariffs do not specify another minimum initial contract period of longer than one month, initial contract periods of longer than one month may be required by the Telephone Company where the installation of service requires new construction or investment. In that event, the Telephone Company may require a contract period at least as long as necessary to recover its costs of construction or other investment. (N)
- (6) Initial contract periods of longer than one month also may be offered when the Telephone Company offers reduced rates in response to competition. (N)

\* Material formerly found on this page has been transferred to Original page 5a.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 05-1242-T-T dated 9-1-05.



GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

4. Initial Contract Periods and Termination of Service

b. Termination of Service

(1) Service may be terminated prior to the expiration of the initial contract period after the Telephone Company has been notified a reasonable period in advance by the customer. The Telephone Company may require notification to be in writing. Upon such termination, the customer shall be responsible for the payment of all charges due for the period service has been rendered in addition to the payment of charges applicable as determined following.

(a) In the case of service for which the initial contract period is one month, the charges due for the balance of that month.

(b) In the case of service for which the initial contract period is more than one month, the charges due are as determined following except as otherwise specified in the Telephone Company's applicable tariffs.

(I) Where the service is subject to a minimum revenue guarantee - the charges due for the unexpired portion of the contract period.

(II) Where a termination charge is specifically included in the schedule of rates for service at the same location - such proportion of the termination charge as the unexpired portion of the initial contract period bears to the full initial contract period.

(III) Where a termination charge is not specifically included in the schedule of rates for service at the same location - such proportion of the sum of the cost of installing and removing the service plus the cost of nonsalvageable material, as the unexpired portion of the initial contract period bears to the full initial contract period, not to exceed a sum equivalent to the monthly charges for the unexpired portion of the initial contract period.

(x)

(x)

(x) Indicates material transferred from Original Page 5 & 6.

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GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

4. Initial Contract Periods and Termination of Service (Cont'd)

b. Termination of Service (Cont'd)

(1) (Cont'd)

(b) (Cont'd)

The charges due, as specified in (I), (II) and (III) preceding, apply to the same customer at the same location. The assumption of an existing contract period by a new customer without a lapse in the rendition of service is to be considered as a continuation of the same initial contract period. Any equipment rearrangements or additions are subject to the rates and charges as provided for in this Company's applicable tariff. In cases where equipment left in place on a customer's premises is reconnected with the initial establishment of service without a move or change in that equipment, excluding Centrex Service where the switching equipment is located on the Telephone Company's premises, a new initial contract period will not be required for such equipment.

(c) Where a portion of a system is discontinued, termination charges apply for the items of equipment discontinued as though they were the last of their kind installed. (x)

(2) Service may be terminated subsequent to the expiration of the initial contract period after the Telephone Company has been notified a reasonable period in advance by the customer. The Telephone Company may require notification to be in writing. Upon such termination the customer shall be responsible for the payment of all charges due up to and including the date of termination of the service.

(3) With the written permission of the Telephone Company, existing service and equipment may be transferred from one customer to another customer without a lapse in the rendition of service. Such transfers are not considered termination of service and associated initial contract periods remain unaffected. (x)

\* Material formerly found on this page has been transferred to Original page 5a.

(x) Indicates material transferred from Original Page 7.

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GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

5. Floor Space, Power and Operating at the Customer's Premises

The customer is responsible for the provision and maintenance, at his expense, of all space and floor arrangements including such factors as heating and cooling, air conditioning, ventilation, humidity control, dust control, etc., required on the customer's premises for communication facilities provided by the Telephone Company in connection with services furnished the customer by the Telephone Company. Any power and power outlets required for the operation of such facilities shall be provided by, and at the expense of the customer.

All operating required for the use of communications facilities provided by the Telephone Company at the customer's premises will be performed at the expense of the customer, and will conform with the rules and regulations which the Telephone Company may adopt to maintain a proper standard of service.

6. Provision and Ownership of Equipment and Facilities

Equipment and facilities necessary for the provision of service are furnished by the Telephone Company, except as otherwise specified in the Telephone Company's applicable tariffs. Such equipment and facilities located on the premises of a customer, authorized user, or Telephone Company agent, are the property of the Telephone Company, whose employees and agents may enter said premises at any reasonable hour to install, inspect or repair equipment and facilities, to make collections from coin boxes, or upon termination or cancellation of service, to remove such equipment and facilities.

Equipment and facilities furnished by the Telephone Company shall, upon termination of service from any cause whatsoever, be returned to it in good condition, reasonable wear and tear thereof expected. In case of damage, loss, theft, or destruction of any of the Telephone Company's property due to the negligence or willful act of the customer or other persons authorized to use the service, and not due to ordinary wear and tear or causes beyond the control of the customer, the customer shall be required to pay the expense incurred by the Telephone Company in connection with the replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

(x)

(x)

(x) Indicates material transferred from Original Page 8.

\* Material formerly found on this page has been transferred to 1st Revised page 6.

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GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

7. Installation, Maintenance and Repairs

The Telephone Company undertakes to install, maintain and repair the equipment and facilities which it furnishes to customers. All ordinary expense of installation, maintenance and repair in connection with service furnished by the Telephone Company is borne by the Company except as otherwise specified in the Telephone Company's applicable tariffs.

The customer shall not install, disconnect, rearrange, remove or attempt to repair any equipment or facilities furnished by the Telephone Company or permit others to do so, except upon the written consent of the Telephone Company or as otherwise specified in the Telephone Company's applicable tariffs.

8. Overtime and Expediting Charges

The rates and charges specified in the Telephone Company's tariffs contemplate that all work in connection with furnishing or rearranging service be performed during regular working hours and within normal work intervals. Whenever a customer requests that work necessarily required in the furnishing or rearranging of the customer's service be performed outside the Telephone Company's regular working hours; or that the Telephone Company expedites the installation or rearrangement of service; or that work once begun be interrupted, so that the Telephone Company incurs costs that would

\* Material formerly found on this page has been transferred to 1st Revised page 7.

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GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

8. Overtime and Expediting Charges (Cont'd)

not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in the Telephone Company's applicable tariffs, the amount of additional costs incurred by the Company as a result of the customer's special requirements.

9. Provision and Ownership of Telephone Numbers

The customer has no property right to the telephone number or any other call number designation associated with services furnished by the Telephone Company, and no right to the continuance of service through any particular central office. The Telephone Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the customer, whenever the Telephone Company deems it necessary to do so in the conduct of its business.

10. Provision and Ownership of Directories

Directories are furnished by the Telephone Company to customers as an aid to the use of the service. The Telephone Company may request that such directories be returned to the Company when new directories are issued. The Telephone Company will furnish to its customers without charge, such directories as it deems necessary for the efficient use of the service. The Telephone Company reserves the right to charge customers for directories covering other than their primary directory area.

11. Special Equipment and Service Arrangements

The rates and charges quoted in the tariffs of the Telephone Company contemplate the use of service, arrangements, equipment and facilities in quantities and types regularly furnished by the Telephone Company. Where equipment, facilities, or service arrangements are requested which are not provided for in the Telephone Company's applicable tariffs, rates and charges will apply based on the cost of furnishing such equipment, facilities, or service arrangements, whenever in the judgment of the Telephone Company it is practicable to provide the service requested. In such cases, the Telephone Company reserves the right to require an initial contract period longer than one month at the same location.

In addition, the Telephone Company is free to provide, on an individual contract or other basis, reduced rates in specific exchanges and to specific customers when necessary to respond to competition, subject, however, to the same notice and other requirements that are applicable to its local exchange competitors.

12. Equipment Furnished in Nonstandard Finishes

Equipment furnished by the Telephone Company is provided in standard finishes for each type of equipment to meet general requirements. Where equipment is finished to fulfill special requirements of the customer, an

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Frontier West Virginia Inc.

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GENERAL REGULATIONS

C. ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

12. Equipment Furnished in Nonstandard Finishes (Cont'd)

additional charge applies based on the cost of the special finish plus the cost of restoring the equipment to its original finish, except as otherwise specified in the Telephone Company's applicable tariffs.

13. Alterations on the Customer's Premises

The customer shall notify the Telephone Company, a reasonable period in advance, whenever alterations or new construction on premises occupied by the customer necessitate changes in the Telephone Company's equipment and facilities. When charges for such changes in equipment and facilities are not provided for in the Telephone Company's applicable tariffs, the customer may be required to reimburse the Telephone Company for any costs incurred in connection with the changes of equipment and facilities.

14. Network Interface

The network interface will be located at a minimum point of penetration to the building or property in which a customer is located. For services where through-testing and/or connecting equipment are required beyond the network interface, such through-testing and/or connecting equipment (excluding wire) will be provided as a part of that service, and any wire required beyond the network interface may be provided, at the expense of the customer, by either the Telephone Company or the customer. Customers are responsible for all maintenance on their side of the Network Interface. (N)

When a customer reports trouble on a line, and a repair technician is dispatched to the customer location and no trouble is found or the trouble is found to be on the customer's side of the network interface, a charge will apply if the customer does not subscribe to a maintenance plan. (N)

15. Changes in Wire Center Boundaries

The Telephone Company reserves the right to change its wire center boundaries and shall increase or decrease the monthly rates for channel facilities affected by such wire center boundary changes.

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

1. Advance Payments

Applicants for service may be required to pay any service, installation or nonrecurring charges, and no more than one month's fixed charge in advance of the installation of service. The amount of such advance payment is credited to the customer's account as applying to any indebtedness under the contract.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 01-0834-T-T dated 7-19-01.

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2. Deposits

- a. The Telephone Company may require an applicant or a customer to make a suitable cash deposit to be held by the Telephone Company as a guarantee of the payment of charges for service. The amount of such deposit generally shall not be in excess of one-twelfth the estimated average annual bill for all services, and in the case of seasonal service, in excess of one-half of the estimated charges for the service for the season involved; however, after service has been established and experience demonstrates that the amount of the outstanding deposit is not suitable to safeguard the interests of the Telephone Company, the Telephone Company may require an adjustment of the deposit. When service is terminated, any balance of the deposit remaining after deduction of all sums due the Telephone Company will be returned to the customer. Simple interest at the rate determined by Commission order will be paid for the period during which the deposit is held by the Telephone Company.
- b. When a customer with residence service has paid bills for nine consecutive months, or less at the option of the Telephone Company, without having had such service denied or disconnected for nonpayment, and without having had more than two occasions on which a bill was not paid within the period prescribed by the Telephone Company, and provided the credit of the customer is not otherwise impaired, the Telephone Company shall refund the deposit plus accrued interest. If the customer has had service denied or disconnected for nonpayment, or has had more than two such past due bills during the nine-month period, the Telephone Company shall review the customers account every six months and shall refund the deposit plus accrued interest after the customer has not had service denied or disconnected for nonpayment, and has not had more than two such past due bills during the six months prior to any such review, provided that the credit of the customer is not otherwise impaired.
- c. When a customer with business service has paid bills for 24 consecutive months, or less at the option of the Telephone Company, without having had such service denied or disconnected for nonpayment, and without having had more than one occasion on which a bill was not paid within the period prescribed by the Telephone Company, and provided the credit of the customer is not otherwise impaired, the Telephone Company shall refund the deposit plus accrued interest. If the customer has had service denied or disconnected for nonpayment, or has had more than one such past due bill during the 24 month period, the Telephone Company shall review the customers account every 12 months and shall refund the deposit plus accrued interest after the customer has not had service denied or disconnected for nonpayment, and has not had more than one such past due bill during the 12 months prior to any such review, provided that the credit of the customer is not otherwise impaired.

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GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

2. Deposits (Cont'd)

d. The fact that a deposit is held by the Telephone Company shall in no way relieve the applicant or customer from compliance with the Telephone Company's regulations as to advance payments and payment for service, nor constitute a waiver or modification of the regulations pertaining to the discontinuance of service for nonpayment of any sums due the Telephone Company for the service rendered.

3. Payment for Service

The customer is responsible for payment of all charges for service rendered including charges for local messages and long distance messages sent from the customer's station and for messages charged to such station on which the charges have been reversed, i.e., collected from or billed against the station called, or collected from or billed to a station other than the calling station or called station, associated with the customer's account. (C)  
The customer is also responsible for the allocation of, usage of, or charges for, shared service.

The Telephone Company may bill for non-telecommunications services. Non-telecommunications services that may appear on the bill are listed below.

Each billed service will be assigned to a billing classification (more commonly referred to as a "bucket"). The billing classifications or "buckets" are: Basic, Non-Basic, Toll, Non-Telecommunications and Directory Advertising.

Basic includes: Local Exchange Line, access to 911, Directory Assistance, "0" Operator and blocking of 900, access to long distance, Telecommunications Relay Service, collect calls and billed to 3rd number calls.

Non-Basic includes: All services not included in other buckets.

Toll includes: All long distance charges and Optional Calling Plans.

Non-Telecommunications includes: Customer Premises Equipment and Services, Inside Wiring Services and Materials (including Optional Wire Maintenance, Guardian and Sentry I plans), Diagnostic and Vendor Coordination Services (including Sentry II and Sentry III Enhanced Maintenance Services), Voice Mail and Messaging Services (including Answer Call, Answer Call Plus, Voice Mail and Basic Mailbox), Enhanced 911 Fees, Information Services, Internet Services, and DirecTV Services.

Directory Advertising includes: Directory Advertising

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 10-0804-T-T dated 6-17-10.



GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

3. Payment for Service (Cont'd)

Customers who make only a partial payment will have their payment applied in the following order: Basic, Non-Basic, Toll, Non-Telecommunications and Directory Advertising. When service has not been paid in full and suspension of services is appropriate, the services will be suspended in the following order: Directory Advertising, Non-Telecommunications Services, Toll, Non-Basic and Basic.

When customers subscribe to package services, i.e., Local and Toll Package and The Local Package, and do not pay all charges owed, their service will be changed as follows: (T)

Local and Toll Package - all charges not paid will be applied to the Toll Billing Classification or "Bucket". The customer will be changed to Frequent Caller Service and will be blocked from toll and vertical features. In order to unblock toll and vertical features, the customer must pay the balance of charges owed. At that time, the customer may either keep Frequent Caller Service or change to Local and Toll Package. (T)

The Local Package - all charges not paid will be applied to the Non-Basic Billing Classification or "Bucket". The customer will be changed to Community Plus Caller Service and will be blocked from vertical features. In order to unblock vertical features, the customer must pay the balance of charges owed. At that time, the customer may either keep Community Plus Caller Service or change to The Local Package.

If objection in writing is not received by the Telephone Company within 30 days after a statement of account is rendered, such statement shall be deemed to be correct and binding upon the customer.

Monthly itemizations for all services will be provided, except as follows. With approval of the Telephone Company, customers may, upon written request, receive their bills and/or itemizations on a periodic basis other than monthly.

When Services Charges, Installation Charges, Nonrecurring Charges or Construction Charges exceed \$25.00, a business customer who has established credit with the Telephone Company may arrange for installment payment of such charges for a period of time as agreed upon between the Telephone Company and the customer.

A residence customer may, with the approval of the Telephone Company, pay for all nonrecurring charges in equal monthly installments. The customer may choose any number of months from 2 to 12.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 02-0675-T-T dated 5-31-02.

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

3. Payment for Service (Cont'd)

Charges to the customer are payable as follows:

- a. Upon request, all service, installation and nonrecurring charges.
- b. Monthly in advance, all fixed monthly charges for service and facilities.
- c. Upon rendition of bills, all message charges for local and long distance services, and charges for measured time services.

(x)

(x)

(x) Indicates material transferred from Original Page 12.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 01-0834-T-T dated 7-19-01.

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

4. Allowance for Service Interruptions or Service Impairments

When the use of service or facilities furnished by the Telephone Company is interrupted or impaired due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, the following customer credits will apply for the service and facilities rendered useless and inoperative or impaired.

a. For Service Interruptions, or Out of Service (OOS) Conditions;

Out of Service  $\geq$  72 Hours but  $<$  96 Hours ---- \$10  
Out of Service  $\geq$  96 Hours but  $<$  120 Hours --- \$15  
Out of Service  $\geq$  120 Hours --- \$15 + \$5 for each 24 Hours thereafter

b. For Service Impairments, or Affected Service (AS) Conditions;

Affected Service  $\geq$  120 Hours but  $<$  144 hours --- \$10  
Affected Service  $\geq$  144 Hours ---\$10 + \$5 for each 24 Hours thereafter.

The Telephone Company will administer the above customer credit program consistent with the prior administration of this tariff. That is, the Telephone Company must know that the customer is out of service, has a service affecting condition or other condition that entitles the customer to a credit, which generally requires a trouble report by the customer or a customer call to the Telephone Company's repair center, or an employee reported trouble report referencing the customer's number. Provided that the Telephone Company is provided with such notice, customers need not ask the Telephone Company for the applicable credit in order to receive it.

In addition, under no circumstances may a customer receive a total credit in any month greater than the monthly recurring charges payable by the customer for services regulated by the Public Service Commission of West Virginia.

The above credits otherwise will remain subject to the terms and conditions of the Retail Service Quality Plan approved by the Commission in Case No. 08-0761-T-GI.

In addition to the above service credits, a \$25 credit shall apply when a customer experiences a second and same reported trouble on the same line within thirty (30) days, subject to the requirements of the Commission's Order in Case No. 18-0291-T-P dated January 15, 2021.

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(N)

5. Temporary Surrender of a Service or Channel

When at the request of the Telephone Company, a service or channel is temporarily surrendered by the customer, credit will be allowed for the entire period surrendered, the amount of which will be determined in the same manner as specified in the regulation of the applicable tariff governing Allowance for Interruptions for the service or channel temporarily surrendered.

GENERAL REGULATIONS

D. PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (Cont'd)

(x)

6. Adjustments for Certain Local Taxes and Fees

When a municipal corporation or other political subdivision of the state collects from the Telephone Company a license tax, privilege tax, street use tax, franchise fee, permit fee, or any tax, exaction or fee measured by poles, guys, wires, conduits, manholes, telephones, other units of plant, income or activities as a public service corporation, such taxes, exactions and fees shall, insofar as practicable, be billed pro rata to exchange customers receiving service within the territorial limits of the municipal corporation or political subdivision.

(x)

E. LIABILITY OF THE TELEPHONE COMPANY

In view of the fact that the customer has exclusive control over the use of service and facilities furnished by the Telephone Company, and because of unavoidableness of errors incident to the services and to the use of such facilities of the Telephone Company, services and facilities are furnished by the Telephone Company subject to the terms, conditions and limitations herein specified.

1. Service Irregularities

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Telephone Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the service or facilities affected during the period such mistake, omission, interruption, delay, error or defect in transmission, or failure or defect in facilities continues after notice and demand to the Telephone Company.

When facilities of others are used in establishing connections to points not reached by the Telephone Company's facilities, the Telephone Company is not liable for any act or omission of others furnishing such facilities.

(x) Indicates material transferred from 1st Revised Page 13.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 22-0062-T-T dated February 8, 2022.

GENERAL REGULATIONS

E. LIABILITY OF THE TELEPHONE COMPANY (Cont'd)

2. Claims of Misuse of Service

The Telephone Company shall be indemnified and save harmless by the customer against claims for libel, slander, fraudulent or misleading advertisements or infringement of copyright arising directly or indirectly from the material transmitted over its facilities or the use thereof; against claims for infringement of patents arising from combining or using apparatus and systems of the customer with facilities of the Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with the services and facilities provided by the Telephone Company.

3. Directory Errors and Omissions

The liability of the Telephone Company, its contractors, and agents arising from errors in or omissions of Directory Listings for which there is no discrete charge, including such listings in classified directories and listings obtainable from an operator, shall be limited to the amount of actual impairment to the customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to Local Exchange Services or Mobile Telephone Services affected during the period covered by the directory in which the error or omission occurs.

In cases of charged Directory Listings, including such listings obtainable from an operator, the liability of the Telephone Company, its contractors, and agents shall be limited to an amount not exceeding the amount of charges for the charged listing or listings involved during the period covered by the directory in which the error or omission occurs.

4. Defacement of Premises

The Telephone Company is not liable for any defacement of, or damage to, the customer's premises resulting from the furnishing of service or the attachment of equipment and facilities furnished by the Telephone Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.

5. Facilities and Equipment in Explosive Atmosphere, Hazardous or Inaccessible Locations

The Telephone Company will not provide facilities or equipment in an explosive atmosphere, hazardous or inaccessible location. The network interface will be located outside the hazardous area.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

E. LIABILITY OF THE TELEPHONE COMPANY (Cont'd)

6. Service at Outdoor Locations

The Telephone Company reserves the right to refuse to provide, maintain or restore service at outdoor locations unless the customer agrees in writing to indemnify and save the Telephone Company harmless from and against any and all loss or damage that may result to equipment and facilities furnished by the Telephone Company at such locations. The customer shall likewise indemnify and save the Telephone Company harmless from and against injury to or death of any person which may result from the location and use of such equipment and facilities.

7. Certain Use of Customer-provided Equipment

The services furnished by the Telephone Company, in addition to the limitations set forth preceding, also are subject to the following limitation: the Telephone Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or from voltages or currents transmitted over the service of the Telephone Company, (a) caused by customer-provided equipment except where a contributing cause is the malfunctioning of a Telephone Company provided connecting arrangement, in which event the liability of the Telephone Company shall not exceed an amount equal to a proportional amount of the Telephone Company billing for the period of service during which such mistake, omission, interruption, delay, error, defects or injury occurs, or (b) not prevented by customer-provided equipment but which would have been prevented had Telephone Company provided equipment been used.

8. Willful Misconduct

The Telephone Company's liability, if any, for willful misconduct, willful neglect or gross negligence is not limited by this tariff.

F. LIMITATIONS AND USE OF SERVICE

1. Use of Customer's Service

The use of service shall be restricted to the customer, the customer's employees and representatives in the case of business service, except as the use of service may be extended for switched data communications relating directly to the business of Composite Data Service Vendor's patrons who act as their customers; or the customer, the customer's family and persons residing in the customer's household in the case of residence service, except as otherwise specified in the Telephone Company's applicable tariffs. The use of the service may be extended to persons leasing or subleasing a customer's entire residential premises for a period of less than one year.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

F. LIMITATIONS AND USE OF SERVICE (Cont'd)

1. Use of Customer's Service (Cont'd)

Service furnished by the Telephone Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by the customer from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communications for others except as otherwise specified in the Telephone Company's applicable tariffs. This prohibition shall not apply to a customer who is engaged as a communications common carrier in a public telegram message business, to a Composite Data Service Vendor engaged in the business of providing switched data communications service to patrons who act as their customers or to a customer of Service for Customer-provided Coin and Credit Card Operated Telephones or Pay Telephone Network Lines.

2. Obligation to Establish Identity

The calling party shall establish their identity in the course of any communication as often as may be necessary.

The calling party shall be solely responsible for establishing the identity of the person or station with whom connection is made at the called location.

3. Cancellation for Cause

The Telephone Company may, without incurring any liability, either suspend or terminate the service for any of the following reasons.

- a. Abandonment of the service.
- b. Nonpayment of any sum due for service.
- c. Use of foul or profane language over the service.
- d. Impersonation of another person with fraudulent intent over the service.
- e. Making of nuisance calls.

Issued by authority of an Order of the Public Service Commission of West Virginia  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

F. LIMITATIONS AND USE OF SERVICE (Cont'd)

3. Cancellation for Cause (Cont'd)

f. Use of service by a customer in connection with a plan or contrivance to secure a large volume of calls to be directed to such customer at or about the same time, resulting in preventing, obstructing or delaying the service of others.

g. Abuse or fraudulent use of service. Abuse or fraudulent use of service includes:

(1) The use of service or facilities of the Telephone Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of an applicable charge;

(2) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain telephone service, by rearranging, tampering with or making connection with any facilities of the Telephone Company, or by any trick, scheme, false representation or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the established charge for such service. When it has been determined that a customer has obtained service in this manner, the Telephone Company may, without incurring any liability, immediately suspend or terminate the service without prior notice to the customer, if reasonably deemed necessary to protect against future loss of revenue or harm to itself or others. In such event, however, the Telephone Company will attempt to give prior notice by telephone of the suspension or termination of service.

(3) The use of service or facilities provided by the Telephone Company in connection with or related to a plan, scheme or contrivance for the routing of calls for the purpose of generating charges to the Telephone Company, whether or not in exchange for direct or indirect payment or compensation to the customer.

(N)  
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(N)

h. Use of service in such a manner as to interfere with the service of other users.

i. Use of the service for any purpose other than as a means of communication.

j. Use of service for unlawful purposes.

k. Nonpayment of deposit required by the Telephone Company in accordance with PUBLIC SERVICE COMMISSION REGULATIONS GOVERNING SERVICE SUPPLIED BY TELEPHONE COMPANIES.



GENERAL REGULATIONS

F. LIMITATIONS AND USE OF SERVICE (Cont'd)

3. Cancellation for Cause (Cont'd)

1. When injury or damage to the public or Telephone Company personnel, plant, property or service is occurring or is deemed by the Telephone Company to be likely to occur. In such event, the Telephone Company shall endeavor to notify the customer, if reasonably practicable, before suspending or denying service. The Telephone Company may, however, immediately suspend or deny service, without incurring liability, if reasonably deemed necessary by it to protect against such injury or damage.
- m. Any other violation of regulations as set forth in the Telephone Company's filed tariffs.

The Telephone Company may continue a suspension of service until all charges due have been paid and all violations have ceased, or terminate the service without suspension of service or following suspension of service, and disconnect and remove any of its equipment from the customer's premises.

During the period of suspension, the Telephone Company shall continue to bill the customer all monthly charges associated with the normal provision of such service.

Issued by authority of an Order of the Public Service Commission of West Virginia  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

F. LIMITATIONS AND USE OF SERVICE (Cont'd)

3. Cancellation for Cause (Cont'd)

Upon any such termination, the customer shall make payment to the Telephone Company in accordance with the preceding regulations governing Initial Contract Periods and Termination of Service.

The Telephone Company will not suspend or terminate any service regulated by the Public Service Commission for which payment has been made because of the nonpayment of any sum due for a service not so regulated, without the prior authorization of the Public Service Commission.

In the case of Dial Tone lines for which a customer does not pay associated charges for calls to 700 and 900 services telephone numbers, such calling may be restricted.

4. Broadcast of Recordings of Telephone Conversations and Incoming Messages

The broadcasting of a recording of a telephone conversation or incoming message during the period of recording is permitted provided that, in the interest of protecting the privacy of telephone service, the recording is made in accordance with the regulations governing connection with customer-provided voice recording equipment as specified in the Telephone Company's applicable tariff.

5. Use for Unlawful Purposes

Service is furnished by the Telephone Company subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law, or if the Telephone Company receives other evidence that such service is being or will be so used.

6. Limited Communication

The Telephone Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

7. Transmitting Messages

The Telephone Company will not transmit messages but furnishes the use of its facilities to its customers for communications. Employees of the Telephone Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Telephone Company or its Connecting Companies.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

F. LIMITATIONS AND USE OF SERVICE (Cont'd)

8. Creation of Additional Channels

Customers, by use of their own equipment, and in accordance with the normal transmission characteristics of the service or grade of channel ordered, may create additional channels for any type of communication. The Telephone Company makes no representation as to the suitability of the channels provided by it for such subdivision into additional channels by the customer.

Channels created by the customer from a channel in accordance with the preceding paragraph may be connected at the premises of the customer to channels furnished by the Telephone Company and to channels created therefrom.

9. Transmission of Prerecorded Messages

Use of Telephone Company facilities for transmitting prerecorded messages to the general public is subject to the following conditions.

- a. For purposes of identification, customers to telephone service who transmit prerecorded messages to the general public over facilities provided by the Telephone Company must include in the recorded message the name of the subscribing organization or individual responsible for the service and the address at which the service is provided.
- b. Customers transmitting factual public announcements such as time, weather, stock market quotations, airline schedules and similar information are excluded from the preceding condition.
- c. The customer's name, or that of an agent in the case of business service, shall be made available to the public upon request.

10. Connection and Use of Automatic Dialing/Announcing Devices

- a. Customers may not use their telephone service in a manner so as to cause automatic dialing and announcing equipment to place calls which annoy, harass or abuse another customer.
- b. This shall not prevent the use of automatic dialing devices by or pursuant to the authority of an agency of government in connection with emergency reporting, group alerting or the dissemination of other vital information in which the public may have an interest or by the authority of the West Virginia Public Service Commission.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

G. APPLICATION OF RATES

1. Installation Charges

Installation Charges apply when service or equipment with which an Installation Charge is associated is provided by the Telephone Company. Installation Charges also apply when service or equipment with which an Installation Charge is associated is relocated, moved or changed unless otherwise specified.

2. Nonrecurring Charges

Nonrecurring Charges apply only when service or equipment with which a Nonrecurring Charge is associated is initially provided.

3. Equipment Establishment Charges

Equipment Establishment Charges apply when an item of equipment with which an Equipment Establishment Charge is associated is picked up by the customer at a designated Telephone Company location, for connection to the telecommunications network by the customer. Such charges also apply when the customer requests the Telephone Company to deliver such equipment to the customer's premises.

4. Installation Charges do not apply to:

- a. Repair and maintenance of Telephone Company provided service or equipment.
- b. Partial or full disconnection and the removal of equipment associated with the relocation of service.
- c. Supersedures (assumption of service and equipment from another customer without lapse in rendition of service).
- d. Equipment reconnected in place with the initial establishment of service when no change was made in the equipment.

5. Charges associated with the reestablishment of service after destruction of the customer's premises by fire, flood or similar causes beyond the customer's control do not apply where the same amount of service is reestablished within a reasonable period of time at the same or different location. If, under the preceding conditions service is installed at another location and then subsequently reestablished at the original location, all charges will apply at the subsequent installation.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

G. APPLICATION OF RATES (Cont'd)

6. Change of Local Service Provider Charges

(N)

Change of local service provider applies to residence and/or business customers who are requesting a change from their current local service(s) carrier to Verizon West Virginia Inc.

At the time of the change of the end user's local service to Verizon West Virginia Inc., the nonrecurring charges, as specified in Verizon West Virginia Inc.'s General Services Tariff, Section 3, will apply. In addition, the terms and conditions normally associated with a request for new service, as specified in Verizon West Virginia Inc.'s General Regulations Tariff, Sections 1, will apply.

Verizon West Virginia Inc. will make every reasonable effort to ensure that there is no lapse in the end user's service while processing this change in local service provider.

7. Unauthorized Local Service Provider Change Charges

An unauthorized local service provider change is a change in the end user's preferred local service provider in which the end user denies authorizing.

If an end user denies authorizing a change in his/her local service provider from Verizon West Virginia Inc. to another local service provider, as submitted by the alleged unauthorized local service provider, the alleged unauthorized local service provider will be assessed the nonrecurring charges, as specified in Verizon West Virginia Inc.'s General Services Tariff, Section 3, to restore the end user's service(s) as they existed prior to the alleged unauthorized change, including the end user's PIC and LPIC choices.

If an alleged unauthorized local service provider is ultimately exonerated of liability, the alleged unauthorized local service provider is entitled to receive full payment from the end user for all services provided. In such situations, any nonrecurring charges assessed against the alleged unauthorized local service provider by Verizon West Virginia Inc. are subject to rebilling to the end user by the alleged unauthorized local service provider.

(N)

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

GENERAL REGULATIONS

H. CUSTOMER SATISFACTION GUARANTEE

1. A customer who subscribes to any of the services specified following, and is not satisfied with the services(s), shall be entitled to a full credit of any charges directly associated with the establishment of the service and the monthly charges billed for the service through the date of disconnection, if the customer notifies the Telephone Company within 60 days of installation that the customer wishes to disconnect the service(s).

2. The Customer Satisfaction Guarantee applies to the following services:

Outgoing Call Restrict Service (C)  
Custom Calling Services specified following:

Call Block  
Call Forwarding  
Call Waiting  
Caller ID  
Caller ID with Name  
Distinctive Ring  
Do Not Disturb  
Priority Call  
Repeat Dialing  
Residence Service Variety Package  
Select Forward  
\*69  
Speed Dialing  
Three-way Calling

Features Plan - Business (C)

Voice Dialing Service  
Fixed Call Forwarding  
Work-at-Home Billing Service (WAHBS)

3. The customer is responsible for notifying the Telephone Company to disconnect on or before the expiration of the 60-day period. When the expiration of the 60-day period falls on a weekend or legal holiday, the customer must notify the Telephone Company on the first business day following the weekend or legal holiday. In such event, the customer will be entitled to a credit for any charges directly associated with the establishment of service and the monthly charges billed through the date the service(s) is disconnected.
4. The refund of any charges directly associated with the establishment of service or monthly charges will be applied as a credit on the customer's bill.
5. The Customer Satisfaction Guarantee applies to all residence and business customers who subscribe to these services.
6. Each customer will be entitled to the credit one time per service.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 11-0625-T-T dated May 11, 2011.

GENERAL REGULATIONS

H. CUSTOMER SATISFACTION GUARANTEE (Cont'd)

7. The Customer Satisfaction Guarantee does not apply to services offered under a separately negotiated contract.
8. The Customer Satisfaction Guarantee does not apply to telephone equipment.

I. PROMOTIONAL OFFERINGS

The Telephone Company may, from time to time, offer services at reduced rates and/or charges or at no rate or charge for promotional, market research, training or experimental purposes. The services which may be subject to such Promotional Offerings include, but are not limited to, the list in H.2., preceding. The promotional offering may be limited as to its duration, the dates and times of the offering, the customers eligible to receive the offering and the locations within its service territory where the offering is made.

The Telephone Company may also conduct promotional contests or sweepstakes with the prize of free service to the winning customers, provided that the winners are chosen in a nondiscriminatory manner, and the contests or sweepstakes otherwise comply with applicable law.

The entry form or other promotional materials shall contain an explicit disclosure as to any subscription to new services or other changes to existing service that may result from entry in such contest or sweepstakes. No such subscription or change to service shall be valid unless authorized by the customer of record or other responsible member of the household.

J. TEMPORARY NATURAL DISASTER CREDIT

Because of a recent natural disaster, the company will provide a pro-rated credit equal to the percentage of the month the customer is out of service. This pro-rated credit applies only to those who lost service because of the disaster, and it supersedes out of service credits found in Paragraph D.4. of this Section. This special credit is temporary and will apply to customers who contact the company by July 31, 2016.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. 16-0912-T-T dated July 5, 2016.

EXPLANATION OF TERMS

A. GENERAL

The definitions contained herein apply to terms used throughout the tariffs of the Telephone Company.

B. REGULATIONS

Advanced Intelligent Network (AIN)

The Advanced Intelligent Network is a telecommunications platform that utilizes the infrastructure of the existing switch-based network and Common Channel Signaling (CCS7) architecture. The AIN architecture introduces centralized computer devices to host service applications that are integrated with Stored Program Control switch-resident software, CCS7 and Integrated Services Digital Network (ISDN) protocol.

Answering Connection

An Answering Connection is a secondary connection of the patron's telephone service line in the answering facilities of the answering bureau when the primary connection of the patron's service is at another location.

Calling Line Identification

Calling Line Identification provides the capability to forward intelligence containing the originating telephone number and/or customer listed name, on a per call basis, to meet feature or switching requirements.

Central Office

A central office is an operating switching unit by means of which telephonic communication is established between stations connected to such an office.

Centrex Line

A centrex line is a line connecting stations to Centrex Service switching equipment normally located in a Telephone Company central office which provides Local Exchange Service. It includes all facilities necessary for the provision of Centrex Service and Local Exchange Service up to and including the Network Interface.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.



EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Certificated Resale Carrier

A Certificated Resale Carrier denotes a communications common carrier certificated under, and in compliance with, 1) the Telecommunications Act of 1996 and the Rules and Regulations of the Federal Communications Commission and/or 2) the Public Service Commission Law of West Virginia, as amended, and the Rules and Regulations of the Public Service Commission of West Virginia.

Class of Service

Class of Service is the type of calling associated with exchange service, such as flat or measured rate. In addition, class of service is broken down between residence or business.

Composite Data Service

Composite Data Service is the combined use of terminal and customer-provided data switching equipment with the use of communications services of the Telephone Company by a composite data service vendor to perform data switching for others.

Composite Data Service Vendor

A Composite Data Service Vendor, as used in connection with exchange services is a customer that has been certificated by the Public Service Commission of West Virginia and/or the Federal Communications Commission pursuant to the Telecommunications Act of 1996 to acquire and operate facilities to perform data switching for others. A customer shall be classified as a Composite Data Service Vendor only with respect to the use of the exchange service which is utilized for the provision of composite data service.

A composite data service vendor, as used in connection with Channel Services and Wide Area Telephone Services (WATS), is a customer that has been certificated by the Public Service Commission of West Virginia to acquire and operate facilities to perform data switching for others. A customer shall be classified as a Composite Data Service Vendor only with respect to the use of those Channel Services and WATS which are utilized for the provision of composite data service.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Concentrator Connection

A concentrator connection is a connection of the patron's telephone service line in concentrator equipment located on the Telephone Company's premises.

Data Switching

Data switching, as used in connection with composite data service, is the switching of data, nonvoice, messages by the interchange, controlling and routing of data messages between two or more stations, via Telephone Company facilities, wherein the information content of the message remains unaltered.

Direct Connection

A direct connection is the first appearance of the patron's telephone service line in the telephone answering facilities of the answering bureau and is the only connection of such line.

Exchange

An exchange is a geographical area established for the administration of communication services and consists of a rate center and one or more central offices together with associated facilities used in providing exchange service.

Exchange Line

An exchange line is a line connecting stations to a Telephone Company central office which provides Local Exchange Service. An exchange line includes all facilities for the provision of Local Exchange Service up to and including the network interface.

Exchange Service

Exchange service includes Centrex Service and other Local Exchange Services.

Extension Channel

An extension channel extends existing service to a different premise.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Flat Rate (Plan 4) Service

Flat rate service is a classification of Local Exchange Service under which a customer pays a specified monthly charge entitling such customer to an unlimited number of messages to stations in their local service area.

Grade of Service

Grade of service is a term associated with Local Exchange Service. It includes individual lines and Private Branch Exchange (PBX) trunks.

Grandfathered Equipment

Grandfathered equipment is nonregistered equipment that was directly connected to the telecommunications network without a Telephone Company provided protective connecting arrangement or data access arrangement in accordance with Telephone Company tariffs on or before the grandfather eligibility date as specified in Part 68 of the Federal Communications Commission's Rules and Regulations, as amended.

Grandfathered Service

A grandfathered service is one in which the customer can retain a discontinued existing service at the same location. Any change in service will cause the grandfathered service to be eliminated.

Interexchange Service

An interexchange service is one with connections in two or more exchanges.

Intraexchange Service

An intraexchange service is one with all service points in the same exchange.

Local Exchange Service

Local Exchange Service is an exchange service which permits calling to stations in the customer's local service area and access to the Telecommunications Network.

Local Message

A local message is a communication between a calling station and any other station within the local service area of the calling station or between two long distance stations in the same rate center area.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Local Service Area

The local service area is the entire area composed of an exchange or exchanges within which are located the stations which a customer may call at the rates and charges specified in the Local Exchange Services Tariff.

Main Station

A main station is the first station or the first appearance in a station of an exchange service, which enables the customer to establish communications connections through the telecommunications network.

Measured Rate Service

Measured rate service is a classification of Local Exchange Service in connection with which all local exchange message use is measured on a per-minute, time of day, and distance-called basis for the purpose of charging for the service.

Multiline Connecting System Area

A multiline connecting system area denotes a premises or multipremises within the same building or continuous property.

Network Interface

The network interface is a standard F.C.C. Part 68 registered jack, or equivalent, provided by the Telephone Company as part of Wide Area Telephone Service (WATS), Channel Service or exchange service. The network interface provides for connection of the customer's services and equipment to the facilities of the Telephone Company. The Part 68 registered jacks are: RJ1DC, RJ11C/W, RJ14C/W, RJ14X, RJ15C, RJ16X, RJ17C, RJ18C/W, RJ2DX, RJ2EX, RJ2FX, RJ2GX, RJ2HX, RJ2MB, RJ21X, RJ25C, RJ26X, RJ27X, RJ31M, RJ31X, RJ38X, RJ4MB, RJ41M, RJ41S, RJ45M, RJ45S, RJ48C, RJ48H, RJ48M, RJ48S, RJ48T, RJ48X, RJ61X, RJ71C.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Occasion

The term occasion, as used in this Company's tariffs for the application of specified charges, relates to a type of activity to be performed for a customer and is not necessarily related to work performed on the customer's premises.

Patron

A patron, when used in connection with composite data service, denotes a customer of the data (nonvoice) switching services of a composite data service vendor.

Premises

A premises is the continuous property except railroad right-of-way, etc., occupied by a customer either under lease or ownership.

The term, continuous property, applies to the continuous plot of ground, including any buildings thereon, occupied by a customer and which is not separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., such properties are considered continuous property provided additional poles, conduit or right-of-way are not required for the placing of wire facilities between the properties or, if required, are furnished and maintained by or at the expense of the customer.

Private Branch Exchange (PBX) Line Connection

A PBX line connection provides for the connection of stations to the PBX switching equipment located on the customer's premises.

Private Branch Exchange (PBX) Trunk

A PBX trunk connects switching equipment normally located on the customer's premises to a Telephone Company Central office which provides Local Exchange Service. It includes all facilities necessary to provide Local Exchange Service up to and including the Network Interface.

Rate Center

A rate center is a geographical point upon which are based the airline distances for the determination of long distance message telecommunications rates and interexchange channel rates.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Same Building

The term same building denotes a structure under one roof, and two or more structures connected by an enclosed passageway, suitable for use by persons, and in which the wire or cable of the Telephone Company can be safely run.

For the application of same building, an enclosed passageway may not cross a public thoroughfare. An alley or driveway separating two structures connected by an enclosed passageway shall not be considered a public thoroughfare.

Sharing Entity

A sharing entity denotes a customer who establishes a nonprofit sharing arrangement with others for shared use of its communications services. The customer may, but does not have to, use the communications services.

Station

A station is the network control signaling unit or other terminal equipment on the customer's premises which enables the customer to establish the communications connections and to effect communications through such connections of an individual line or PBX trunk provided in accordance with the provisions of this Company's tariffs, in Telephone Company switching equipment located in an exchange foreign to the exchange in which the customer is located.

Termination of Services and Equipment

Except as otherwise specified, telephone services and equipment are termed disconnected or terminated when the customer orders and notifies the Telephone Company that such services and equipment are not required, or the customer requests that such services and equipment be relocated to a different premises within the same building or to a different building.

Tie Trunk

A tie trunk is a channel facility connecting two different switching equipment entities.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

EXPLANATION OF TERMS

B. REGULATIONS (Cont'd)

Tie Trunk Terminal

A tie trunk terminal is equipment associated with branch exchange, Centrex or similar equipment for connection of a tie trunk. The following types of tie trunk terminals may be provided:

Basic Tie Trunk

This provides for connection of a standard feature tie trunk that operates on a cut-through call-originating basis.

Basic Senderized Tie Trunk

This provides for connection of a standard feature tie trunk that operates on a senderized call-originating basis.

Advanced Tie Trunk

This provides for connection of a full feature tie trunk that operates on a cut-through call-originating basis.

Advanced Senderized Tie Trunk

This provides for connection of a full feature tie trunk that operates on a senderized call-originating basis.

Wire Center

A wire center is a Telephone Company building in which is housed one or more central offices.

Wire Center Serving Area

A wire center serving area is that portion of an exchange served by a wire center.

Issued by authority of an Order of the Public Service Commission of West Virginia in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

SERVICE/EQUIPMENT LIMITED AVAILABILITY

A. GENERAL

Limited Availability (LA- ) classifications as specified in B. following are applicable to services or equipment which are no longer offered.

B. REGULATIONS

1. LA-1, Existing or Available Stock Only

New installations, relocations, additions, rearrangements, reconnects, changes and moves of existing installations will be made if the required equipment is available from existing stock. Maintenance will be provided as long as replacement parts are available from the manufacture or existing stock.

2. LA-2, Additions and Maintenance Only

New installations, reconnects, or relocations, except as otherwise specified in this Company's applicable tariffs, will not be made. Additions, rearrangements, changes and moves of existing installations will be made if the required equipment is available from existing stock. Maintenance will be provided as long as replacement parts are available from the manufacturer or existing stock.

3. LA-3, Maintenance Only

New installations, relocations, additions, rearrangements, reconnects, changes and moves of existing installations will not be made, except as otherwise specified in this Company's applicable tariff. In the case of services or equipment requiring common equipment, lines may be added up to the capacity of currently installed common equipment. Maintenance will be provided as long as replacement parts are available from existing stock. Special equipment and service arrangements, or transfers of service from one customer to another, will not be permitted.

Issued by authority of an Order of the Public Service Commission of West Virginia  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_.



SPECIAL CHARGES

A. GENERAL

Special Charges apply to various services, as indicated.

B. REGULATIONS

1. Denied Service Restoral Charge

A Denied Service Restoral Charge applies for the restoral of service to an individual service, private branch exchange or Centrex system after denial of service for nonpayment.

2. Late Payment Charge

A Late Payment Charge applies to any unpaid balance carried forward from a monthly bill to the next month's bill, including all long distance charges billed by the Telephone Company for an interexchange carrier.

Late Payment Charges are not applicable to any of the following:

- Federal Government Accounts
- State Government Accounts
- Final Bills
- Independent Telephone Company Bills
- Manual Bills
- Official Company Bills
- Bill Date Changes (customer or company initiated)
- Charges in Bona Fide Dispute
- Enhanced 911 Charges
- Telecommunications Relay Service Charges

3. Dishonored Check Charge

A dishonored Check Charge applies when any negotiable instrument presented for payment for service or deposit becomes dishonored, and is returned to the Telephone Company from the bank.

4. Duplicate Bill Charge

A printed copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit. The current bill, or any, or all of the previous five (5) bills, will be provided at no charge. For providing a printed copy of a prior bill, a Duplicate Bill Charge will apply.

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(N)

\* Material previously on this page now appears on 1st Revised Page 2.

GENERAL REGULATIONS TARIFF  
P.S.C.-W.Va.-No. 201

Frontier West Virginia Inc.

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SPECIAL CHARGES

C. RATES

1. Denied Service Restoral Charge  
Residence..... \$14.05  
Business..... \$14.05
2. Late Payment Charge..... 1.5 % of the (I)  
total unpaid  
balance from the  
previous bill.
3. Dishonored Check charge, per instrument, per return..... \$15.00 (I)
4. Duplicate Bill Charge, residential, per bill provided..... \$5.00

(x) Material now appearing on this page previously appeared on 1st Revised Page 1.

Issued by authority of an Order of the Public Service Commission of West Virginia  
in Case No. 07-1143-T-T dated 7-11-07.

INTERIM RESALE REGULATIONS

A. GENERAL

1. Notwithstanding any provision to the contrary in other Telephone Company tariffs, services, including contract and customer-specific services, are available for resale pursuant to the provisions of this Section. To the extent that services are available for resale pursuant to this or any other Telephone Company tariff, the regulations governing the resale of those services shall remain in effect to the extent that such regulations do not conflict with the regulations contained in this Section.
2. The regulations contained in this Section are intended to supplement the regulations contained in other sections of this or other Telephone Company tariffs to the extent such other regulations do not conflict with the regulations contained herein.
3. Services that are available for resale pursuant to this or any other Telephone Company tariff shall be made available by the Telephone Company on a non-discriminatory basis.

B. REGULATIONS

1. Services provided by the Telephone Company may be resold only by a carrier that has been granted a certificate of public convenience and necessity by the Public Service Commission of West Virginia to resell such service(s). Such carrier shall, as a part of its initial application to the Telephone Company for any service that it intends to resell, provide to the Telephone Company a copy of the order of the Public Service Commission of West Virginia granting such certificate. Such carrier shall promptly notify the Telephone Company in writing of any subsequent judicial or administrative decision or act canceling or withdrawing such certificate or in any manner limiting or affecting such carrier's right to operate as a reseller of telephone service.
2. The provision of services by the Telephone Company to a resale carrier pursuant to this or any other Telephone Company tariff does not constitute a joint undertaking with such resale carrier for the furnishing of any service.
3. Residential services may not be sold by a reseller to subscribers who are not eligible to subscribe to such services from the Telephone Company. Tel-Assistance or other means-tested services may be resold only to customers who are eligible to subscribe to such services.
4. Services that are offered at promotional prices for a period of 90 days or less need not be offered at a discount to resellers.
5. Services need not be made available for resale at wholesale rates to resellers that are purchasing service for their own internal use.
6. Services that are not available to new customers, i.e., grandfathered services, are available for resale only to customers currently subscribing to the grandfathered services.

Issued by authority of an Order of the Public Service Commission of West Virginia  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

INTERIM RESALE REGULATIONS

B. REGULATIONS (Cont'd)

7. A resale carrier is the Telephone Company's customer of record for the resold services it provides. The resale carrier, as the customer of record, is subject to and must comply with all conditions, limitations, and regulations that are applicable by Telephone Company tariff to the service being furnished to it by the Telephone Company and shall in reselling such service to its subscribers, undertake in good faith to ensure that its subscribers fully comply with such of those conditions, limitations, and regulations as may be applicable to their use of the resold service, including without limitation, the Limitations and Use of Service provisions of the Telephone Company's General Regulations Tariff No. 201.
8. To permit listings for the reseller's patrons 911 data base, the reseller shall, as appropriate, provide to the Telephone Company the names, telephone numbers and addresses of all of its patrons. Any change in the patron name, address or telephone number information (including addition or deletion of a patron or a change in patron name, telephone number or address) shall be reported by the reseller to the Telephone Company within one day after the change occurs.
9. The Telephone Company's liability, if any, for any loss or damage arising out of or in connection with its provision of service to a resale carrier, other than a loss or damage that is caused by the Telephone Company's failure to comply with A.3 above, is, as to both such carrier and its subscribers, limited by and subject to the provisions of Sections 2.1.3(A-H), 2.3.1., and 2.3.11(A-D) of the Telephone Company's Access Service Tariff No. 217, which sections are specifically incorporated herein by reference. For purposes of the incorporation and application of such sections to this Section, the terms "customer" and "IC" shall mean the resale carrier, and the term "end-user" shall mean any subscriber of such resale carrier.
10. The resale carrier shall, in its tariffs or other contracts for services with its customers, provide that in no case shall the Telephone Company be liable to the resale carrier's customers or any third parties for any indirect, special or consequential damages, including but not limited to, economic loss, lost business or profits, whether foreseeable or not, and regardless of notification by the resale carrier of the possibility of such damages. The resale carrier shall indemnify and hold the Telephone Company harmless from all claims based on any reason whatsoever from its customers as provided in this Section. Nothing in this Section shall be deemed to create a third party beneficiary relationship between the Telephone Company and resale carrier's customers.
11. The Telephone Company may, subject to review by the Public Service Commission of West Virginia as provided by law, impose such other reasonable and nondiscriminatory conditions and limitations upon the resale of its services as may from time to time be deemed necessary.

Issued by authority of an Order of the Public Service Commission of West Virginia  
in Case No. \_\_\_\_\_ dated \_\_\_\_\_.

SPECIAL OFFERINGS

(N)

Residential Reconnection Offer

A. GENERAL

Qualified customers are Verizon West Virginia Inc. residence customers who contact Verizon directly, and not through an unaffiliated provider of a competing service or an agent acting on behalf of such a provider, to disconnect their telephone service or change their local service from another provider to Verizon. For such qualified customers, Verizon may offer a one time benefit of either \$25 or \$50 that may either take the form of a gift card or bill credit.

The offering(s) under this tariff section shall be treated as a Category III(a) offering under Verizon's currently applicable Market Transition Plan ("MTP"); provided that the offering(s) under this tariff section cannot be moved by Verizon to Category III(b); provided further, that, upon appropriate Commission Order, the offering(s) under this tariff section can be moved to Category IV subject to a proper showing pursuant to West Virginia Code Section 24-2-3c.

B. REGULATIONS

1. Eligible customers are identified by criteria determined by Verizon, may receive the \$25 benefit.
2. Eligible customers who are responding to a Verizon direct mailing, advertisement, or other marketing activity, may receive the \$50 benefit.
3. The offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to Verizon or any Verizon affiliate. Bill credit offers mailed to qualifying customers must be redeemed prior to the expiration date specified in the mailing.
4. The offers are not available to customers disconnecting dial tone service for seasonal service.
5. The offers are limited to one per customer and cannot be combined with any other offers except as authorized by Verizon.
6. The offers can be discontinued at any time by the Telephone Company.

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