

INTEREXCHANGE SERVICE GUIDE

COMCAST PHONE OF FLORIDA, LLC
D/B/A COMCAST DIGITAL PHONE

Title Page
Release 1

Effective: February 1, 2012

COMCAST PHONE OF FLORIDA, LLC
D/B/A COMCAST DIGITAL PHONE
INTRASTATE INTEREXCHANGE SERVICE GUIDE

This Service Guide replaces in its entirety Comcast Phone of Florida, LLC d/b/a Comcast Digital Phone Interexchange Services Tariff No 1.

INTEREXCHANGE SERVICE GUIDE

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Section 1

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1. APPLICATION AND REFERENCE

1.1. EXPLANATION OF SYMBOLS

Revisions to this Service Guide are coded through the use of symbols. These symbols appear in the right hand margin of the page. The symbols and their meanings are as follows:

- (C) To signify changed term or condition
- (D) To signify discontinued material
- (I) To signify rate increase
- (M) To signify material moved from or to another part of the Service Guide with no change, unless there is another change symbol present
- (N) To signify new material
- (R) To signify rate reduction
- (T) To signify a change in text but no change in rate, term or condition

INTEREXCHANGE SERVICE GUIDE

**COMCAST PHONE OF FLORIDA, LLC
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Section 1

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Release 1

Effective: February 1, 2012

1. APPLICATION AND REFERENCE

1.2. APPLICATION OF SERVICE GUIDE

This Service Guide contains the rates, terms, and conditions applicable to the provision of specialized resold intrastate interexchange common carrier telecommunications services by Comcast Phone of Florida, LLC d/b/a Comcast Digital Phone, between various locations within the State of Florida. Intrastate services contained in this Service Guide are available only if the Customer subscribes to the Company's interstate Service.

1. APPLICATION AND REFERENCE

1.3. DEFINITION OF TERMS

Access Line

An arrangement which connects the customer's location to the Company's designated point of presence or network switching center.

Account

The customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access line billed to the same customer address.

Authorization Code

A predefined series of numbers to be dialed by the customer or end user upon access to the Company's system to notify the caller and validate the caller's authorization to use the services provided. The customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

Authorized User

A person, firm or corporation, or any other entity authorized by the customer to communicate utilizing the Company's services.

Channel

The individual segment(s) of a circuit.

Circuit

Facilities and/or equipment necessary to provide a specific service.

Commission

The Florida Public Service Commission.

Company

Refers to Comcast Phone of Florida, LLC, d/b/a Comcast Digital Phone.

1. APPLICATION AND REFERENCE

1.3. DEFINITION OF TERMS (CONT'D)

Customer

A person or legal entity who has applied for, been accepted, and is currently receiving service.

Equal Access

A form of dialed access provided by local exchange companies whereby telephone calls dialed by the customer are automatically routed to the Company's network. Presubscribed customers may also route telephone calls to the Company's network by dialing an access code supplied by the Company.

Exchange

A specified geographic area established for the furnishing of communication service. It may consist of one or more central offices together with the associated plant used in furnishing service within that area.

Facilities

Supplemental equipment, apparatus, wiring, cables and other materials and mechanisms necessary to or furnished in connection with communications service.

Local Access and Transport Area (LATA)

A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

Long Distance Call

Any call extending beyond the exchange of the caller which is rated on a long distance schedule by a long distance provider.

1. APPLICATION AND REFERENCE

1.3. DEFINITION OF TERMS (CONT'D)

Monthly Rate

A recurring charge, for a period of thirty days, made in conjunction with the provision of a service.

Nonrecurring Charge

A one time charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing service.

Personal Account Code

See "Authorization Code".

Point of Presence

Location of the serving central office associated with access to the Company's network.

User

A customer, or any other person authorized by a customer to use service provided under this Service Guide.

2. RULES AND REGULATIONS

2.1. UNDERTAKING OF THE COMPANY

2.1.1. GENERAL

- A. The Company's services and facilities are furnished for communications originating at specified points within the state of Florida under the terms of this Service Guide.
- B. The Company installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this Service Guide. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangement.

2.1.2. MINIMUM SERVICE PERIOD

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.

2. RULES AND REGULATIONS

2.1. UNDERTAKING OF THE COMPANY (CONT'D)

2.1.3. LIMITATIONS

- A. Service is offered subject to the availability of facilities and provision of this Service Guide. The Company's obligation to furnish facilities and service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities from the underlying carrier, if an underlying carrier is involved.
- B. The Company shall not be required to furnish, or continue to furnish, facilities or service where the circumstances are such that the proposed use of the facilities or service would tend to adversely affect the Company's property, service or economic conditions.
- C. The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously rendered pursuant to this Service Guide until the indebtedness is satisfied.
- D. The Company reserves the right to discontinue furnishing service (or limit the use of service) when: necessitated by conditions beyond its control, or when the customer is using service in violation of the law or the provisions of this Service Guide.
- E. All facilities provided under this Service Guide are directly controlled by the Company and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- F. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this Service Guide shall apply to all such permitted assignees or transferees, as well as all conditions for service.
- G. Services provided under this Service Guide are not offered for resale or rebilling.

2. RULES AND REGULATIONS

2.1. UNDERTAKING OF THE COMPANY (CONT'D)

2.1.4. LIABILITY

A. General

The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Service Guide shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service or the facility provided during which such interruption, delay, error, omission, or defect occurs. In no event will the Company be liable for any indirect, consequential, or special damages, or for any lost profits, even if advised of the possibility of the same.

B. Terms and Conditions

1. The Company shall not be liable for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Service Guide, if caused by any person or entity other than the Company, any malfunction of any service or facility provided by any other carrier, act of God, fire, war, civil disturbance, act of government or by any other cause beyond the Company's control.
2. The Company shall not be liable for and shall be fully indemnified and held harmless by the customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:
 - (a) Defamation, libel, slander, invasion of privacy, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation, or violation of any contract, proprietary or creative right, or any other injury to any person, property, or entity arising from the material, data, information, or content revealed to, transmitted, processed, handled or used by the Company under this Service Guide;
 - (b) Connecting, combining, or adapting the Company's facilities with the customer's apparatus or systems;
 - (c) Any act of omission by the customer; or
 - (d) Any personal injury or death of any person or for any loss of or damage to a customer's premises or any other property, whether owned by the customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.

2. RULES AND REGULATIONS

2.1. UNDERTAKING OF THE COMPANY (CONT'D)

2.1.4. LIABILITY (CONT'D)

B. Terms and Conditions (Cont'd)

3. No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
4. The Company makes no warranty regarding the provision of service pursuant to this Service Guide, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.
5. The Company shall not be liable for any claim, loss or refund as a result of loss or theft of authorization codes or personal account codes issued for use with the Company's services.

2. RULES AND REGULATIONS

2.2. INTERRUPTION OR DISCONNECTION OF SERVICE

2.2.1. CREDIT ALLOWANCE

- A. Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.1.4 herein.

It shall be the customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control; or by any equipment or facilities furnished by the customer and connected to the Company's facilities.

- B. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.
- C. No credit shall be allowed for an interruption of a continuous duration of less than twenty-four (24) hours after the subscriber notifies the Company.
- D. The customer shall be credited for an interruption of more than twenty-four hours as follows:

Credit Formula:

$$\text{Credit} = A/720 \times C$$

"A" - outage time in hours

"720" - total hours in month

"C" - total monthly charge for affected facility

2. RULES AND REGULATIONS

2.2. INTERRUPTION OR DISCONNECTION OF SERVICE (CONT'D)

2.2.2. DISCONNECTION OF SERVICE

- A. The Company, upon five (5) working days written notice to the customer, may discontinue service or cancel an application for service without incurring any liability for any of the following reasons:
1. Non-payment of any sum due to the Company for regulated service for more than thirty (30) days beyond the date of rendition of the bill for such service.
 2. A violation of any regulation governing the service under this Service Guide.
 3. A violation of any law, rule, or regulation of any government authority having jurisdiction over such service.
 4. The Company has given the customer notice and has allowed a reasonable time to comply with any rule, or remedy, and deficiency as stated in Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company.
 5. Service may be disconnected without notice for tampering with Company equipment, for interfering with the service to other customers, for fraud, or in the event of a hazardous condition.

2.3. DISPUTED AMOUNTS

All charges due by the subscriber are payable at any agency duly authorized to receive such payments. Any objection to billed charges should be promptly reported to the Company. Adjustments to customers' bills shall be made to the extent that records are available and/or circumstances exist which reasonably indicate that such charges are not in accordance with approved rates or that an adjustment may otherwise be appropriate.

2.4. DEPOSITS

The Company does not require a deposit from the customer.

2. RULES AND REGULATIONS

2.5. ADVANCE PAYMENTS

For customers from whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

2.6. TAXES

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed on customer bills as separate line items and are not included in the quoted rates.

2.7. LATE PAYMENT

Interest charges of 1.5% per month will be assessed on all unpaid balances more than thirty (30) days old.

2.8. RETURNED CHECKS

A returned check charge of \$25.00 will be assessed for checks returned for insufficient funds.

2.9. RESTORATION OF SERVICE

A reconnection fee of \$25.00 per occurrence applies when service is re-established for a customer whose service has been disconnected for non-payment.

3. DESCRIPTION OF SERVICE

3.1. MESSAGE TELECOMMUNICATION SERVICE (MTS)

3.1.1. APPLICATION

- A. Message Telecommunication Service (MTS) applies to all toll calls made between two or more rate centers and furnished or made available by the Company over facilities within the state.
- B. MTS provides telecommunication beyond the local service area. MTS charges cover the service furnished between the calling and called stations.

3.1.2. TERMS AND CONDITIONS

A. Scope

- 1. MTS is that of furnishing facilities for telecommunication between station lines in different local service areas in accordance with the terms, conditions, and rates specified in this Service Guide.
- 2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

B. Use

1. Use of Service

The service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions of this Service Guide.

3. DESCRIPTION OF SERVICE

3.1. MESSAGE TELECOMMUNICATION SERVICE (MTS) (CONT'D)

3.1.2. TERMS AND CONDITIONS (CONT'D)

B. Use (Cont'd)

2. Abuse and Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- (a) The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- (b) The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain MTS, by rearranging, tampering with, or making connection with any facilities of the 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 regular charges for such service;
- (c) The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- (d) The use of profane or obscene language;
- (e) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

3. Unlawful Purposes

The service is furnished subject to the conditions that it will not be used for an unlawful purpose. Service will be discontinued, upon five days written notice, if any law enforcement agency acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If the Company receives other evidence giving reasonable cause to believe that such service is being or will be so used, it will deny the service or refer the matter to the appropriate law enforcement agency.

- 4. For nonpayment of any sum due the Company, or for abuse or fraudulent use of the service, the Company may either suspend, terminate without suspension, or refuse service without incurring any liability.

3. DESCRIPTION OF SERVICE

3.2. MTS SERVICE OFFERINGS

3.2.1. CLASS OF CALLS

Charges apply according to the class of call the calling person selects as defined below.

A. Dial Station

Applies when the calling person dials the desired telephone number without the assistance of a Company operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.

B. The Dial Station class also applies when the operator:

- Records the calling telephone number for areas without automatic recording equipment.
- Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
- Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

3. DESCRIPTION OF SERVICE

3.2. MTS SERVICE OFFERINGS (CONT'D)

3.2.1. CLASS OF CALLS (CONT'D)

C. Operator-Assisted Person-to-Person

Applies when a calling station names the particular party to be reached by an operator. Person-to-Person also applies when the calling party cannot speak to the intended person or station but agrees to speak to someone else or requests an operator to make arrangements with a person to receive a call at a specified time.

D. Collect Calls

Charges for Person-to-Person and Operator-Assisted Station-to-Station telephone calls may be billed against or collected from the called line (i.e., charges may be reversed), if the charges are accepted by the called party. This collect call may be billed to a calling card or third party number, unless restricted from accepting this call type.

E. Third Party

Denotes a billing arrangement by which a call may be charged to an authorized customer line, as determined by the Company, other than the line originating the call or the line where the call is terminated.

F. Operator assisted charges will apply when a customer requests a time and charges quote for a toll call.

3. DESCRIPTION OF SERVICE

3.2. MTS SERVICE OFFERINGS (CONT'D)

3.2.2. TIMING OF CALLS

- A. On Dial Station and Operator-Handled Station calls, the timing of a call begins when the called party picks up the receiver, (i.e. when 2-way communication, often referred to as “conversational time” is possible). When the called party picks up is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network.
- B. On Person-to-Person calls, the timing of a call begins when the calling person is connected to a specified person, station or an agreed upon alternate.
- C. Chargeable time ends when the connection is terminated at any point.
- D. The timing of a call does not include time lost because of service faults or defects that are reported to the Company. No charge applies for incomplete calls where a connection is not made.
- E. The chargeable time for Residence long distance services is determined by the duration of the call, billed in whole minute intervals. Partial minutes of use will be rounded up to the next whole minute.
- F. The chargeable time for Broadband Business calls is determined by the duration of the call, billed in whole minute intervals. Broadband Business calls have a 30-second per call minimum time requirement.

3. DESCRIPTION OF SERVICE

3.2. MTS SERVICE OFFERINGS (CONT'D)

3.2.3. DETERMINATION OF AIRLINE MILEAGE

Rates for Message Telecommunications Service are not distance sensitive.

3.2.4. MINIMUM CALL COMPLETION RATE

A customer can expect a call completion rate (number of calls completed / number of calls attempted) of not less than 90% during peak use periods for all Feature Group D services ("1+" dialing).

3.2.5. DETERMINATION OF CHARGES

- A. The charges for MTS calls are determined by the:
- Class of call
 - Duration of call
- B. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.

INTEREXCHANGE SERVICE GUIDE

4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS

4.1.1. GRANDFATHERED BASIC MTS SERVICE (OBSOLETE) [1][2]

A. General

1. Basic MTS Service is available to customers located within the Company's serving area who subscribe to Comcast Phone local service as set forth in Comcast Phone of Florida, LLC, Florida Price List No. 2, Section 4.1.1. Basic MTS Service provides calling to exchanges located outside of the customer's local calling area but within the customer's LATA.
2. Basic MTS calls are billed usage sensitive rates in one-minute increments.
3. Basic MTS Service calls are billed the following rates all times of day, all days of the week.
4. Rates and charges for operator-handled calls are set forth in Section 4.1.6, following.

B. Rates and Charges

	PER MINUTE OF USE
1. Basic MTS Service	\$0.10

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of July 20, 2001.

[2] Service is withdrawn as of October 3, 2007.

4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS (CONT'D)

4.1.2. LOCAL ONLY AND INTEGRATED OFFERING (OBSOLETE) [1]

A. General

1. Long distance service is available to customers located within the Company's serving area who subscribe to Comcast Phone local service as set forth in Comcast Phone of Florida, LLC, Florida Price List No. 2, Section 4.1.2. Customers subscribing to Block-of-Time or By-the-Minute offers must presubscribe to Comcast Phone for both IntraLATA and InterLATA long distance.
2. Integrated Offering service is not available in connection with grandfathered services.
3. Customers who subscribe to one of the Block-of-Time offerings will receive the following rates for Dial Station calls after the block of time is utilized.
4. Customers who subscribe to the By-the-Minute offer will receive the following rates on all Dial Station calls.
5. Customers who subscribe to the Local Only Offer have the option of designating an alternative Interexchange Carrier.
6. Rates and charges for operator-handled calls are set forth in Section 4.1.6, following.

B. Rates and Charges

	PER MINUTE OF USE
1. Block-of-Time, each additional minute over the initial offering	\$0.07
2. By-the-Minute	0.07
3. Local Only Offer [2]	
a. IntraLATA	0.12
b. InterLATA	0.12

[1] Service is withdrawn as of October 3, 2007.

[2] Rate shown applies to customers who do not select an alternative Interexchange Carrier.

4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS (CONT'D)

4.1.3. OPTIONAL LONG DISTANCE CALLING PLANS (OBSOLETE) [1][2]

A. General

1. Rates and charges for operator-handled calls are set forth in Section 4.1.5, following.
2. Customers who subscribe to Optional Long Distance Calling Plans must presubscribe to Comcast for IntraLATA and InterLATA long distance.

B. \$.12 Per Minute Plan [1]

1. The \$.12 Per Minute Plan is available only to Residence customers who have subscribed to Local Only Service as set forth in Comcast Phone of Florida, LLC, Price List No. 2, Section 4.1.2.
2. The \$.12 Per Minute plan provides customers with a rate of \$.12 per minute that applies to all Dial Station long distance calls all day, every day, with no monthly recurring charge.
3. Rates and Charges

**PER MINUTE
OF USE**

- \$.12 Per Minute Plan	\$0.12
-------------------------	--------

C. 5 Cent Off-Peak Pricing Plan [1]

1. The 5 Cent Off-Peak Calling Plan provides peak and off-peak period calling at the following per-minute rates. The rate periods shown apply each day of the year. A monthly recurring charge, as specified in Comcast Phone of Florida, LLC, Price List No. 2, Section 4.1.2, also applies.

**PER MINUTE
OF USE**

- Peak Period (7:00 AM to 7:00 PM)	\$0.09
- Off-Peak Period (7:00 PM to 7:00 AM)	0.05

[1] Grandfathered to existing service arrangements at existing locations for customers of record as of October 15, 2003.

[2] Service is withdrawn as of October 3, 2007.

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4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS (CONT'D)

4.1.4. BUSINESS LONG DISTANCE (OBSOLETE) [1]

A. General

1. Business Long Distance service is available to customers located within the Company's serving area who subscribe to Business Local Service as set forth in Comcast Phone of Florida, LLC, Florida Price List No. 2, Section 4.1.3. Customers must presubscribe to Comcast Phone for both IntraLATA and InterLATA long distance.
2. Business Long Distance service is not available in connection with grandfathered services.
3. Rates and charges for operator-handled calls are set forth in Section 4.1.6, following.

B. Rates and Charges

	PER MINUTE OF USE
1. Dial Station Calls	\$0.07

[1] Service is withdrawn as of October 3, 2007.

4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS (CONT'D)

4.1.5. OPERATOR SERVICES (OBSOLETE) [1]

A. General

1. Operator Services rates apply to customers subscribing to MTS Service who engage a Company operator or mechanized response system in the completion of MTS calls.
2. A per-call service charge and per-minute usage rate applies to each operator assisted call.
3. For Collect, Billed to Third Number, and Person-to-Person calls, when the customer requests an operator to dial the called number, an Operator Dialed Surcharge will apply in addition to the applicable service charge as set forth following.

B. Rates and Charges

	SERVICE CHARGE PER CALL
1. Residence	
a. Operator Station	\$2.35
b. Collect	1.75
c. Billed to Third Number	1.75
d. Person-to-Person	3.25
2. Business	
a. Operator Station, Collect	1.75
b. Billed to Third Number	1.75
c. Person-to-Person	2.75
3. Operator Dialed Surcharge	0.50
	PER MINUTE OF USE
4. Usage Rate	
a. IntraLATA	\$0.13
b. InterLATA	0.30

[1] Service is withdrawn as of October 3, 2007.

4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS (CONT'D)

4.1.6. BUSY LINE VERIFICATION AND INTERRUPT SERVICE (OBSOLETE) [1]

A. Description of Service

Upon request of a calling party, the Operator will verify a busy condition on a called line. The Operator will determine whether the line is clear or in use and report its status to the calling party. The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

Busy Line Verification and Interrupt service is furnished where and to the extent that facilities permit. The customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.

A charge will apply when: (1) the operator verifies that the line is busy with a call in progress, (2) the operator verifies that the line is available for incoming calls; or (3) the operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party. Charges apply for both verification and interruption.

No charge will apply when: (1) the calling party advises that the call is to or from an official public emergency agency; or (2) under conditions other than those stated in A. above.

A Busy Line Verification charge also applies for each Busy Line Interruption.

B. Rates and Charges

	<u>CHARGE PER USE</u>
1. Busy Line Verification, each	\$2.50
2. Busy Line Interrupt, each	5.00

[1] Service is withdrawn as of October 3, 2007.

4. RATES AND CHARGES

4.1. MTS SERVICE OFFERINGS (CONT'D)

4.1.7. DIRECTORY ASSISTANCE SERVICE (OBSOLETE) [1]

A. Description of Service

Directory Assistance Service is furnished upon customer request for assistance in obtaining listing information for listings that are outside the Company's local calling area or LATA/NPA serving area for the originating line. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by a live operator or a mechanized response system.

Directory Assistance charges apply on a per call basis, with a maximum of three requested telephone numbers allowed per call. A Directory Assistance call utilizing the assistance of a Company operator will be billed the appropriate operator charge, plus the charge for Directory Assistance.

The Directory Assistance Service Charge will not be levied on an individual who affirms in writing to the Company that a visual or physical disability prevents them from using a telephone directory.

Upon receipt of the requested number the customer will be given the option of having the call completed to the requested number for an additional charge.

B. Rates and Charges

	<u>CHARGE PER CALL</u>
1. Non-Local Directory Assistance Service	\$1.25
2. Directory Assistance Call Completion	0.30

[1] Service is withdrawn as of October 3, 2007.

4. RATES AND CHARGES

4.2. SPECIAL RATES FOR THE HANDICAPPED (OBSOLETE) [1]

4.2.1. DIRECTORY ASSISTANCE

There shall be no charge for Directory Assistance calls from lines or trunks serving individuals with disabilities who qualify for an exemption as set forth in Section 3.4.4 of the Company's Florida Price List No. 2.

4.2.2. HEARING AND SPEECH IMPAIRED PERSONS

Where applicable, intrastate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening and night calls.

4.2.3. TELECOMMUNICATIONS RELAY SERVICE

For intrastate toll calls received from the relay service, the Company will discount relay service calls by 50% off of the otherwise applicable rate for a voice non-relay call. Where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60%. These discounts apply only to the time-sensitive elements of the call and shall not apply to per-call surcharges.

4.3. SPECIAL PROMOTIONS

The Company may, from time to time, offer special promotions to its customers waiving certain charges.

[1] Service is withdrawn as of October 3, 2007.