

KNOLOGY TOTAL
COMMUNICATIONS, INC. D/B/A
KNOLOGY D/B/A WOW!
INTERNET CABLE AND PHONE

General Subscriber Services Tariff



JULY 1, 2017
KNOLOGY TOTAL COMMUNICATIONS, INC.

GENERAL SUBSCRIBER SERVICES TARIFF

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a Knology
or d/b/a *WOW! Internet, Cable and Phone*

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TARIFF

**OF KNOLOGY TOTAL COMMUNICATIONS, INC., D/B/A KNOLOGY OR
D/B/A *WOW! INTERNET, CABLE AND PHONE***

CONSISTING

OF

SCHEDULE OF RATES,

RULES AND REGULATIONS

FOR

TELEPHONE SERVICE WITHIN THE STATE OF ALABAMA

**Ashford, Cottonwood, and Gordon
(Areas to Which Rate, Terms and Conditions Apply)**

ISSUED BY: Arlene Morgan, Director of Regulatory Compliance

ADDRESS: 2660 Montgomery Highway Dothan, Alabama 36303

**ALABAMA PUBLIC SERVICE COMMISSION
MONTGOMERY, ALABAMA**

UPDATE: July 1, 2017

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GENERAL SUBSCRIBER SERVICES TARIFF

FOR THE

STATE OF ALABAMA

This Tariff contains regulations and rates applicable for the furnishing of Local Exchange Service and optional calling features which are required to be offered under tariff pursuant to ALA CODE § 37-2A-8 (1975, as amended) (the "Act") after February 1, 2007 by Knology Total Communications, Inc., d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone*, also referred to as the Company. This includes the following services as defined by the Act: (1) basic telephone service; (2) central office-based features that were tariffed service offerings as of February 1, 2005, and where currently available: (a) are available to a line-side connection in a telephone switch, (b) are available on a stand-alone basis separate from a bundled offering, and (c) enhance the utility of basic telephone service; and (3) tariffed emergency reporting services regulated by the Alabama Public Service Commission on or before February 1, 2005 and offered by local exchange carriers to public safety answering points and emergency communications districts. The Company will provide access to long distance services, including operator services, and carriers in compliance with federal and state regulations. Rates, terms and conditions of these services are included in the Company's Price List.

This Tariff is on file with the Alabama Public Service Commission and is applicable to those exchanges identified herein.

Intrastate communications services are furnished through facilities provided by the Company for the transmission of intelligence by electrical impulse, principally by means of wire, radio, or a combination thereof.

EXPLANATION OF SYMBOLS

When changes are made in any Tariff page, a revised page will be issued cancelling the Tariff page affected; such changes will be identified through the use of the following symbols:

- (C) Signifies a Change in regulation.
- (D) Signifies a discontinued rate, regulation or text.
- (I) Signifies an increase in rate or change.
- (M) Move from one page to another with no change in rate, regulation, or text.
- (N) Signifies a new rate, regulation or text.

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EXPLANATION OF SYMBOLS (Cont'd)

- (R) Signifies a reduction in rate or charge.
- (T) Signifies a change in text but no change in rate or regulation.

The above symbols will apply except where additional symbols are identified at the bottom of an individual page.

The above symbols are standard indications which may be used to denote revisions or additions to general regulations, listings, rates or charges after the initial filing of the Tariff.

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S1. RATE SUMMARY

This schedule provides the summary of rates and charges and makes reference to the Tariff schedules where more detailed information may be found.

<u>Service</u>	<u>Section</u>	<u>Monthly Charge</u>
Central Office Charge	6	\$20.00/visit
Construction Charges	12	Various
Custom Calling Services	7	
Call Waiting	7	\$ 3.50
Three-Way Calling	7	\$ 4.00
Speed Calling (8 Code)	7	\$ 3.50
Speed Calling (30 Code)	7	\$ 3.50
Call Forwarding	7	\$ 3.50
Call Forwarding-Remote	7	\$ 6.00
Warmline	7	\$ 2.00
Do Not Disturb	7	\$ 1.50
Directory Assistance - Local	2	\$ 1.50
Directory Listings	27	\$ 0.00
Individual Business - Tone	2	\$32.60
Individual Residence - Tone	2	\$16.30

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S1. RATE SUMMARY

<u>Service</u>	<u>Section</u>	<u>Monthly Charge</u>
Insufficient Funds Check	6	\$30.00 (I)
Interrupt	2	\$ 5.00
Network Interface Charge	6	\$ 7.50
Reconnect Charge (Service Order plus Central Office Work Charge)	6	\$32.00
Service Order Charges	6	\$50.00 (I)
Three Way Calling	7	\$ 4.00
Toll Restriction	7	\$ 2.00
Verification	2	\$ 2.50

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.1 GENERAL

- A. Basic local telephone service is provided by means of station, wire, switching and other facilities, and plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates applies under a group rate system. The facilities used to provide such basic local telephone service are also used in the furnishing of toll telephone services at rates applicable for such services.
- B. The base rate area and exchange service area for each areas for each exchange are on maps located in Section 29 of this Tariff.
- C. The rates for service not specifically shown in this section are presented in other sections of this Tariff.

S2.2 BASIC LOCAL SERVICE RATE GROUPS

Not Applicable

S2.3 REGROUPING

Not Applicable

S2.4 ALPHABETICAL LISTING OF EXCHANGES

Ashford	899
Cottonwood	691
Gordon	522

S2.5 LOCAL CALLING AREAS

<u>Exchange</u>		<u>Exchanges in Local Calling Area</u>
Ashford	899	Ashford 899
Cottonwood	691	Cottonwood 691
Gordon	522	Gordon 522

S2.6 AUTHORIZATION

Not applicable.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.7 BASIC LOCAL EXCHANGE RATES (per line)*

Business

<u>Exchange Name</u>	<u>One Party Tone</u>
Ashford	\$32.60
Cottonwood	\$32.60
Gordon	\$32.60

Residence

<u>Exchange Name</u>	<u>One Party Tone</u>
Ashford	\$16.30
Cottonwood	\$16.30
Gordon	\$16.30

*The Basic Service Rates listed do not include any federal, state or local fees or taxes, including without limitation, E-911 charges and the \$0.15 dual-party relay surcharge, which shall be shown separately on a customer's bill.

S2.8 RESERVED FOR FUTURE USE

S2.9 EXCHANGE REGRADING

Not Applicable

S2.10 EXTENDED AREA SERVICE

A. General

Extended Area Service will be implemented between those exchanges which meet all criteria and conditions as set forth by the Alabama Public Service Commission in the Special Telephone Rules, Rule T-24.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.11 LOCAL DIRECTORY ASSISTANCE

(D)

A. GENERAL

- a. a name to get telephone number, and/or directory address; and or
- b. a telephone number to get name, and/or directory address, except in instances where customers have specified that these items not be disclosed by telephone number requests.

B. CONDITIONS

- a. The charges specified below will be applicable to all subscribers except for:
 - 1.) residence customers who are unable to use telephone directory because of visual or physical handicap which can be confirmed by a physician, appropriate group or agency.
- b. For charging purposes, a call to local Directory Assistance Service is defined as a call:
 - 1.) resulting in obtaining no name, address, and/or telephone number for a maximum of two subscribers; or
 - 2.) resulting in obtaining no name, address, and telephone number because there was no such listing or there was a special customer request to not disclose the customer's name and address.
- c. For residence customers, there will be a local allowance of four (4) calls per month at no charge for each residence main line service. This call allowance is not transferable between separate accounts, even for the same customer.
- d. A Local Directory Assistance Service Surcharge, as specified in C below, will be applicable to all calls to Local Directory Assistance Service handled by the operator ("0"), provided that the "0" operator is not the only source for local directory assistance, or dialed by the customer ("0+").

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.11 LOCAL DIRECTORY ASSISTANCE (Cont'd)

B. CONDITIONS (Cont'd)

- e. There will be a charge for all customer calls to Local Directory Assistance Service, except as specified in B.a. and B.c.
- f. An unused monthly residence local allowance, as described in B.c., will not be credited to the customer's account in any other month service is rendered.

C. Rates

Directory Assistance Service Charge..... \$1.50 per call

Directory Assistance Service Surcharge.... \$1.50 per call

S2.12 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE

A. General

For any Dial Calling Card Station, Operator Station or Person-To-Person message completed within the Local Calling Area, the appropriate service charge specified in this Tariff, will be applied except as specified below.

B. Application Of Charges

- 1. The appropriate service charge, as specified in S2.12.C following, will be applied to each completed call except:
 - a. for calls to the Company for official telephone business,
 - b. for emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number,
 - c. when the caller identifies himself as being handicapped and unable to place the call due to his handicap,
 - d. when the caller advises he has had service trouble in reaching the terminating number,
 - e. for local emergency calls from a coin station,
 - f. for station-paid calls from hotel guests, or

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE
(Cont'd)

(D)

B. Application of Charges (Cont'd)

2. The call may be billed to the originating telephone, calling card, third number, collect, or any other Company-approved identification number.

C. Rates And Charges

1. The following charges for operator system served local calls apply in addition to the local dial rates:

a. Billing Surcharges - Automated

(1) Station to Station	\$3.25
(2) Third Party	\$3.35
(3) Calling or Bank card (Bong only)	\$3.25
(4) Calling or Bank card (Full)	\$3.25
(5) Collect	\$3.25

b. Billing Surcharges - Live Operator

(1) Station to Station	\$4.50
(2) Third Party	\$4.50
(3) Calling or Bank Card	\$3.25
(3) Collect	\$4.50

c. Billing Surcharges - Person to Person

(1) Station to Station	\$6.25
(2) Third Party	\$6.25
(3) Calling or Bank Card	\$6.25
(4) Collect	\$6.25

2. Conversation Charges

a. First minute	\$0.49
b. Each additional minute	\$0.49

D. Operator Assisted Premium Plan

A premium is defined as a commission applicable to surcharge revenue associated with local operator assisted call requests sent to the Company by the customer. Such premiums may be payable to subscribing customers based on the Company's surcharge revenue generated by said calls.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE
(Cont'd)

D. Operator Assisted Premium Plan (Cont'd)

These calls must:

1. originate from a telephone line associated with the customer's account,
2. originate and terminate in the same Basic Local Calling Area,
3. be carried and completed by the Company via Company facilities and
4. be billed by the Company.

In the event the company billing records used to determine the premiums are destroyed or lost, the Company shall not be liable for payments of premiums on such lost data.

S2.13 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

A. General

Verification Service provides operator assistance in determining if a called line is in use. Interruption Service provides for operator interruption of voice conversation in progress on a called line to advise the interrupted subscriber that the interrupting party has an emergency need to reach him. Data use of a subscriber line will be verified, but not interrupted. The customer may request these services for a charge, where facilities are available, by calling the "0" operator.

B. Application of Charges

1. The charges specified in Section S2.13.C will apply to all requests except
 - a. emergency requests from official emergency agencies when the request is received on an agency line from agency personnel;
 - b. emergency requests in which the caller identifies that the request is to one of the following:
 - (1) an official public emergency agency,
 - (2) an emergency medical number, or
 - (3) a privately endowed and operated suicide, drug, alcohol, or runaway crisis reporting center; or
 - c. requests in which the operator encounters a trouble condition or has reason to believe a trouble condition exists.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.13 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE (Cont'd)

(D)

C. Rates

1. Verification Charge - applies each time the operator verifies that a line is in use. \$2.50
2. Interruption Charge - applies each time the operator interrupts voice conversation in progress and does not depend on whether the called-party agrees to release the line. \$5.00
3. If an operator both verifies the condition of the line and interrupts conversation on the same request, only the interrupt charge applies.
4. The charges for Verify/Interrupt Service are in addition to any applicable message rates.

S2.14 DUAL PARTY RELAY SERVICE

- A. The Company is charging a \$0.15 surcharge for Dual Party Relay Service, which is reflected in the customer's total bill, as ordered by the Alabama Public Service Commission in Dockets U3089 and 20906.

B. Application

For the purposes of this Section, the following definitions, rules and regulations are applicable, in addition to the definitions contained in Section 26 and to the rules and regulations contained in Section 25 of this Tariff. In the event of any conflict between the provisions of this Section and the provisions of Sections 25 and 26, then the provisions of this Section shall prevail.

C. Description of Service

Dual Party Relay permits the hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communication takes place when a communications assistant relays conversations (voice to TDD or TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 DUAL PARTY RELAY SERVICE (Cont'd)

D. Definitions

Alabama Relay Center - A center located at a predetermined point outside the Company's Network, staffed with communications assistants of a predetermined carrier, which permits the hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones.

Bill to Third Party - A billing arrangement which permits a long distance "voice to TDD" or "TDD to voice" call to be charged to an authorized station, as determined by the Company, other than the station originating the call or the station where the call is terminated. These calls may be billed only to a third number within Alabama.

Person-To-Person Call - A MTS (Long Distance Message Telecommunications Service) class of service where the person originating the "voice to TDD" or "TDD to voice" call specifies to the communications assistant at the Alabama Relay Center a particular person to be reached. When the person originating such a call agrees to talk to anyone other than the one specified, the classification of the call remains person to person.

Station-To-Station Call - A MTS (Long Distance Message Telecommunications Service) class of service where the person originating the "voice to TDD or TDD to voice" call gives to the communications assistant at the Alabama Relay Center the telephone number of the desired station, and does not specify a particular person to be reached.

1. "Dial Station" is that Station-to-Station Service in which a call is dialed by the customer, except when an operator assists in the completion of calls between hearing and speech impaired Customers who use Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.
2. "Customer Dialed Calling Card Station" is that Station-to-Station service in which a call is dialed by the customer, except when an operator assists in the completion of calls between hearing and speech impaired Customers who use Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.

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GENERAL SUBSCRIBER SERVICES TARIFF

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a KNOLOGY
or d/b/a *WOW! Internet, Cable and Phone*

Section 2
Original Sheet 9

S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 DUAL PARTY RELAY SERVICE (Cont'd)

D. Definitions (Cont'd)

The use of this calling service limits the billing of calls through the Alabama Relay Center to an Alabama Calling Card Number.

E. Restrictions

The following calls may not be placed through the Alabama Relay Center:

- Calls to 976, 900 or 700 numbers.
- Calls to time or weather recorded messages.
- Calls to other informational recordings.
- Station sent paid calls from coin telephones.
- Operator handled conference service and other teleconference calls.
- All calls billed to Cards (i.e., Credit Cards and Calling Cards) other than those assigned by the telephone company.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM

Consistent with Federal Communications Commission (FCC) Rules, 47 C.F.R. Section 54.101, Lifeline Assistance is a government assistance program developed to reduce rates for primary residential telephone service or residential broadband service to qualifying subscribers who receive income-based benefits. The Company participates in this program to increase the availability of telecommunications services and broadband internet access services (broadband) to all consumers in its serving areas. (C,N)

A. General

Lifeline Assistance reduces an eligible residential customer's monthly rates for either local telephone service or broadband service. If an eligible customer chooses the support for local telephone service, then an eligible customer receives a federally subsidized credit toward the monthly cost of basic telephone service toward the residential access line rate. If an eligible customer chooses the support for broadband service, then an eligible customer receives a federally subsidized credit toward the monthly cost of broadband service toward the residential broadband service rate. (T)
(C,N)
(C,N)
|
(C,N)

B. Regulations

To constitute a qualifying low-income customer eligible to receive Lifeline services, a customer must meet the requirements set forth in either paragraph 1. or 2. below:

1. A customer's household income must be at or below 135% of the Federal Poverty Guidelines for a household of that size;
 - a. For purposes of these rules, "income" is defined as all income actually received by all members of a household. This includes salary before deductions for taxes, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, lottery winnings, and the like. The only exceptions are student financial aid, military housing and cost-of-living allowances, irregular income from occasional small jobs such as baby-sitting or lawn mowing, and the like.
 - b. A "household" is any individual or group of individuals who are living together at the same address as one economic unit. A household may include related and unrelated persons. An "economic unit" consists of all adult individuals contributing to and sharing in the income and expenses of a household. An adult is any person eighteen (18) years or older. If an adult has no or minimal income, and lives with someone who provides financial support to him/her, both people shall be considered part of the same household. Children under the age of eighteen (18) living with their parents or guardians are considered to be part of the same household as their parents or guardians.

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

2. Lifeline Assistance is also available to all residential customers who participate in one of the following low income assistance programs. A subscriber will also be considered to be eligible even if he does not personally participate in any of the following programs, so long as an individual who lives in his household, and for whom he is financially responsible, does participate in at least one of these programs:
 - (a) Medicaid
 - (b) Supplemental Nutrition Assistance Program (SNAP)
 - (c) Supplemental Security Income (SSI)
 - (d) Federal Public Housing Assistance (FPHA) (T)
 - (e) Veterans Pension and Survivors Benefit Programs (N,D)
(D)
(D)

3. In addition to meeting the qualifications provided in paragraph 1. or 2. of this section, in order to constitute a qualifying low-income customer, a customer must not already be receiving a Lifeline service (voice or broadband from either a wireless provider or fixed provider), and there must not be anyone else in the subscriber's household subscribed to a Lifeline service (voice or broadband from either a wireless provider or fixed provider). Furthermore, the customer must subscribe to broadband service that meets the minimum service standards set forth in Section 54.408 of the FCC Rules. (C,N)
(C,N)
|
(C,N)

4. Until the National Lifeline Eligibility Verifier has been implemented in the state, qualifying subscribers must provide the Company with acceptable documentation as proof of their eligibility to receive Lifeline service under the income-based or program-based requirements. The Company will confirm a subscriber's continued eligibility to receive Lifeline service on an annual basis by requiring the subscriber to sign a certification as to his/her present qualifications for Lifeline service. Upon a determination of ineligibility, the credit will be discontinued on the bill if the customer fails to provide proof of eligibility within thirty (30) days following written notification to the customer. (N)

5. If the Company receives notification from the program administrator that the subscriber is receiving Lifeline service from another eligible telecommunications carrier or that more than one member of a subscriber's household is receiving Lifeline service, the subscriber will be de-enrolled from Lifeline Assistance without notice within five (5) business days following the Company's receipt of that notice.

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

6. The Company will process all applications and apply the appropriate credit on the customer's monthly bill. A secondary service charge is not applicable for existing customers who subscribe to Lifeline Assistance.
7. As a participant in Lifeline Assistance, customers are eligible to receive Toll Limitation Service at no charge. This service will only be provided at the customer's request. (T)
8. Local telephone service deposit requirements will be waived for customers who voluntarily receive Toll Limitation Service. (T)
9. Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
10. If an eligible customer chooses the support for local telephone service, the partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges. (T)
11. One low income credit is available per household and is applicable to the primary residential connection only.
12. A telephone service Lifeline customer may subscribe to any local service offering available to other residential customers. (T)
13. Lifeline subscribers may apply their Lifeline discount to the Company's family shared calling plans and to bundled service packages or packages containing optional calling features available to Lifeline customers. The calling plan must be in the name of the eligible subscriber, and a household may receive only one Lifeline supported service. Partial payments from Lifeline subscribers purchasing bundled packages or packages containing optional calling features will first be applied to pay down the allocated price of the Lifeline voice services.

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S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

C. Credits

1. Voice telephone Service

a. The following monthly credits will apply for each customer eligible for Lifeline Assistance who chooses to apply its Lifeline Assistance to voice telephone service: (T)

	<u>Monthly Credit</u>		(T)
a) Federal Credit	\$9.25		(D)
			(D)

b. Credit amount will not exceed the basic charge for local telephone service, which includes the Subscriber Line Charge, access line and local usage. (T)

c. Pursuant to FCC Rules 47 C.F.R. Section 54.403, stand-alone voice service with broadband below the minimum standards set forth in Section 54.408 of the FCC Rules will be phased out as described below: (C,N)

- (i) Beginning 12/1/2019 – the support amount will be \$7.25 per month
- (ii) Beginning 12/1/2020 – the support amount will be \$5.25 per month
- (iii) Beginning 12/1/2021 – the support amount will be \$0.00. (See Note 1)

Note 1: The support amount for standalone voice service, or voice service not bundled with broadband which meets the minimum standards set forth in Section 54.408, provided by a provider in a census block will remain at \$5.25.

2. Broadband Service

a. The following monthly credit will apply for each customer eligible for Lifeline Assistance who chooses to apply its Lifeline Assistance to broadband service.

	<u>Monthly Credit</u>		
a) Federal Credit	\$9.25		

b. Credit amount will not exceed the basic charge for broadband service. (C,N)

S3. RESERVED FOR FUTURE USE

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Section 4
Original Sheet 1

S4. RESERVED FOR FUTURE USE

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Section 5
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S5. RESERVED FOR FUTURE USE

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GENERAL SUBSCRIBER SERVICES TARIFF

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a KNOLOGY Section 6
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S6. SERVICE CONNECTION CHARGES

<u>CONTENTS</u>	<u>Sheet No.</u>
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GENERAL SUBSCRIBER SERVICES TARIFF

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a KNOLOGY
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Section 6
First Revised Sheet 1

S6. SERVICE CONNECTION CHARGES

S6.1 GENERAL

- A. Service charges are the nonrecurring charges applied to the services ordered or connected to service at the customer's request. These include charges for initial commencement of service, changes, restoration, and rearranging of service or facilities.
- B. Service charges may be paid under one of the following plans, at the option of the subscriber.
 - 1. Plan 1 - Payment in full at the time service is requested.
 - 2. Plan 2 - Payment in full, on first month's billing.
 - 3. Plan 3 - Time payment of Service Connection Charges, over a period of 4 months. Service charges may be paid in monthly installments of not less than \$10.00 if the total service charge is more than \$36.00. In the event service is terminated, prior to the 4 months period, all outstanding amounts will become due and payable immediately.
- C. In all cases where special or unusual construction or installation is required, such charges are in addition to the prescribed service charges.

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Section 6
First Revised Sheet 2

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS

- A. Service Order Work Charge: The charge that applies for work performed by the Company in connection with the receiving, recording and processing of customer requests for service.
- B. Central Office Work Charge: The charge applied to work associated with testing and connection functions required within the central office.
- C. Network Interface Charge: This charge is applicable for work performed by the Company in connection with the installation of a network interface.
- D. Returned Check Charge: The charge applied to each insufficient funds check returned.

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Section 6
First Revised Sheet 3

S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

- E. Restoration and Suspension Charge: The charge applied for restoration of service after suspension for nonpayment or to the suspension of service temporarily at the request of the customer.
- F. Termination Charge: The charge applied when a customer discontinues an item of service or equipment prior to the expiration for the initial service period designated for such item.
- G. Number Change Charge: The charge applied when a customer requests a change in the customer's telephone number.
- H. Maintenance of Service Charge: The charge applied to each visit by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment, unless the maintenance responsibility rests with the Company because of a maintenance contract.

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Section 6
First Revised Sheet 4

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES

A. General

1. Service charges as used herein and in other sections of this Tariff are applicable to the ordering, connecting, moving, changing, rearranging and furnishing of telephone service and other telephone facilities and service. The charges apply as follows except as provided hereinafter in other sections of this Tariff.
2. Service order charges are applicable to the following services:
 - a. All classes of Basic Local Exchange Service
 - b. Directory Listings
 - c. Miscellaneous Service Arrangement and Auxiliary Equipment
3. Where the service desired necessitates the use of more than one item of service subject to the service charge, the total charge is the sum of the separate service charges for each item of service furnished except as hereinafter provided.

(D)

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Section 6
First Revised Sheet 5

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

A. General (Cont'd)

4. When service is reestablished at a location which has been destroyed or made untenable by fire, wind or flood, service charges for connection, move or change do not apply when service is reestablished within a reasonable time. If the subscriber desires service at a new location for a temporary period, service charges for connection will apply for the establishment of service at a temporary location, but no service charge will apply when service is reestablished at the former location.
5. Service charges may be paid at the time of application of service or as otherwise provided herein.
6. Service charges apply to changing or adding touchtone service, custom calling features, number changes or any other miscellaneous service, as specified in this Tariff.

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S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES (Cont'd)

B. Application

1. Service Order Charge - Applies per customer request for establishment of service, for changes in miscellaneous directory listings, number changes, custom calling features and touchtone service, or for work performed by the Company for the same account. Where more than one account is located at the same premises, work in each individual account will be considered separately.
2. Central Office Work Charge - Applies for work in the central office necessary to effect customer requested changes in service.
3. Network Interface Charge - Applies to the work performed by the Company in connection with installation of a network interface.
4. Restoration and Suspension Charge - This charge is made up of a primary service order charge and Central Office Work Charge.
5. Termination Charge - Applies when a customer terminates a service which bears a basic termination liability prior to the expiration of the initial service period specific for that service.
6. Number Change Charge- Applies when a customer requests a change in the customer's telephone number.
7. Maintenance- Applies to each visit to a customer's premise where service difficulty or trouble report occurs from customer provided equipment.

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Section 6
 First Revised Sheet 7
 Cancels Original Sheet 7

S6. SERVICE CONNECTION CHARGES

S6.4 RATES

	<u>Residence</u>	<u>Business</u>	
A. Service Order Charge	\$50.00	\$50.00	(I)
B. Central Office Work Charge	20.00	20.00	
C. Network Interface Charge	7.50	7.50	
D. Returned Check Charge	30.00	30.00	(I)
E. Restoration and Suspension of Service		Service Order and Central Office Work Charge	
F. Termination Charge		See specific offering in this Tariff and/or the Company's price list, as applicable.	
G. Number Change Charge		Service Order and Central Office Work Charge	

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GENERAL SUBSCRIBER SERVICES TARIFF

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a KNOLOGY Section 7
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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

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GENERAL SUBSCRIBER SERVICES TARIFF

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Section 7
Original Sheet 1

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.1 TOUCHTONE CALLING SERVICE

A. General

1. Touchtone Calling Service provides for the origination of telephone calls through the use of pushbuttons.
2. The service is available in all exchanges to business and residence subscribers.
3. Touchtone Calling Service requires special central office equipment and will be provided only from central offices where facilities are available.
4. The monthly rate is the combination of the rate for Touchtone service, plus the regular rate applicable to the class of service provided. Upon installation, the appropriate service charges apply.

B. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Residence -	*	Service Order and Central Office Work Charge
2. Business -	*	Service Order and Central Office Work Charge

* Included in touchtone class of service and rates for basic local telephone service in Section 2.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES

A. Basic Feature Definitions

1. Call Waiting With Cancel - This feature informs you with a burst of tone during a telephone conversation that another call is waiting to be answered. You can answer the call either by depressing the switchhook or by hanging up and being rung back. You are allowed to dial a special code to disable Call Waiting for the duration of one call.
2. Call Forwarding - This feature allows you to dial a special code to have your calls redirected from your telephone number to another telephone number. The feature can be cancelled by dialing another special code. The Call Forwarding customer is responsible for the payment of any applicable message unit charge or direct distance dialed message toll charge for each call between his Call Forwarding telephone and the telephone to which the call is being forwarded. The charge applies to all calls that are answered at the telephone to which the calls are being forwarded, including person-to-person and collect calls, even though they may not be accepted at the answering service.
3. Three-Way Calling - This feature allows you to add a third party to an existing telephone conversation. You can do this by flashing the switchhook to place the original call on hold, dialing the third party, and flashing the switchhook again to create a three-way call.

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

A. Basic Feature Definitions (Cont'd)

4. Speed Calling - This feature allows you to call selected telephone numbers by dialing a one- or two-digit code. There are two types of Speed Calling:

One-Digit (8-Code) Speed Calling allows you to create a list of up to eight frequently dialed numbers which are called by dialing a one-digit code. The one-digit code can be any number from 2 through 9.

Two-Digit (30-Code) Speed Calling allows you to create a list of up to thirty frequently dialed numbers which are called by dialing a two-digit code. The two-digit code can be any number from 20 through 49.

5. Distinctive Ringing - This feature allows your telephone line to have up to three telephone numbers, each having its own unique ringing pattern. You can determine for whom a call is intended by the sound of the ringing pattern. If you also have Call Waiting, each telephone number will have a unique Call Waiting tone. Personal Ringing and Call Waiting Tones are applied as follows:

Main Number - One long ring or tone

Second Number - Two short rings or tones

Third Number - A short, long, short ringing pattern or tone

6. Call Hold - This feature lets you dial a special code and place someone on hold when you want to initiate a second call, or when you need to talk privately with someone else in the room. You can also place a call on hold, hang up, listing for ringing, and retrieve the call from another extension off of the same line.

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

A. Basic Feature Definitions (Cont'd)

7. Call Wake-Up - This feature lets you dial a special code that allows you to program a wake-up time by a 24 hour clock. The telephone will then ring you back at the preprogrammed time.
8. Warm Line - This feature allows a predetermined telephone number to be automatically dialed if you take your telephone off the hook and do not dial any digits within a certain period of time. The time-out interval may be set from 1 to 28 seconds.
9. Remote Access - Call Forwarding - This feature provides a customer the Call Forwarding Variable feature and the capability to activate and deactivate the service remotely from any line/equipment capable of Touch-Tone signaling, rather than only from the base station line. This feature does not require that a courtesy call be completed to the forward-to-telephone number.
10. Do Not Disturb - This feature allows you to receive phone calls only from people to whom you give a PIN (personal identification number. If Do Not Disturb with PIN is activated on your phone, only people that you have selected to give your PIN to will be able to reach you until you deactivate this feature.

B. Advanced Feature Definitions

1. Repeat Dialing - This feature allows you to dial an access code to have your telephone continuously attempt to redial a busy number that you tried to call. When the line is free, you will be alerted with a special ring, and the call will automatically be made. You can also use Repeat Dialing to redial the last number you called.
2. Call Return - This feature allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you if the number is available and the number delivery has not been cancelled.

S7. MISCELLANEOUS SERVICE ARRANGEMENTS**S7.2 CUSTOM CALLING SERVICES (Cont'd)****B. Advanced Feature Definitions (Cont'd)**

3. Call Trace - This feature allows you to automatically initiate a trace of the last incoming call. After receiving such a call, you simply dial a special code to have the calling party's telephone number printed at the Telephone Company's switching office. By activating the Call Trace feature, the customer automatically authorizes the Telephone Company to store the results of any or all traces initiated by the customer at the Telephone Company's switching office and to release the results of such traces directly to the customer's serving law enforcement agency upon a further request by the customer. The trace record will provide only the incoming telephone number and no way identifies the person(s) actually placing the call(s). The customer must contact the Telephone Company within ten (10) days after activating a call trace or the trace record will be automatically deleted from the system.
4. Caller ID - This feature is allows you to view the calling party's telephone number prior to answering a call. A special customer provided display device on or next to telephone is required to allow you to view the calling number. If the calling telephone number is not available for forwarding to the called party, the customer's display device will record the time and date, and show "OUT OF AREA", and in some cases, dashes (--- ----), for non -available numbers. The calling telephone is unavailable for cellular carrier and interexchange carrier calls.

Any customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

GENERAL SUBSCRIBER SERVICES TARIFF

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Original Sheet 6

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

B. Advanced Feature Definitions (Cont'd)

4. Caller ID (Cont'd)

Telephone numbers are not available on operator handled or credit card calls.

Telephone numbers transmitted via Caller ID are intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff.

5. Caller ID Blocking - This feature allows you to prevent your telephone number from being made available to the party you are calling. There are two types of blocking; (1) per call and (2) per line. Caller ID Blocking per call allows you to prevent the delivery of your number for the duration of one call. To do this, you dial a special code prior to making the call.

This feature will be available, subject to the availability of facilities, without presubscription and at no charge.

Caller ID Blocking per line allows you to prevent the delivery of your number on all calls.

This feature is available only to established shelters of domestic violence intervention agencies and law enforcement agency offices and must be established/removed via a service order.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

B. Advanced Feature Definitions (Cont'd)

6. Priority Ringing - This feature allows you to program your telephone line to ring with a special ringing pattern whenever you are called by a select list of telephone numbers. Your telephone will ring with a normal ringing pattern for all other calling numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the telephone.
7. Preferred Call Forwarding - This feature allows you to create a list of telephone numbers that are to be forwarded when they call you. When you activate this feature and a call arrives from a telephone number that appears on your list, the call is forwarded. All fashion.
8. Preferred Call Block - This feature allows you to create a list of specific telephone numbers from which you do not wish to receive calls. Calls from telephone numbers on your list are intercepted and sent to an announcement that informs the caller that you are not receiving any calls at that time. After receiving an offending call, you can dial a special code to add the caller's number to your call Screening List, even if you do not know the calling party's telephone number.
9. Preferred Call Acceptance - This feature allows you to screen incoming calls by creating a list of telephone numbers from which you are willing to accept calls. Calls from numbers not contained on your list are routed to an announcement that informs them that you are not receiving calls at that time.

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

B. Advanced Feature Definitions (Cont'd)

10. Caller ID - Deluxe (Name and Number Delivery)- This feature enables the customer to view on a display unit the calling party Directory Name and Directory Number (DN) on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party Directory Name. When Caller ID - Deluxe is activated on a customer's line, the calling party Directory Name and Directory Number on incoming calls will be displayed on the called CPE during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Deluxe customer.

If the incoming call originates from a customer provided or Company Public Telephone or a Company provided Semi-Public Telephone, the name information transmitted will always be "Pay Phone."

If the incoming call is from a caller who subscribes to Distinctive Ringing service, the name and number transmitted will always be the main directory listing information, rather than the Distinctive Ringing service listed name and number.

If the incoming call originates from a Multi-Line Hunt Group, the name and number transmitted will always be the main listed directory name and number of the hunt group, unless, facilities permitting, the lines are Telephone Number (TN) identified within the group.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

B. Advanced Feature Definitions (Cont'd)

10. Caller ID - Deluxe (Name and Number Delivery)(Cont'd)

If the incoming call is from a caller served by a PBX, generally only the main listed name and number of the PBX will be transmitted and available for display. However, in certain circumstances, where facilities permit, the information associated with the actual station originating the call may be transmitted and available for display.

11. Call Transfer - This is an arrangement that enables a subscriber to receive or originate calls on the subscriber's number and transfer that call to a second number. This is done by depressing the switch-hook of the receiver button and dialing the third party's number. The subscriber then hangs up the phone, leaving the two parties connected. Call transfer can only be used in connection with individual line service, and both lines must be served out of the same central office. Call transfer is also only available to those customers who subscribe to Three-Way Calling.

12. Anonymous Call Block - Allows the customer to reject incoming calls from people using the ID Masking feature (i.e., that have intentionally blocked their identification (name and number) display information). This feature is activated by dialing a pre-assigned code. Once activated, an announcement will play to those callers using ID Masking stating that no anonymous calls will be accepted, and they should unblock their number and call again. This feature can be deactivated by dialing a pre-assigned code. This is a monthly subscription service. Availability of service depends upon the Company obtaining suitable interconnection arrangements with other local exchange companies.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

A. General

1. Custom Calling Services are furnished subject to the availability of special central office facilities.
2. No assurance can be given that transmission will be fully satisfactory during conference and call forwarding calls.

D. Rates

1. The following rates and charges are in addition to all other applicable rates and charges for service furnished.

<u>a. Basic Features</u>	<u>Monthly Rate</u> <u>Per C.O. Line Equipped</u>
Call Forwarding	\$3.50
Remote Access - Call Forwarding	\$6.00
Three-Way Calling	\$4.00
*Call Waiting	\$3.50
Call Waiting w/Cancel	\$4.00
Speed Calling (8 code)	\$3.50
Speed Calling (30 code)	\$3.50
Distinctive Ringing (each additional telephone number)	\$3.50
Call Hold	\$2.00
Call Wake-Up	\$2.00
Warm line	\$2.00
Do Not Disturb	\$1.50
Multiple Feature Discounts:	
2 features	10% discount
3 features	20% discount
4 or more features	30% discount

* This service is no longer available to new subscribers. However, this service will continue to be maintained for existing subscribers as long as they remain in service with Knology Total Communications, Inc., d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone*.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

D. Rates (Cont'd)	Monthly Rate
b. <u>Advanced Features</u>	<u>Per C.O. Line Equipped</u>
Repeat Dialing	\$4.00
Call Return	\$4.00
Call Trace	\$5.00
Caller ID	\$6.50
Caller ID Blocking (per call)	\$0.00
Caller ID Blocking (per line)	\$0.00
Priority Ringing	\$3.50
Preferred Call Forwarding	\$3.50
Preferred Call Block	\$3.50
Preferred Call Acceptance	\$3.50
Caller ID Deluxe	\$8.50
Call Transfer	\$4.00
Anonymous Call Block	\$4.50
Multiple Feature Discounts:	
2 features	10% discount
3 features	20% discount
4 or more features	30% discount

* Includes service for one (1) business line. Rates for more than one (1) business line may be found in the Company's Price List.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7. CUSTOM CALLING SERVICES (Cont'd)

E. Demonstration Period

1. General

- a. The Demonstration Period gives the Company the option of waiving recurring charges, nonrecurring charges, or both, in order to promote the sale of Custom Calling Services.

2. Regulations

- a. Individual promotional periods will be for a minimum of 30 days and will not exceed 90 days.

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S7. MISCELLANEOUS SERVICE ARRANGMENTS

S7.3 TOLL RESTRICTION SERVICE

A. General

1. This service is one-party service with Dial "1" outward toll restriction and collect and third number inward toll restriction. Outward toll is allowed for credit card, collect or third number billing through Dial "0" access.
2. The service is offered in exchanges subject to the availability of the appropriate equipment.
3. Inward Collect Call and Inward Third Number Charge Restriction may not be available for calls placed from certain geographical locations.

B. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Originating Toll Restrictions	\$2.00	Central Office Work Charge and Service Order
2. Inward Collect Call	\$0.00	Service Order
3. Inward Third Number Charge	\$0.00	Service Order
4. Restricted Calling Service (Package of all three above)	\$2.00	Central Office Work Charge and Service Order

C. Conditions

In accordance with APSC Docket 21381, the initial request to block 900 and 976 calls is provided at no charge to the customer. All exchanges in the State of Alabama that have capability to block pay per call 900-976 numbers must offer this service.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.4 REMOTE CALL FORWARDING

A. General

1. Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another station designated by the RCF customer (the terminating station).
2. Remote Call Forwarding service is offered subject to availability of suitable facilities.
3. RCF service is not offered where the terminating station is a coin telephone.
4. The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.
5. Transmission characteristics may vary depending on the distance and routing necessary to complete the remote forwarded call.
6. Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.
7. Call Forwarding should not be offered as a feature at the RCF terminating station.
8. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If in the opinion of the Company, additional Remote Call Forwarding features at the

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.4 REMOTE CALL FORWARDING (Cont'd)

A. General (Cont'd)

8. (Cont'd)

call forwarding location or facilities at the terminating station line are needed, the customer will be required to subscribe to such additional RCF features and facilities. In the event the customer refuses to subscribe to such additional RCF features and facilities, said customer's RCF service shall be subject to termination.

9. When the Call Forwarding number is to be located in a multi-office exchange, the Company will determine the serving central office.

10. Remote Call Forwarding will be provided for local calling where the RCF telephone number and the terminating station are both located in the same exchange. Further, Remote Call Forwarding will be provided for local calling on an interexchange basis in those instances where the exchange serving the RCF telephone number and the exchange serving the terminating station have the identical local calling area.

11. The minimum contract period for this service is two months.

B. Rates

1. The following charges are for the Remote Call Forwarding feature only and are in addition to applicable charges for service and equipment with which it is used.

a. Monthly Rates

	Residence	Business
(1) Per feature, arranged:	\$12.50	\$12.50

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.4 REMOTE CALL FORWARDING (Cont'd)

B. Rates

1. (Cont'd)

b. Nonrecurring Charges

- (1) A one time charge will be assessed for implementation of service. A central office work charge and service order charge will apply.
 - (2) Changes at the request of the customer in either the number at the call forwarding location or the number to which calls are forwarded will be assessed a central office work charge and service order charge.
2. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges: (1) a charge for that portion of the call from the originating station to the call forwarding location, and (2) a charge for that portion of the call from the call forwarding location to the terminating station. The respective charge for each such portion shall be as follows:
- a. Between the originating station and call forwarding location. The charge for this portion of a remotely forwarded call shall be the charge specified in this Tariff for the type of call involved.
 - b. Between the call forwarding location and the terminating station. The Remote Call Forwarding customer is responsible for all toll charges, as specified in the applicable tariff. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

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S8. RESERVED FOR FUTURE USE

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S9. RESERVED FOR FUTURE USE

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S10. RESERVED FOR FUTURE USE

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S11. RESERVED FOR FUTURE USE

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES

A. General

1. If the estimated construction cost is less than the amount of seven years exchange service charges for which service is subscribed, the Company under the agreement of the REA Loan may not charge for construction. However, if the estimated construction cost is more than the amount of seven years exchange service charges for which service is subscribed, the conditions for construction charges described in this Tariff apply.
2. Construction or installation charges are nonrecurring charges made under certain conditions as hereinafter set forth and are in addition to applicable charges for the class of service furnished, mileage charges and other charges that may be applicable.
3. Construction charges are payable at the time the application for service is signed or when the amount is rendered, as the Company, at its option, may require.
4. The word "Cost", wherever used in this section, is to be interpreted to mean the cost of labor and materials, and include charges for supervision and other overhead expense associated with the construction or installation.
5. When attachments are made to poles of other companies, in lieu of providing new pole line construction for which the subscriber would regularly be charged construction charges under the provision of this section, the attachment rental charges to the Company for such attachments may be borne in whole or in part by the subscriber as the particular circumstances may warrant.

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES (Cont'd)

A. General (Cont'd)

6. Any poles, conduit, cable or other plant provided at the expense of the customer, on either a public highway or on private property shall not be used by the customer for any purpose other than service furnished by the Company for the support of cable, wire or other apparatus of the Company, except upon approval of the Company.
7. In all cases of construction on public highway or on private property to serve customers in general, ownership of the poles, conduit, and other plant must be vested either in the Company or some other company with which the Company has joint use arrangement. All plant is maintained and replaced at the expense of the Company.

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.1 LINE EXTENSION CHARGES (Cont'd)

B. Private Right-of-way

When the applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant may be required to pay the cost incurred in securing, clearing and retaining such right-of-way.

C. Exceptions to Construction Charges

1. Except as provided under "Temporary Service", no construction charge is made for the provision of new pole lines or wire on public highways within the Base Rate Area.
2. Except as provided under "Temporary Service", where the applicant is located outside the Base Rate Area and the construction of outside plant is required to provide facilities to serve one or more applicants, the applicant or applicants may be required to bear the cost of such construction. Neither station installations, including drop wire, protector, or any plant within the Base Rate Area shall be considered as construction costs.

S12.2 TEMPORARY SERVICE

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber is required to bear the total cost of such construction and installation and the cost of removal, if removed, provided, however, that the salvage value of any plant removed, excluding the telephone set, shall be deducted from the total cost to be paid by the subscriber.

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.3 MOVES OR CHANGES OF EXISTING CONSTRUCTION

When the Company shall move or change existing construction or equipment for which no specific charge is quoted in this Tariff, the person at whose request the move or change is made may be required to bear the cost of such change.

S12.4 CONSTRUCTION IN RESIDENTIAL DEVELOPMENTS

All telephone service placed in residential developments of 5 or more adjoining lots in a recorded plan for the construction of single-family residence including mobile homes intended for year-round occupancy, or one or more adjoining lots for the construction of one or more apartment houses containing an aggregate of five or more family units, if telephone service to such residential or apartment house lots necessitates extending the Company's existing distribution lines.

A developer shall:

- A. At his own cost, provide the Company with easements satisfactory to the Company for occupancy and maintenance of distribution and service lines and related facilities, except in public ways which the Company has the legal right to occupy.
- B. At his own cost, clear the ground in which the aforesaid line and related facilities are to be built or placed, of trees, stumps and other obstructions.
- C. Place with the Company, in advance or upon other terms the Company may require the following charges when the developer requests construction ahead of the time the Company would normally provide service at customer request.

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.4 CONSTRUCTION IN RESIDENTIAL DEVELOPMENTS (Cont'd)

- D. A prepayment in aid of construction in an amount not in excess of 50% of the Company's costs of the distribution cable for the development.
- E. Such prepayment in aid of construction will be refunded on a proportionate basis for each contract for telephone service received. The basis of total refund shall be 100 percent refund upon receipt of telephone contracts for telephone service from 50 percent of the total development within a 3 year period.

If the developer changes the plot plan after installation of the Company's lines has begun, or otherwise necessitates additional costs by his act or failure to act, such additional costs shall be borne by the developer or his agent.

All distribution and service lines installed within a development shall conform to the Company's construction standards; and shall be owned and maintained by the Company. Such installations shall be performed by the Company or by such other entity as the Company may authorize to do the work. The Company shall not be liable for injury or damage occasioned by the willful or negligent excavation, breakage or other interference with its facilities by other than its own employees or agents.

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.1 GENERAL REGULATIONS

A. General

This section addresses the responsibilities and liabilities of the customer and company where customer provided terminal equipment and communication systems interconnect with the regulated services of the Company. Customer provided refers to any equipment purchased by the customer or leased by the customer from the deregulated operations of the Company or from any other provider of such equipment.

B. Responsibility of the Customer

Customer-provided communications equipment may be used with the facilities furnished by the Company for telecommunications services as provided in this Tariff. In all such cases the customer-provided communications equipment will be constructed, maintained and operated as to work satisfactorily with the facilities of the Company.

Where telecommunications service is available under this Tariff for use in connection with customer-provided communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's service. Upon notice from the Company

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.1 GENERAL REGULATIONS(Cont'd)

B. Responsibility of the Customer (Cont'd)

that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer indemnifies and saves the Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

C. Responsibility of the Company

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications system. Telecommunications or private line service is not represented as adapted to the use of customer-provided equipment or systems and where such are connected to the Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment or systems, or address signaling where such signaling is performed by customer-provided signaling equipment.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.1 GENERAL REGULATIONS

C. Responsibility of the Company (Cont'd)

The Company will, at a subscriber's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line needed to permit customer-provided terminal equipment to operate in a manner compatible with telecommunications or private line service.

The Company may make changes in its telecommunications or private line services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations. If such changes can be reasonably expected to require modification or alteration of customer-provided terminal equipment or communications systems or materially affect its performance, the Company will make a reasonable effort to notify the customer in advance, to allow the customer an opportunity to maintain uninterrupted service.

The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.1 GENERAL REGULATIONS (Cont'd)

D. Violation of Regulations

Where any customer-provided equipment or system or communication system provided to a customer is used with telecommunications service in violation of any of the provisions in this Tariff, the Company will take such immediate action as necessary for the protection of its services, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 5 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this Tariff. The right of the Company to terminate service as provided above, includes the right to suspend the service or to disconnect such customer-provided equipment or communications system.

E. Hazardous or Inaccessible Locations

Customer-provided equipment which serve a location which the Company considers impracticable to service because of hazard or inaccessibility may be connected with telecommunications service by means of connecting equipment furnished by the Company.

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.1 GENERAL REGULATIONS (Cont'd)

F. Provisions of Channels and Equipment

When the customer elects to provide his own communications system, it is contemplated that the customer shall provide all station apparatus and associated channels which are a part of the system and which are located on the same customer's premises as the system.

G. Recording, Reproducing, and Automatic Answering and Recording Equipment

1. Recording or Two-way Telephone Conversations
Telecommunications and private line services are not represented as adapted to the recording of two-way telephone conversations. Customer-provided voice recording equipment may be connected with telecommunications and private line services, in accordance with the provisions in this Tariff, subject to the following conditions:

When recording equipment is in use and is a direct electrical connection with services of the Company, a recorder tone that is repeated at intervals of approximately fifteen seconds is required except that the recorder tone described is not required:

- a. When the equipment will be used by public fire and police departments exclusively for the receipt of intrastate fire and police calls, and attended at all times for such purpose.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.1 GENERAL REGULATIONS (Cont'd)

G. Recording, Reproduction, and Automatic Answering and
Recording Equipment (Cont'd)

1. (Cont'd)

- b. For Federal Communications Commission licensed broadcast stations for the purpose of recording two-way telephone conversations for broadcast over the air so long as those activities are consistent with the applicable broadcast regulations.
- c. When such equipment is used by the United States Department of Defense at command centers for emergency communications transmitted over the Defense Department's private line system when connected to the telecommunications network.
- d. For the United States Secret Service of the Treasury Department to record telephone conversations which endanger the safety and security of the President of the United States, and members of his immediate family.

Customer-provided voice recording equipment shall be so arranged that it can be physically connected to and disconnected from Company facilities and switched on and off.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS

- A. Customer-provided registered terminal equipment, registered protective circuitry, and registered communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the Federal Communication Commission's Rules and Regulations:
1. A customer-provided registered PBX or key system may be connected directly to the public switched network or behind a Company-provided Centrex system provided that the customer-provided equipment and the associated customer-provided premises wiring are in compliance with Section 68.214 and 68.215 of the FCC's Rules and Regulations.
 2. The customer shall notify the Company of each line to which registered equipment is to be connected and shall notify the Company when such registered equipment is permanently disconnected. The customer shall provide the Company the registration number and ringer equivalence number for the registered equipment. The customer is also responsible for specification of the appropriate protective connecting arrangement when other than the standard jack is required. (See FCC Part 68, Section 68.1-0-6, Notification to Telephone Company.)
 3. The Company is not obligated to provide system and/or terminal equipment or station wiring beyond the point of connection (network interface) with customer-provided systems and/or terminal equipment.

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS
(Cont'd)

B. Premises Wiring Associated with Registered or Grandfathered
Communications Systems

1. Premises Wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects and equipment entity or system component With the telephone network interface, located at the customer's premises and not within an equipment housing. This premise wiring will be provided on a deregulated basis effective January 1, 1987.

a. Fully-protected Premises Wiring is premises wiring which is:

(1) No greater than 25 feet in length (measured linearly between the point where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used.

(2) A cord which complies with (1) preceding and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure.

(3) Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the Federal Communications Commission's Rules and Regulations.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS
(Cont'd)

B. Premises Wiring Associated with Registered or Grandfathered
Communications Systems (Cont'd)

1. (Cont'd)

a. (Cont'd)

(4) Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.

b. Protected Premises Wiring Requiring Acceptance Testing for Imbalance is premise wiring which is electrically behind registered equipment, system components or circuitry, which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages at the telephone network interface.

c. Unprotected Premises Wiring is all other premise wiring.

2. Customers who intend to connect premise wiring other than Fully-Protected Premises Wiring to the telephone network shall give advance notice to the Company in accordance with the procedures specified in Part 68, Section 68.106(c) of the Federal Communication Commission's Rules and Regulations.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND
GRANDFATHERED COMMUNICATIONS SYSTEMS

A. Direct Connections and Connections Through Connecting
Arrangements Provided by the Company

1. If the initial rule-compliance connection was made prior to January 1, 1980, grandfathered Terminal Equipment and Grandfathered Communication Systems may remain directly connected and be moved and reconnected to the telecommunications network for the life of the equipment without registration. The equipment or system may be modified only in accordance with Part 68 of the Federal Communication Commission's Rules and Regulations, subject to the following:
 - a. The customer shall notify the Company when grandfathered terminal equipment or a communication system is to be connected. Notification should include a description of the equipment, manufacturer's name, model number and type of equipment and state its previous connection, which qualifies it for continued connection. The customer shall also notify the Company when such communications equipment and systems are to be permanently disconnected.
 - b. All connections are made through a network interface agreeable to the Company and the customer.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.3 CONNECTIONS OF GRANDFATHERED TERMINAL EQUIPMENT AND
GRANDFATHERED COMMUNICATIONS SYSTEMS (Cont'd)

A. Direct Connections and Connections Through Connecting
Arrangements Provided by the Company (Cont'd)

1. (Cont'd)

- c. All such connections shall comply with all the criteria contained in Subpart D of Part 68 of the Federal Communication Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

S13.4 ACOUSTIC OR INDUCTIVE CONNECTIONS

A. General

Customer-provided voice or data terminal equipment and customer-provided communications systems may be acoustically or inductively connected at the customer's premises to the telecommunications network provided the connection is made externally to the network control signaling unit when the unit is Company-provided. The customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.5 CONNECTION OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT
SUBJECT TO PART 68 OF THE FCC RULES AND REGULATIONS

- A. Customer-provided communications systems not subject to Part 68 of the Federal Communications Commission's Rules and Regulations may be connected with telecommunications services in accordance with this Tariff. These communications systems (including channels derived from such systems), not exceeding voice grade, may be connected at the customer's premises provided that:
1. Such telecommunications service or customer-provided communications system is utilized for the origination or termination of communications at the customer's premises where the connection is made.
 2. The connection shall be through a network control signaling unit and connecting arrangement furnished by the Company.
 3. The connection shall be made through switching equipment provided either by the customer or by the Company.
 4. The provisions relating to minimum protection criteria set forth in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section. As related to minimum protection criteria and when applied to the connection of customer-provided communications systems, the term "Customer's premises" shall include any premises on which the customer-provided communications system is terminated.

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GENERAL SUBSCRIBER SERVICES TARIFF

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or d/b/a *WOW! Internet, Cable and Phone*

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.5 CONNECTION OF CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS NOT
SUBJECT TO PART 68 OF THE FCC RULES AND REGULATIONS (Cont'd)

A. (Cont'd)

4. (Cont'd)

Where a telecommunications service is used in the provision of a composite data service for others and connection of such service is made to a communications system provided by a customer and the connection is made through customer-provided data switching equipment, the provisions of 1. and 3. above do not apply.

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
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S13.6 CONNECTIONS OF CUSTOMER-PROVIDED TERMINAL EQUIPMENT
SPECIFICALLY EXCLUDED FROM THE FCC REGISTRATION PROGRAM

- A. Customer-provided terminal equipment may be connected at the customer's premises to party line and semipublic coin services of the Company in accordance with the following:
1. The connection of customer-provided terminal equipment to services specifically excluded from the Federal Communications Commission's Registration programs shall be through a protective connecting arrangement which must be furnished by the Company.
 2. The connection of customer-provided communications equipment must comply with all the criteria contained in Subpart D of Part 68 of the Federal Communications Commission's Rules and Regulations both prior to and after the application of each of the mechanical and electrical stresses specified in that section.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.7 CUSTOMER PREMISES INSIDE WIRE

A. General Regulations

1. Customer premises inside wire and standard jacks associated with residence and business individual line basic local exchange services, as defined elsewhere in this Tariff, may be provided by either the Company on a deregulated basis after January 1, 1987 or the customer.
2. Customer premises inside wire is defined as that wire, including connectors, blocks and jacks, within a customer's premises that extends between the termination of the Exchange Access Line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the Network Access Line.
3. Customer premises inside wire provided by the customer must be installed in accordance with the technical standards and installation guidelines furnished to the Commission by the Company and must comply with the National Electric Safety Code and applicable local codes.
4. Customer premises inside wire provided by the customer may be connected to residence and business individual line basic local exchange service furnished by the Company at a specified network interface.
5. The network interface for the connection of customer premises inside wire consists of a standard modular jack or appropriate device and is provided as part of the network access line. This will be installed in side or outside the customer's premises at a location determined by the Company which is accessible to the customer. The normal location will be in close proximity to the protector or entrance facility, whenever practicable.

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**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.7 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

A. General Regulations (Cont'd)

6. The Company is not obligated to connect telephone instruments and standard modular jacks to customer-provided inside wire.
7. Maintenance of customer owned premises inside wire may be performed by either the Company on a deregulated basis after January 1, 1987, or the customer.

B. Responsibility of the Customer

1. When the customer provides the inside wire and standard jacks, the installation must be in accordance with the technical standards furnished to the Commission by the Company.
2. In the event the customer maintains or attempts to maintain inside wire, the customer assumes the risk of loss of service, damage to property, or death to or injury of the customer or the customer's agent. The customer will save the Company harmless from any and all liability claims, or other damage suits arising out of the customer's wire maintenance activity.

C. Responsibility of the Company

1. The Company will make the technical standards and installation guidelines for customer provision of inside wire available to customers at Business office or other designated locations.

**S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT
AND SYSTEMS PROVIDED BY THE CUSTOMER**

S13.7 CUSTOMER PREMISES INSIDE WIRE (Cont'd)

D. Violation of Regulations

1. Where customer-provided inside wire is a violation of Section 2, the Company will properly notify the customer of the violation and will take such immediate action as is necessary for the protection of the telecommunications network and Company employees.
2. The customer shall discontinue use of the customer-provided inside wire or correct the violation and notify the Company in writing that the violation has been corrected within 20 days after receipt of such notice.

Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provision of this Tariff.

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S14. EMERGENCY SERVICE

The Company provides 911 service to its subscribers, whereby a public safety answering point designated by the customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911. The Company does not directly interconnect with Emergency District Providers but provides access to Emergency Number Service through arrangements with other carriers.

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S15. RESERVED FOR FUTURE USE

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S25. GENERAL RULES AND REGULATIONS

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S25. GENERAL RULES AND REGULATIONS

S25.1 APPLICATION OF REGULATIONS

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Alabama by Knology Total Communications, Inc., d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone*, hereinafter referred to as the Company, subject to the jurisdiction of the Alabama Public Service Commission. When services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply to that portion of the service or facilities furnished by it.

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S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE

A. Abuse or Fraudulent Use of Service

1. 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. rearrangement of, tampering with or connection of equipment to the facilities of the Company to obtain, to attempt to obtain or to assist others to obtain service without payment (in total or in part) of regular charges for the service.
 - c. false representation, scheme, trick or device whatsoever intended to avoid payment (in total or in part) of regular charges for the service;
 - d. 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;
 - e. the use of profane or obscene language;
 - f. the use of the service in such manner as to interfere unreasonably with the use of the service by one or more other customers;
 - g. the impersonation of another;

B. Use of Service for Unlawful Purposes

The service is furnished subject to the condition that it shall not be used for any unlawful purpose.

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S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

C. Use of Party Line Service

Does Not Apply to Knology Total Communications, Inc., d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone*.

D. Use of Customer Service

Customer telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the customer, his family, employees, or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain on premises of a public or semipublic character when the station is so located that the public-in-general, or patrons of the customer may make use of the service. At such locations, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

E. Minimum Contract Period

Except as specified elsewhere in this Tariff, the minimum contract period is one month from the date service or additions to service are established, and the minimum charge is the authorized rate for one month. For purposes of rate administration, each month is considered to have 30 days.

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S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

F. Termination of Service

1. By the Company

a. The Company may refuse to furnish or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

- (1) upon the continuance of any unpaid amount due for a period of 5 days following temporary suspension;
- (2) upon the continuance of any unauthorized attachment, as stated elsewhere in this Tariff.
- (3) upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction on the grounds that such service is, or will be, used for an illegal purpose;
- (4) upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service;
- (5) upon a violation of any of the regulations governing the furnishing of a service.

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S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

F. Termination of Service (Cont'd)

2. At customer's request

- a. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.
- b. Where a contract for service with a one month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified is applied if all or a portion of the facilities has been installed.
- c. No minimum or termination charge will apply (unless otherwise stated specifically in this Tariff) where a new customer takes over the service of the former customer, provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract which is not retained by the new customer.
- d. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause beyond the control of the customer.

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S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

G. RESALE OF SERVICE

The resale of any service provided by the Company is not permitted except as provided elsewhere in this Tariff or as specifically authorized by the Company.

H. RESTORATION OF SERVICE

In the event service is temporarily suspended for non-payment of charges, such service will be restored upon payment of charges due, or at the discretion of the Company, a substantial portion thereof. A restoration charge equal to the service ordering charge, central office access line connection charge, plus any other applicable charges, will apply.

I. SUBSCRIBER COMPLAINTS

Subscriber complaints can be filed with the Telephone Company directly or with the Public Service Commission. The subscriber should attempt to contact the utility first and try to resolve the problem with them. If the subscriber is unable to achieve results thereby, the subscriber may then contact the Alabama Public Service Commission.

J. ALABAMA RELAY CENTER RESTRICTIONS

The following calls may not be placed through the Alabama Relay Center.

1. Calls to 976, 900, or 700 numbers
2. Calls to time or weather recorded messages
3. Calls to other informational messages
4. Station sent paid calls from coin telephones
5. Operator handled conference service and other teleconference calls
6. All calls billed to cards (i.e. credit cards and calling cards) other than those issued by AT&T or the local exchange companies.

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE

A. Applications for Service

1. Applications for service may be made orally or in writing.
2. The Company reserves the right to refuse service to any applicant who is found to be indebted to the Company for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.
3. If telephone service is established and it is subsequently determined that either condition in 2. above exists, the Company may suspend or disconnect such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

B. Application of Business Rates

1. Business rates apply in offices, stores, factories, and all other places of a strictly business nature.
2. Business rates apply in boarding houses (except as noted elsewhere), offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private, or parochial schools, or colleges, hospitals, libraries, churches, college fraternity houses, and other similar institutions (but excluding dormitory rooms at such schools or colleges).

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

B. Application of Business Rates (Cont'd)

3. Business rates apply at residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residence nature, which fact might be indicated by advertising, either by business cards, newspapers, hand bills, billboards, circulars, motion picture screens, or other advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.
4. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.
5. At residence locations, when a telephone station or extension bell is located in a shop, office, or other place of business.
6. At any location where the listing of service at that location indicates a business, trade, or profession, except as specified below.

C. Application of Residence Rates

1. Residence rates apply in private residences where business alphabetical or classified telephone directory listings are not provided.

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

C. Application of Residence Rates (Cont'd)

2. Residence rates apply in private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business telephone directory listings are not furnished.
3. Residence rates apply in the places of residence of a clergyman, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the customer does not maintain an office in the residence; in the residence of a Christian Science practitioner, nurse or midwife, or in the office of any of this group of persons, provided the office is located in the customer's residence and is not part of an office building. In any of such cases, the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.
4. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

D. Advance Payments

1. At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's service and/or service charges which may be applicable, in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the customer's account on the first bill rendered.
2. Federal, State or Municipal governmental agencies may not be required to make advance payments.

E. Customer Billing

1. The customer is responsible for all charges in conjunction with the services furnished him, including collect toll messages which have been accepted at the customer's telephone.
2. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.
3. Bills are due when rendered, unless otherwise specified on the bill, and may be paid at any business office of the Company or at any agency authorized to receive such payments.
4. For billing purposes, each month is presumed to have thirty days.
5. Retroactive billing adjustments will not be made for a period exceeding three years.

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

E. Customer Billing (Cont'd)

6. The Company may temporarily suspend service in the event the customer fails to pay any amount due. Such suspension shall not be made until at least five days following written or verbal notification to the customer of the intention to suspend service.
7. A late payment charge of 1 1/2 percent applies to each subscriber's bill (including amounts billed in accordance with the Company's Billing and Collection Services) when any undisputed portion of a previous month's bill has not been paid in full by the subsequent billing date. The 1 1/2 percent charge is applied to the total amount carried forward and is included in the total amount due on the subscriber's current bill.

F. Telephone Numbers

1. The customer has no property right to the telephone number nor any right to continuance of service through any particular central office.
2. The Company reserves the right to change the customer's telephone number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

G. Alterations

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him necessitates changes in the Company's equipment, and the customer agrees to pay the Company's current charges for such changes.

H. Special Construction

1. Private Property. (See also Section 12, Charges Applicable Under Special Conditions.)

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

H. Special Construction (Cont'd)

1. Private Property (Cont'd)

- a. An average amount of entrance and distribution facilities may be furnished by the Company provided the facilities are of the standard type normally furnished for the particular location or kind of service.
- b. If additional entrance or distribution facilities are required; if the conditions are such as to require special equipment, maintenance or methods of construction; if the stability of the customer has not been established; if the installation is for a temporary or semipermanent purpose or if for any other reason the construction costs are excessive as compared with the revenue to be derived, the applicant shall be required to pay the costs over and above those applicable for a normal installation, as provided in the Company's Price list.
- c. The customer will provide the Company without charge written permission for the placing of the Company's facilities on the property.

2. Underground

- a. When feasible, conduit will be furnished by the Company at cost, or conduit may be provided by the applicant subject to the Company's specifications. Conduit used for Company facilities may not be used for any other purpose without the consent of the Company. The distance between the conduit and any Electric Light or Power Conduit or Conductor shall be in accordance with the Company's specifications.

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S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)

H. Special Construction (Cont'd)

2. Underground (Cont'd)

a. (Cont'd)

The customer shall be required to pay the entire cost of maintenance of conduit, including subsequent excavations and replacements necessary because of damage resulting from negligence on the part of the customer or his representatives or from freezing or improper drainage.

- b. The cost of relocating underground entrance facilities at the customer's request will be borne by the customer, in accordance with rates, terms and conditions under the Company's Price List.

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S25. GENERAL RULES AND REGULATIONS

525.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT

A. Establishment of Credit

1. The Company is not obligated to establish, furnish or continue to furnish service to any individual or firm that owes for service previously rendered at the same or a different address until arrangements have been made to liquidate such previous indebtedness to the Company. In order to insure the payment of all charges due for its service, the Company may require any customer to establish and maintain his credit in one of the following ways:
 - a. By furnishing acceptable credit references to the Company.
 - b. By providing a suitable guarantee in writing, in a form prescribed by the Company.
 - c. By means of a cash deposit.
2. The Company shall be the sole judge as to whether or not the references or guarantee in writing are acceptable.

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S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

B. Deposits

1. The Company may, when in its judgment such deposit is necessary, require at any time, from an applicant, or subscriber, a cash deposit intended to guarantee payment of the current bills for telephone service. Such deposit shall not exceed the monthly amount for local exchange service and other monthly charges, added to twice the estimated monthly toll charges. Interest shall be paid by the Company upon such deposit at a rate of seven percent (7%) per annum as prescribed by the Alabama Public Service Commission. Interest shall be calculated by December 1st of each year and credited on customers' December billing.
2. The fact that a deposit has been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to advance payments and the prompt payment of the bills upon presentation by the Company, and providing for the discontinuance of service for nonpayment of any sum due the Company for telephone service.
3. Ordinarily, deposits will be secured only from those of unknown financial responsibility who are unable or unwilling to furnish satisfactory credit references and from those having unsatisfactory references and/or previous performance records.

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S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

C. Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, within five days after the Company has served or mailed notice requiring the customer to do so.

D. Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above, appropriate service charges will be made and collected by the Company.

E. Adjustments for Local Taxing Authority Payments

1. In the event a municipality imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection, or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits, or other facilities, or otherwise, so much of the aggregate amount of such tax or fee as exceeds the sums listed below will be billed, insofar as practical, pro rata to the customers receiving exchange service within such municipality:

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S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

E. Adjustments for Local Taxing Authority Payments (Cont'd)

1. (Cont'd)

Population of Municipality based on Federal census next preceding the year of collection _____	Annual amount which will not be billed to customers by the Company _____
1 - 500	\$ 23
500 - 1,000	38
1,001 - 2,000	75
2,001 - 3,000	132
3,001 - 4,000	188
4,001 - 5,000	263
5,001 - 6,000	338
6,001 - 7,000	413
7,001 - 8,000	488
8,001 - 9,000	563
9,001 - 10,000	638

Note: Nothing in this Tariff shall authorize the billing to customers of the amount of any tax or fee imposed by any municipality at the time of the filing of this Tariff or of future payments to such municipality in the same or smaller amounts.

2. In the event a county or other local taxing authority, excluding municipalities, imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities, or otherwise, the amount of such tax or fee will be billed, insofar as practical, pro rata to the customers receiving exchange service within such county or territory of other local taxing authority.

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S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

E. Adjustments for Local Taxing Authority Payments (Cont'd)

2. (Cont'd)

Note: Nothing in this Tariff shall prohibit the billing to customers of the amount of any tax or fee imposed by a county or other local taxing authority at the time of the filing of this Tariff.

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY

A. Undertaking of the Company

The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the facilities of the Company, except where the Company transmits messages for Telecommunications Devices for the Deaf (TDD).

Where the Company transmits messages through the Alabama Relay Center, the Company shall not be liable for errors in translating, transmitting, receiving or delivering messages by telephone, TDD or any other instrumentality over the facilities of the Company, connecting utilities or through the Alabama Relay Center, in the absence of gross negligence or willful misconduct.

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S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

B. Provision of Equipment

1. All equipment necessary for the provision of a given service will be furnished by the Company or by the customer, except as provided elsewhere in this Tariff. The customer may be required to provide suitable housing or other protective measures where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer on his premises in suitable outlets when required.
2. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company; whether physically, by induction, acoustically or other; except as provided in this Tariff or as otherwise authorized in writing by the Company. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service.
3. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company provided any such device, so used does not:
 - a. endanger the safety of Company employees or the public;
 - b. damage, require change in or alteration of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for elsewhere in this Tariff;

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S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

B. Provision of Equipment (Cont'd)

3. (Cont'd)

- c. interfere with the proper functioning of such equipment or facilities;
- d. impair the operation of the communication system;
- e. otherwise injure the public in its use of the Company's services.

4. Except as otherwise provided in this Tariff, nothing herein shall be construed to permit the use of a recording device or of a device to interconnect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

5. Facilities of an electric power company or oil, oil products or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns, or villages along the right-of-way) owned or controlled by such company and extending between or beyond exchange areas of the Company, may be connected with Private Branch Exchange, station, or regulated private line facilities furnished by the Company, subject to terms and conditions found in the Company's Price List.

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S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

C. Furnishing of Service

The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

D. Maintenance and Repair

1. All costs associated with the maintenance and repair of regulated services furnished by the Company will be borne by the Company, except as specified elsewhere in this Tariff.
2. The Company will be reimbursed for any loss or damage to its facilities on the customer's premises resulting from intentional destruction or any other cause, except from fire or unavoidable accidents.
3. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

E. Liability

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service, and not caused by negligence of the customer, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.

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S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

E. Liability (Cont'd)

2. The customer indemnifies and saves the Company harmless against the following:
 - a. Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.
 - b. Any accident, injury, or death occasioned by its equipment or facilities, when such is not due to negligence of the Company.
 - c. Claims for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
 - d. Liability for failure to provide service.
 - e. Liability for telephone directories is covered next in this section under Directories.

F. Directories

1. The Company will furnish to its customers, without charge, a directory for each access line. Additional directories will be furnished at the discretion of the Company. Foreign directories may be provided at an additional charge.

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S25. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY (Cont'd)

F. Directories (Cont'd)

2. Directories regularly furnished to customers shall remain the property of the Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Company, shall be used in conjunction with any directory furnished by the Company.
3. The Company's liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "Information Operator", shall be limited to direct damages, which shall not exceed the greater of total charges applicable to the service for one year or the then current term of the agreement for such service.

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S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE

A. Network Facilities for Use With Automatic Dialing and Announcing Devices

1. Subscribers who wish to use automatic dialing and announcing devices for solicitation purposes must do so pursuant to the following terms and conditions.
 - a. No numbers will be called in sequential fashion. Sequentially placed calls refer to those calls automatically dialed by successively increasing or decreasing integers, or similar methods.
 - b. Where facilities permit, the equipment shall be so programmed or utilized in such a manner as to automatically disconnect a called party's line not later than ten seconds after the called party hangs up.
 - c. Within 20 seconds after the called party answers, the name and telephone number of the individual or firm making or paying for the call, including but not limited to, the name of the individual or firm on whose behalf the call is made, must be clearly stated.
 - d. At the conclusion of the call, the name and telephone number of the individual or firm making or paying for the call, including but not limited to, the name of the individual or firm on whose behalf the call is made, must again be clearly stated.
 - e. If the customer's response is to be recorded, the customer must be informed of such and permission must be granted by the customer.

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S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE (Cont'd)

A. Network Facilities for Use With Automatic Dialing and
Announcing Devices (Cont'd)

1. (Cont'd)

- f. If the solicitation call requires a response by the customer and a charge will apply, the customer must be informed that the response is not a free call. The vendor must, at this time, give the customer the amount of the charges that will be applied if the customer responds.
- g. No calls will be placed to organizations providing emergency services, including but not limited to hospitals, nursing homes, fire departments, and law enforcement agencies.
- h. No calls will be placed on Sundays or Holidays. No calls will be placed between the hours of 8:00 p.m. and 8:00 a.m., Monday through Saturday.
- i. The Company is under no obligation to provide lists of telephone numbers or any directory information other than normally issued telephone directories.
- j. Messages must not contain obscene or profane language.
- k. Solicitation calls for the sale of pornographic material will not be allowed.
- 1. This type of telecommunication service will not be used for any unlawful purpose.

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S25. GENERAL RULES AND REGULATIONS

S25.6 LIMITATIONS AND USE OF SERVICE (Cont'd)

- A. Network Facilities for Use With Automatic Dialing and Announcing Devices (Cont'd)
1. (Cont'd)
 - m. Connection of customer provided communication systems must meet the Company's requirements, as well as Part 68 of the Federal Communications Commission's Rules and Regulations.
 - n. Emergency and unlisted telephone numbers will not be used with recorded solicitation communication.
 2. In cases where there is an existing business relationship between the called party and the subscriber and where the subscriber uses the dialing and announcing devices strictly as a follow up device to supply information related to these prior dealings, the preceding terms and conditions will not apply. However, even subscribers who have had prior dealings with the called party will not be allowed to utilize the automatic dialing and announcing devices for solicitation purposes.
 3. Any subscriber operating or utilizing automatic dialing equipment who does so in violation of the provisions set forth preceding will be subject to immediate disconnection of telephone service.

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S26. DEFINITIONS

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Section 26
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S26. DEFINITIONS

ACCESS LINE - A circuit directly connecting the central office switching equipment with the subscriber's termination point.

ACCESS LINE WORK CHARGE - The charge for work associated on the circuit between the serving central office, up to and including the protector on the customer's premises or on an outside circuit between premises or between locations on the same premises.

ADDITIONAL LINE - A circuit connecting a station with another station.

ALABAMA RELAY CENTER - The Alabama Relay Center permits hearing and speech impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party.

BASE RATE - A schedule rate for any form of exchange service which does not include mileage charges.

BASE RATE AREA - The developed sections which are a part of or contiguous to the community in which the exchange is located as set forth in the telephone utility's tariffs and within which specified area local exchange service is furnished at uniform rates without mileage or zone rate charges.

BILL TO THIRD PARTY - Denotes a billing arrangement by which a long distance call may be charged to an authorized station as determined by the Company other than the station originating the call of the station where the call is terminated. Calls through the Alabama Relay Center may be billed only to a third number within Alabama.

BUSINESS SERVICE - Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional, or occupational nature.

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S26. DEFINITIONS

CALL - An attempted or completed communication.

CENTRAL OFFICE - A unit in which connections are made and switching is accomplished between telephone access lines and to the toll network.

CENTRAL OFFICE EQUIPMENT - Switching, transmission and power equipment located within a central office for the purpose of connecting local, EAS and toll calls.

CENTRAL OFFICE WORK CHARGE - The charge for work associated with the central office applicable for functions required within the central office.

CHANNEL - A path for communication between two or more stations or central offices, furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

CLASS OF SERVICE - A description of telecommunications service furnished a customer which denotes such characteristics as nature of use (business or residence). Classes of service are usually subdivided in "grades", such as individual line, two-party or four party.

COMMISSION - Alabama Public Service Commission.

COMMUNICATIONS SYSTEM - Channels and other facilities which are capable, when not connected to exchange telecommunications service, of two-way communications between customer-provided terminal equipment or deregulated Company provided stations.

COMMUNITY OF INTEREST FACTOR (CIF) - A unit of measurement for determining the feasibility of Extended Area Service. A CIF is arrived at by dividing the total long distance (toll) calls made during a study period by the total number of customers (access lines) of the originating telephone exchanges involved in the study.

COMPANY - Wherever used in this Tariff, refers to Knology Total Communications, Inc., d/b/a Knology or d/b/a WOW! *Internet, Cable and Phone*, unless the context clearly indicates otherwise.

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S26. DEFINITIONS

CONNECTING ARRANGEMENT - The equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company or of facilities of the Company with other facilities of the Company.

CONNECTING COMPANY - A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

CONSTRUCTION CHARGE - A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in the service order schedule.

CONTINUOUS PROPERTY - The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or 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., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnished all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT - The arrangement between a customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariff.

COST - The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

CUSTOMER- The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules and regulations of the Company.

CUSTOMER PREMISES EQUIPMENT (CPE) - All telecommunications equipment located at a customer's premises (except pay phones).

CUSTOMER PROVIDED TERMINAL EQUIPMENT - Devices or apparatus and their associated wiring provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically, or inductively.

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Section 26
First Revised Sheet 4

S26. DEFINITIONS

CREDIT CARD - Denotes a billing arrangement by which a long distance call may be charged to an authorized Company credit card number.

DEMARCATIION POINT - Subscriber side of the network interface device.

DIAL SWITCHING EQUIPMENT - A unit of electro-mechanical or electronic switching equipment used in a central office.

DIRECTORY LISTING - A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number. (D)

DROP WIRE - Paired wires, insulated and under a common cover, which connect a subscriber's line from the terminal on the pole to the point of demarcation on the customer's premises.

DUAL NAME LISTING - Provided for customers subscribing to residence service who share the same surname and reside at the same address, and for a person known by two first names.

EXCHANGE - A geographical area established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town, or village, and its environs. It may contain one or more central offices together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

EXCHANGE SERVICE AREA - The territory served by an exchange within which local telephone service is furnished at the exchange rates applicable within that area.

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S26. DEFINITIONS

EXCHANGE SERVICE - The furnishing of facilities for the telephone communication within an exchange area, in accordance with the regulation and charges specified in the Tariff. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with long distance calls or extended area service calls.

EXTENDED AREA SERVICE (EAS) - A type of telephone switching and trunking arrangement which provides for unlimited calling between two or more telephone exchanges based on a usage-sensitive structure and/or a flat rate additive, if applicable.

EXISTING CUSTOMER - Reference to existing customer means customer as of the date of this Tariff.

FCC - Federal Communications Commission - Federal regulatory body on communications.

FACILITIES - All property and means owned, operated, leased, licensed, used, furnished, or supplied for, by or in connection with, the rendition of telephone service.

FOREIGN ATTACHMENT - Lines, instruments, appliances, or apparatus not owned or furnished by the Company.

FOREIGN CENTRAL OFFICE - Any central office other than that which serves the area in which the customer is located.

FOREIGN EXCHANGE - Any other exchange but that in which the customer is located.

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Issued by: Arlene Morgan

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GENERAL SUBSCRIBER SERVICES TARIFF

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a KNOLOGY
or d/b/a WOW! Internet, Cable and Phone

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S26. DEFINITIONS

GRADE OF SERVICE - The terra used in describing exchange service with respect to the number of main telephones which may be connected to a central office line (One-party, two-party, four-party).

HARM - Harm as defined by the FCC consists of "electrical hazards to telephone company personnel, damage to telephone company equipment, malfunction of telephone company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, his calling party."

INDIVIDUAL LINE - (or 1-party line) A classification of exchange service furnished under the Tariff provision that no other subscriber shall be served by the circuit connecting such station with the central office subscriber.

INITIAL SERVICE PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

INSTALLATION CHARGE - A nonrecurring charge applying to the provision of certain items of equipment or facilities, as distinguished from the service connection charge applicable for establishment of basic telephone service.

INTERCOMMUNICATING SYSTEM - An arrangement involving two or more stations which enables a user to signal and connect with other stations in the system.

INTEREXCHANGE CHANNEL - That portion of a channel which connects stations in two or more exchanges.

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LOCAL ACCESS AND TRANSPORT AREA (LATA) - Geographic area established for the purpose of defining the territory within which a Bell Operating Company may offer its telecommunications services.

LOCAL CHANNEL - That portion of a channel which connects a station to an interexchanging channel or a channel connecting two or more stations within an exchange area.

LOCAL MESSAGE - A completed communication between customer's stations located within the same exchange area or local service area.

LOCAL SERVICE AREA - The area within which telephone service is furnished customers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas.

MAINTENANCE OF SERVICE CHARGE - The charge for each visit by the Company to the premises of the customer, or authorized user, where the report results from the use of equipment provided by the customer, or authorized user.

MESSAGE - A completed telephone call regardless of length of call or time and distance involved.

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GENERAL SUBSCRIBER SERVICES TARIFF

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MINIMUM CONTRACT PERIOD - The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

MISCELLANEOUS SERVICE - Service not regularly furnished with the various classes of exchange service.

MOVE - A transfer of telephone service from one location to another on the same premises where there is no interruption of service other than is incident to the work involved. Transfers of telephone service from one premises to another, or from location to another on the same premises involving a break in the continuity of service and resulting in cessation of local service charges are not considered as moved, but as new service, and service charges may be applicable.

NETWORK ACCESS CHARGE - This covers the Company cost for interfacing the national network to the subscriber's facilities.

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NETWORK CONTROL SIGNALING - The transmissions of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT - The terminal equipment furnished, installed, and maintained by the Company for the provision of network control signaling.

NETWORK INTERFACE DEVICE (NID) - A standard FCC Registration Program jack or equivalent that is installed by the Company as part of the network access line on a customer's premises at a location determined by the Company which is accessible to the customer and consistent with FCC Registration regulations governing the location of the network interface. The network interface is located on the customer's premises and serves as the point of connection for all premises services to the telecommunications network.

NETWORK TERMINATING WIRE - Wire installed for network service for a specific customer and used to connect the intrabuilding network cable or the outside plant distribution facilities to the Network Interface.

NEW SUBSCRIBER - Applicants having no basic monthly service or those subscribers changing service premises.

PREMISES - The building, portion or portions of a building on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

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PREMISES WIRE - All wiring within the same building or between buildings on the same continuous property of a customer and located on the customer's side of the network interface. In the absence of a network interface, all wiring on the customer's side of the first point of connection at a customer's premise.

REGRADE - A change in the classification of service.

REGISTERED PROTECTIVE CIRCUITRY - Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with the rules and regulations of Part 68 of the FCC.

RESIDENCE SERVICE - Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

RESTORATION CHARGE - A charge applying to restore service following a temporary suspension of such service for nonpayment of charges.

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ROTARY HUNTING - Routes a call to an idle station line in a prearranged group when the called station line is busy.

- a. Terminal - The hunt always starts with the called station line and ends with the last station line in the prearranged group completing the call to the first idle station line encountered. Unless the first station line is called, only a portion of the group is tested.
- b. Circular Hunting - The hunt starts with the called station line and always proceeds in a prearranged order to test all lines in the group once, completing the call to the first idle station line.

SERVICE CHARGE - A nonrecurring charge applying to the establishment of telephone service for a subscriber and subsequent alterations to that service.

SERVICE ORDER CHARGE - The charge for receiving and recording information and/or taking action in connection with a subscriber or applicant and processing the necessary data.

SUBSCRIBER - See "CUSTOMER".

SWITCH - A unit of dial switching equipment which provides interconnection between station lines or trunks.

TARIFF - The rates, charges, rules and regulations adopted and filed by the Company and approved by the Alabama Public Service Commission.

TELEPHONE COMPANY - See "COMPANY".

TELEPHONE NUMBER - A designation assigned to a telephone station necessary for placing calls to the telephone station for identification in the assessment of message charges, etc.

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S26. DEFINITIONS

TOLL CALL - A call to a point outside the local calling area of an exchange for which a long distance charge applies.

TERMINAL EQUIPMENT - All equipment provided by common carriers and located on customer premises except over voltage protection equipment.

TERMINATION CHARGE - A charge applying when a customer discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item.

TOLL SERVICE - Toll Service (Long Distance Service) is that part of the total telephone service rendered by the Company which is furnished between customers in different exchange areas in accordance with the rates and regulations specified in the Company's Toll Tariff.

TOUCHTONE CALLING SERVICE - A classification of exchange service whereby calls are originated through the use of pushbuttons in lieu of rotary dials.

TRUNK LINE - A circuit over which customers' messages are sent between two central offices or between a central office and a private branch exchange system.

UNDERGROUND SERVICE CONNECTION - A customer's "drop" wire which is run underground from a pole line or an underground distributing cable.

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S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS

ABH - Average Busy Hour

ACCUNET - AT&T Switched Data Service Network

AND - Automatic Network Dialing

ARC - Alabama Relay Center

ATTCOM - AT&T Communications

ATTIS - AT&T Information Services

BCR - Billing, Collecting, Remitting

BHC - Busy Hour Calls

BNS - Bill Number Screening (TSPS)

BOC - Bell Operating Companies

BRA - Base Rate Area

BV - Busy Verification

CALC - Customer Access Line Charge

CCLC - Common Carrier Line Charge

CDR - Call Detail Recording

CDRR - Call Detail Recording and Reporting

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S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

CPE - Customer Premises Equipment
DOJ - Department of Justice
EAS - Extended Area Service
ECA - Exchange Carrier Association
EDA - Embedded Direct Analysis
FCC - Federal Communications Commission
IXC - Interexchange Carrier
LATA - Local Access and Transport Area
LEC - Local Exchange Company
NECA - National Exchange Carrier Association
NID - Network Interface Device
ONA - Open Network Architecture
PIN - Personal Identification Number
RBOC - Regional Bell Operating Company
SLC - Subscriber Line Charge

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KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a KNOLOGY Section 27
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S27. DIRECTORY LISTINGS

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S27. DIRECTORY LISTINGS

(D)

S27.1 GENERAL

- A. Directory listings encompassed by this Tariff are applicable to listings in the alphabetical section in the telephone directory covering the exchange from which such customers receive service.

S27.2 CONDITIONS

- A. Primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished without additional charge.

1. Listings will be limited to such information as is necessary for identification to facilitate use of the service.
2. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.
3. The Company may refuse to insert any listing which in its judgment does not facilitate the use of the directory.

- B. An alternate call listing refers to a calling party to certain other telephone numbers after business hours or on Sundays or holidays or if there is no answer on the first listed number. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

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S27. DIRECTORY LISTING

S27.2 CONDITIONS (Cont'd)

(D)

- C. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers to the day the succeeding directory is distributed to the customers. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for 30 days.

- D. A dual name listing consists of a surname, two given names, the address and telephone number. A dual name listing may be provided for residence subscribers when either of the two names listed are those of persons sharing the same surname and live at the same address or the two names listed are those of one person known by both names. This listing may be a primary listing or an additional listing provided at rates provided in the Company's Price List.

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S28. SUPPLEMENTAL EQUIPMENT

S28.1 IMPAIRED HEARING EQUIPMENT

A. General

Special equipment items, for the hearing impaired, may be leased or sold at the Telephone Company's option. Rates are available at the Business Office.

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S29. LOCAL EXCHANGE BOUNDARY MAPS

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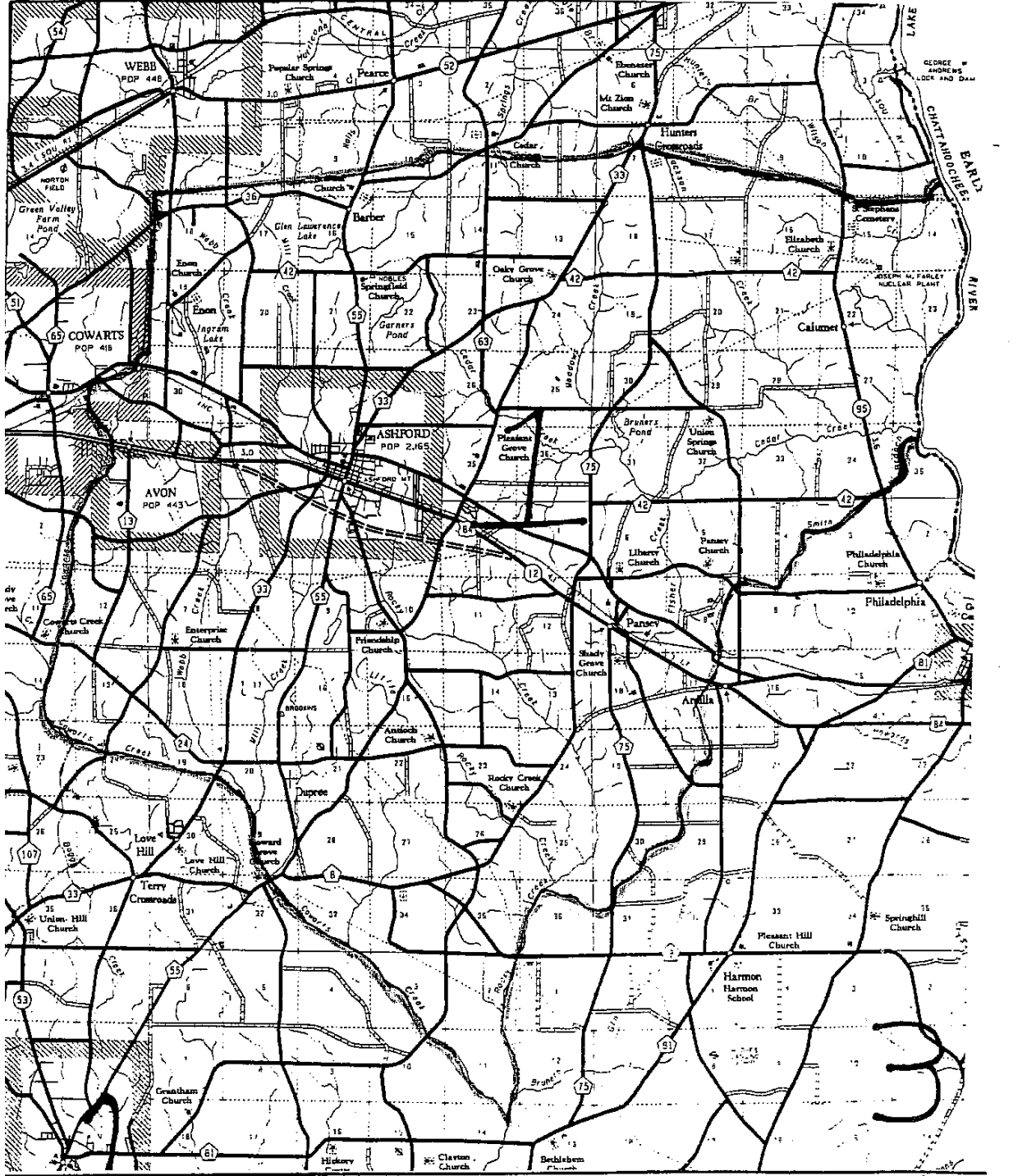
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S29. LOCAL EXCHANGE BOUNDARY MAPS

S29.1 Ashford



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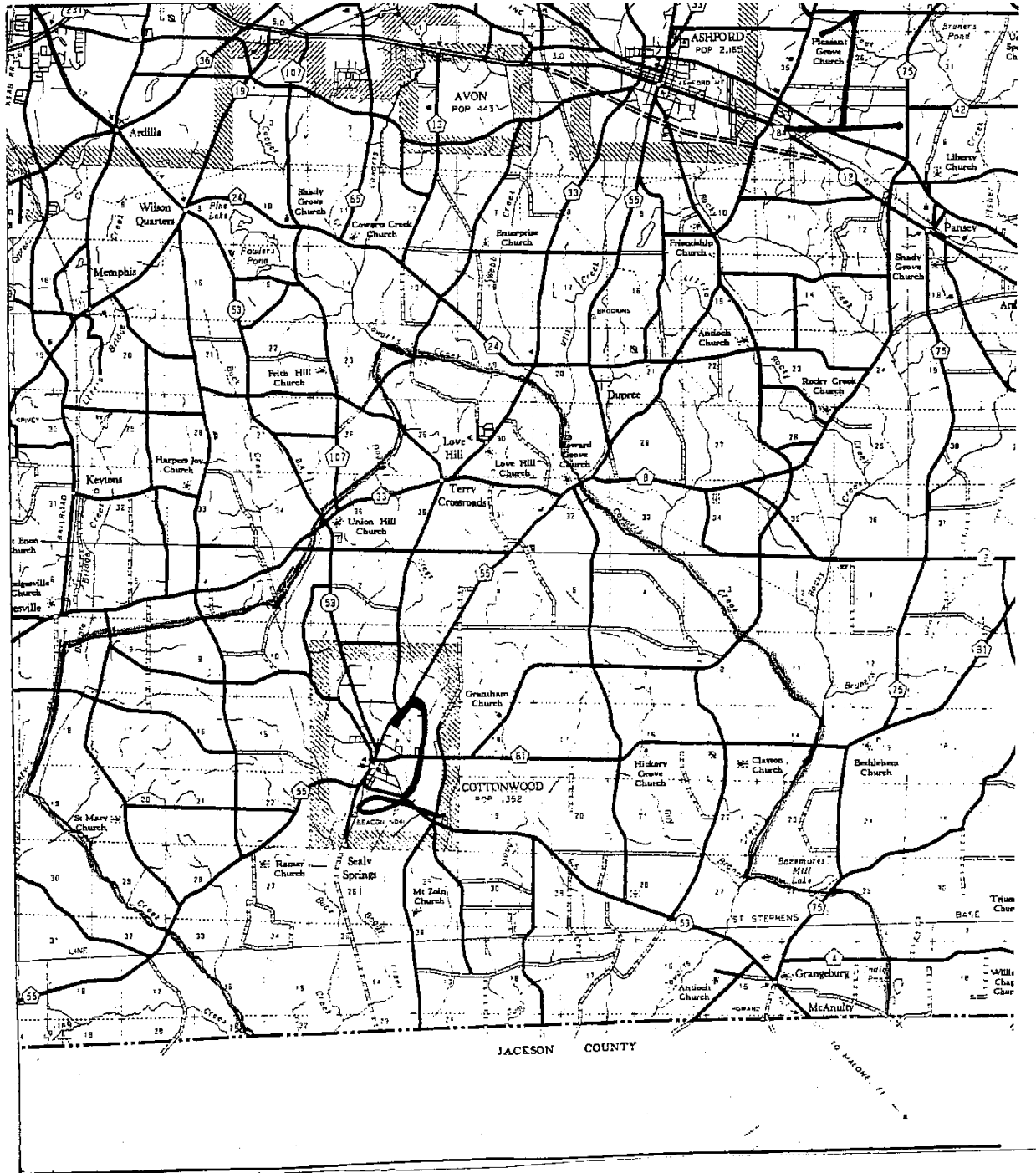
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S29. LOCAL EXCHANGE BOUNDARY MAPS

S29.2 Cottonwood



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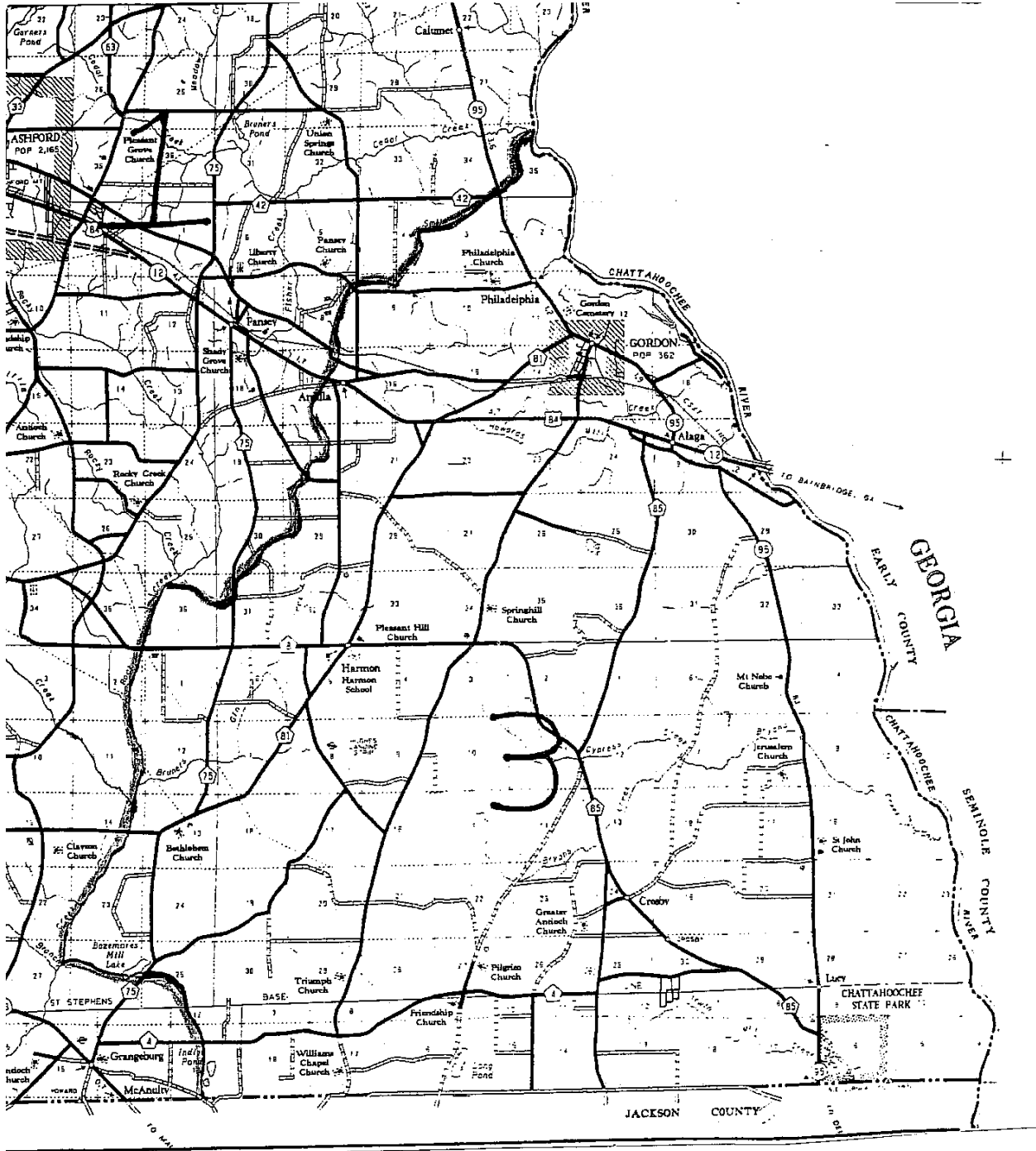
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S29. LOCAL EXCHANGE BOUNDARY MAPS

S29.3 Gordon



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S100. RESERVED FOR FUTURE USE

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S200. INTRASTATE ACCESS SERVICES TARIFF

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S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES

Knology Total Communications, Inc. d/b/a WOW! Internet, Cable and Phone adopts the John Staurulakis F.C.C. Tariff No. 1 Interstate Access Charge tariff including the Company-specific rates designated therein, as found at <http://myjsi.jsitel.com/tariff/index.php> and as effective with the FCC for intrastate use. This tariff includes all the rules, regulations, rates and charges under which interstate access services will be offered. Exceptions to this adoption of the tariff schedules are as follows. Unless otherwise stated, these rates, as set forth in paragraph 1 below, apply to originating traffic only:

(T)
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1. Originating Switched Access Rates (Per MOU):

(A) Intrastate/Interlata Rates are as follows:

Carrier Common Line	\$0.000000
Tandem Switched Facility	\$0.000116
Tandem Switched Termination	\$0.000539
Tandem Switching	\$0.000937
Residual Interconnection Charge	\$0.000000
Local Switching	\$0.029635
Information Surcharge	\$0.000165

(B) Intrastate/Intralata Rates are as follows:

Carrier Common Line	\$0.000000
Tandem Switched Facility	\$0.000116
Tandem Switched Termination	\$0.000539
Tandem Switching	\$0.000937
Residual Interconnection Charge	\$0.000000
Local Switching	\$0.029635
Information Surcharge	\$0.000165

2. Unless otherwise specified by contract, the JSI Tariff rates and charges shall apply to terminating traffic transported over BellSouth facilities pursuant to interconnections or resale arrangements between BellSouth and other telecommunications providers.

(T)

3. The Company is a participating member in the Transition Service Fund ("TSF"), an access billing mechanism established by the Alabama Public Service Commission ("APSC") in 1996 and described in the APSC's

S200. INTRASTATE ACCESS SERVICES TARIFF**S200.1 INTRASTATE ACCESS SERVICES (Cont'd)**

3. (Cont'd)

April 17, 2012 and July 10, 2012 Orders in APSC Dockets (N)
28642 and 31816 (collectively, the "APSC Orders") and
amended implementing regulations as adopted on July 2,
2013 (the "Implementing Regulations"), which is
currently administered by the Telecommunications (C,N)
Association of the Southeast("TELSE"), by which (C)
BellSouth and interexchange carriers/resellers purchasing
Intrastate switched access from the Company and other
participating local exchange carrier ("LEC") TSF members
pay the TSF monthly an amount based upon their respective
shares of participating TSF LEC's Local Switching minutes.
The amount received by the Company from the TSF shall be
reduced in accordance with, and subject to, the APSC (T)
Orders and Implementing Regulations, and any amendments (T)
or clarifications thereto, with a corresponding reduction
in the overall size of the TSF on July 3, 2012 and July 2,
2013.

4. Identification and Rating of VoIP-PSTN Traffic(A) Scope

- (1) VoIP-PSTN Traffic is defined as traffic exchanged between the Telephone Company end user and the customer in time division multiplexing ("TDM") format that originates and/or terminates in Internet protocol ("IP") format. This section governs the identification of VoIP-PSTN Traffic that is required to be compensated at interstate access rates by the Federal Communications Commission in its Report and Order in WC Docket No. 10-90, etc., FCC Release No. 11-161 (November 18, 2011)("FCC Order"). Specifically, this section establishes the method of separating such traffic (referred to in this tariff as "Toll VoIP-PSTN Traffic") from the customer's traditional intrastate access traffic, so that such Toll VoIP-PSTN Traffic can be billed in accordance with the FCC Order. The term "Toll VoIP-PSTN Traffic" denotes a customer's interexchange voice traffic exchanged with the Telephone Company in Time Division Multiplexing format over Public Switched Telephone Network (PSTN) facilities, which originates and/or terminates in Internet Protocol (IP) format. "Toll VoIP-PSTN Traffic" originates and/or

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(Cont'd)

(A) Scope (Cont'd)

(1) (Cont'd)

terminates in IP format when it originates from and/or terminates to an end user customer of a service that requires IP-compatible customer premises equipment.

(B) Rating of VoIP-PSTN Traffic

The Toll VoIP-PSTN Traffic identified in accordance with this tariff section will be billed at rates equal to the Telephone Company's applicable tariffed interstate switched access rates as specified in the Telephone Company's applicable federal access tariff.

On April 25, 2012, the FCC released its Second Order on Reconsideration of the FCC Order. Based on this Order, from July 13, 2012, until June 30, 2014, the rates and charges for Intrastate Switched Access Services set forth in S200.1.1 of this Tariff will apply on all originating intrastate Toll VoIP-PSTN Traffic identified in accordance with this Tariff section and billed by the Company.

The remainder of this section sets forth the method for calculating and billing Toll VoIP-PSTN Traffic in accordance with the FCC's Orders and applies solely to terminating Toll VoIP-PSTN Traffic until June 30, 2014, and to both originating and terminating intrastate Toll VoIP-PSTN Traffic effective July 1, 2014.

(C) Calculation and Application of Percent-VoIP-Usage Factor

The Telephone Company will determine the number of Toll VoIP-PSTN Traffic minutes of use ("MOU") to which interstate rates will be applied under subsection (B), above, by applying a Percent-VoIP-Usage ("PVU") factor to the total terminating intrastate access MOU received by the Telephone Company from the customer. The PVU will be derived and applied as follows:

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S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (Cont'd)

4. Identification and Rating of VoIP-PSTN Traffic
(Cont'd)

(C) Calculation and Application of Percent-VoIP-Usage
Factor (Cont'd)

- (1) The customer will calculate and furnish to the Telephone Company a factor (the "PVU") representing the percentage of the total intrastate and interstate access MOU that the customer terminates to the Telephone Company in the State that is sent to the Telephone Company and that originated in IP format. This PVU shall be based on information such as traffic studies, actual call detail, or other relevant and verifiable information.
- (2) The Telephone Company will apply the PVU factor to the total terminating intrastate access MOU received from the customer to determine the number of Toll VoIP-PSTN Traffic MOUs.
- (3) If the customer does not furnish the Telephone Company with a PVU pursuant to the preceding paragraph 1, the Telephone Company will utilize a PVU equal to zero.

(D) Initial Implementation of PVU Factor

The Telephone Company will apply the Initial PVU factor on the next bill date provided that the PVU factor and the relevant and verifiable supporting documentation described above are provided to the Telephone Company at least 15 days prior to the next bill date. A factor received less than 15 days before the next bill date, will be applied on the bill date following the next bill date unless otherwise agreed to by the Telephone Company and the customer. Otherwise, the Telephone Company will set the initial PVU equal to zero, as specified in subsection (C)(3), above.

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S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (Cont'd)

4. Identification and Rating of VoIP-PSTN Traffic
(Cont'd)

(E) PVU Factor Updates

The customer may update the PVU factor quarterly using the method set forth in subsection (C)(1), above. If the customer chooses to submit such updates, it shall forward to the Telephone Company, no later than 15 days after the first day of January, April, July and/or October of each year, a revised PVU factor based on data for the prior three months, ending the last day of December, March, June and September, respectively. The revised PVU factor will apply prospectively and serve as the basis for billing until superseded by a new PVU.

(F) PVU Factor Verification

Not more than four times in any year, the Telephone Company may ask the customer to verify the PVU factor furnished to the Telephone Company. The party so requested shall comply, and shall reasonably provide the records and other information used to determine the PVU factors.

The customer-provided PVU and supporting documentation for the factor shall be based on information that is verifiable by the Telephone Company, including but not limited to the number of the customer's retail VoIP subscriptions in the state (e.g. as reported on FCC Form 477), traffic studies, actual call detail or other relevant and verifiable information.

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S200. INTRASTATE ACCESS SERVICES TARIFF

S200.2 INTRASTATE BILLING AND COLLECTION SERVICE

Knology Total Communications, Inc. d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone* concurs in the Billing and Collection Services for the Intrastate Intralata and Intrastate Interlata Jurisdictions consisting of Recording Service, Message Billing Service and Billing System information services as filed by Brindlee Mountain Telephone Company, together with any amendments or successive issues thereof and makes itself a party to such notes and charges until concurrence is revoked or cancelled by either party. Knology Total Communications, Inc. d/b/a Knology or *WOW! Internet, Cable and Phone* hereby reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interests of Knology Total Communications, Inc. d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone* subject to the jurisdiction of the Alabama Public Service Commission.

Issue Date: June 5, 2013

Effective Date: August 13, 2013
Docket No: _____

Issued by: Arlene Morgan
Title: Director of Regulatory Compliance