

KNOLOGY OF THE VALLEY, INC.

General Subscriber Services Tariff

Update Effective: December 2, 2016

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*  
Alabama PSC

Title Page  
Original Sheet 1

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GENERAL SUBSCRIBER SERVICES TARIFF

FOR THE

STATE OF ALABAMA

The tariff contains regulations and rates applicable for the furnishing of Basic Local Exchange Service, other telecommunications services and for other general customer services, associated with the above services offered by Knology of the Valley, Inc. d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone*, hereinafter referred to as the Company. This tariff is on file with the Alabama Public Service Commission.

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. If, and when, a service is required for which no rate is authorized, said service may be established, prior to written application to the Alabama Public Service Commission for a rate and formal approval.

EXPLANATION OF SYMBOLS

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

- (C) Signifies a changed regulation.
- (D) Signifies a deletion.
- (I) Signifies an increase in rate.
- (L) Signifies material relocated.
- (N) Signifies a new rate or regulation.
- (R) Signifies a rate reduction.
- (T) Signifies a change in text, but no change in rate or regulation.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Contents  
Original Contents Sheet 1

---

TABLE OF CONTENTS

Section

INDEX

SECTION	1	RATE SUMMARY
SECTION	2	BASIC LOCAL EXCHANGE
SECTION	6	SERVICE CONNECTION CHARGES
SECTION	7	MISCELLANEOUS SERVICE ARRANGEMENTS
SECTION	12	CHARGES APPLICABLE UNDER SPECIAL CONDITIONS
SECTION	13	INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT AND SYSTEMS PROVIDED BY THE CUSTOMER
SECTION	14	EMERGENCY SERVICES
SECTION	25	GENERAL RULES AND REGULATIONS
SECTION	26	DEFINITIONS
SECTION	27	DIRECTORY LISTINGS
SECTION	29	LOCAL EXCHANGE BOUNDARY MAPS
SECTION	100	OBSOLETE SERVICE OFFERINGS
SECTION	200	INTRASTATE ACCESS SERVICES TARIFF

## GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Index  
Original Sheet 1

<u>Subject</u>	<u>INDEX</u>	<u>Section</u>	<u>Sheet No.</u>
	-A-		
Abuse or Fraudulent Use of Service		25.2	2
Acronyms and Abbreviations		26.2	20
Adjustments for Taxing Authority Payments		25.4	28
Alabama Relay Center Restrictions		25.2	10
Alterations		25.3	19
Application for Service		25.3	12
Application of Business Rates		25.3	13
Application of Residence Rates		25.3	12
Application of Regulations		25.1	1
Application of Service Charges		6.3	5
Authorization		2.6	3
	-B-		
Basic Local Exchange Rates		2.7	3
Basic Local Exchange Service		2	1
	-C-		
Cancellation Charges		12.5	2
Charges Applicable Under Special Conditions		12	1
Change of Occupancy		25.3	20
Concession Service		2.11	4
Connections of Grandfathered Terminal Equipment and Grandfathered Communications Systems (N/A)		13.3	9
Communications Systems not Subject to Part 68 of FCC Rules and Regulations (Reserved)		13.5	9
Connections of Customer-Provided Terminal Equipment Specifically Excluded from the FCC Registration Program		13.6	10

## GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Index  
Original Sheet 2

---

INDEX		
<u>Subject</u>	<u>Sheet No.</u>	<u>Section</u>
Connections of Registered Terminal Equipment and Systems	13.2	7
Custom Calling Services	7.2	1
Custom Local Area Signaling Service - CLASS	7.2.1	3
Customer Billing	25.3	13
Customer Premises Inside Wire	13.7	10
Customer Responsibility	12.6	2
Customized Number Service (N/A)	7.5	6
-D-		
Definitions	26	1
Deposits	25.4	24
Directories	25.5	34
Directory Listings	27	1
Discontinuance of Service Failure to Maintain Credit	25.4	27
Dual Party Relay Service	2.15	8
-E-		
End User Charge	2.7.1	3
Establishment and Furnishing of Service	25.3	9
Establishment and Maintenance of Credit	25.4	22
-F-		
Furnishing of Service	25.3	30
-G-		
General Rules and Regulations	25	1
-H-		
Hazardous or Inaccessible Locations	13.1	6

---

## GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Index  
Original Sheet 3

<u>Subject</u>	INDEX	<u>Section</u>	<u>Sheet No.</u>
	-I-		
Impaired Hearing Equipment		7.15	2
Interconnection with Communications Equipment and Systems Provided By the Customer		13	1
Intrastate Access Services Tariff		200	1
Intrastate Access Services Concurrence		200.1	1
Intrastate Billing and Collection Service		200.2	2
	-J-		
	-K-		
	-L-		
Late Payment Charge		25.3	14
Lifeline Assistance Program		2.16	9
Limitations and Use of Service		25.6	35
Line Extension Charges		12.1	1
Local Exchange Boundary Maps		29	
	-M-		
Maintenance and Repair		25.5	30
Minimum Contract Period		25.2	2
	-N-		
Network Facilities for Use With Automatic Dialing and Announcing Devices		25.6	35
	-O-		
Obligation and Liability of the Company		25.5	26
Obsolete Service Offerings (Reserved)		100	1
Off Premises Station Services (N/A)		7.7	7
	-P-		
Provisions of Channels and Equipment		13.1	6

## GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a WOW! Internet, Cable and Phone

Index  
Original Sheet 4

---

INDEX		
<u>Subject</u>	<u>Section</u>	<u>Sheet No.</u>
Provision of Equipment	25.5	27
-R-		
Rates (Service Connection Charges)	6.5	6
Rate Summary	1	1
Remote Call Forwarding	7.6	6
Resale of Service	25.2	5
Responsibility of the Customer	13.1	1
Responsibility of the Telephone Company	13.1	3
Restoration Charge	25.4	24
Restoration of Service	25.2	6
-S-		
Service Connection Charges	6	1
Special Construction	25.3	17
Subscriber Complaints	25.2	7
-T-		
Telephone Numbers	25.3	15
Temporary Service	12.2	1
Termination of Service	25.2	2
Touchtone Calling Service	7.1	1
Trailers	12.7	2
-U-		
Undertaking of the Company	25.5	26
Use of Service	25.2	1
Use of Customer Service	25.2	2
Use of Service for Unlawful Purposes	25.2	3
-V-		

---

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Index  
Original Sheet 5

---

<u>Subject</u>	INDEX	<u>Section</u>	<u>Sheet No.</u>
Wonder Ring Service	-W-	7.13	9
	-Z-		



GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 1  
Original Sheet 1

S1. RATE SUMMARY

<u>Service</u>	<u>Section</u>	<u>Monthly Charge</u>	
		<u>Bus.</u>	<u>Res.</u>
Custom Calling Feature	7		
Call Forwarding		\$4.46	\$3.15
Remote Call Forwarding (Fixed)		\$2.63	\$2.63
Remote Call Forwarding (Variable)		\$3.15	\$3.15
Three Way Calling		\$2.10	\$2.10
Call Waiting		\$4.20	\$3.68
Call Waiting Display		\$2.10	\$2.10
Speed Calling		\$4.73	\$3.94
Custom Local Area Signaling Service-CLASS 7.2.1			
		<u>Bus.</u>	<u>Res.</u>
Anonymous Call Rejection		\$3.15	\$3.15
Automatic Callback, per line		\$3.15	\$3.15
Automatic Recall, per line		\$3.15	\$3.15
Calling Number Delivery, per line		\$3.94	\$3.94
Calling Number & Name Delivery		\$6.83	\$6.83
Blocking, per line		\$0.00	\$0.00
Customer Originated Trace, per line		\$1.05	\$1.05
Selective Call Acceptance, per line		\$4.20	\$4.20
Selective Call Rejection, per line		\$4.20	\$4.20
Selective Call Forwarding, per line		\$3.15	\$3.15
Distinctive Ringing		\$2.10	\$2.10
/Call Waiting, per line			
Direct-Inward Dialing Service	7		

## GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 1  
Original Sheet 2

---

## S1. RATE SUMMARY

<u>Service</u>	<u>Section</u>	<u>Monthly Charge</u>
Impaired Hearing Equipment	7.15	\$1.50
Individual Line - Business	2	\$35.62
Individual Line - Residence	2	\$17.48
Insufficient Funds Check	6	\$30.00
Joint User	7	\$5.25
Late Fee	25	\$10.00
Maintenance of Service Charge	6	\$35.00*
Mileage	10	
Phone Number Change (Res. And Bus.)	6	\$8.00
Premium Access, Per Minute	200	\$0.032

\*Nonrecurring

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
 or d/b/a WOW! Internet, Cable and Phone

Section 1  
 Second Revised Sheet 3  
 Cancels First Revised Sheet 3

S1. RATE SUMMARY

<u>Service</u>	<u>Section</u>	<u>Bus.</u>	<u>Res.</u>
Premises Visit Charge	6	Included in Service Order Charge	(T) Included in Service Order Charge
Public Telephone	8	\$0.25	
Reconnect Charge	6		
1) After soft disconnect		\$22.00	\$22.00
2) After hard disconnect		\$40.00	\$40.00
Service Order Charges	6	\$50.00 (I)	\$50.00
Wonder Ring I	7.13	\$3.50	\$3.50
Wonder Ring II	7.13	\$4.50	\$4.50
Wonder Ring III	7.13	\$5.50	\$5.50

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 2  
Original Contents Sheet 1

---

S2. BASIC LOCAL EXCHANGE SERVICE

CONTENTS

Sheet No.

S2.1	General.....	1
S2.2	Basic Local Service Rate Group (N/A).....	1
S2.3	Regrouping (N/A).....	1
S2.4	Alphabetical Listing of Exchanges.....	2
S2.5	Local Calling Areas.....	3
S2.6	Authorization.....	3
S2.7	Basic Local Exchange Rates.....	3
S2.7.1	End User Charge.....	3
S2.8	Zone Charges (N/A).....	6
S2.9	Exchange Regrading.....	7
S2.10	Extended Area Service (N/A).....	7
S2.11	Concession Service.....	4
S2.12	Local Directory Assistance Service.....	9
S2.15	Dual Party Relay Service.....	8
S2.16	Lifeline Assistance Program.....	9

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 2  
Original Sheet 1

---

S2. BASIC LOCAL EXCHANGE SERVICE

S2.1 GENERAL

- A. Basic local communication service is provided by means of station, switching and other facilities, plant and equipment to enable the establishment of communications between stations in the same or different exchanges at monthly rates herein shown.
- B. The exchange service area for each exchange are on maps.
- 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 GROUP (N/A)

S2.3 REGROUPING (N/A)

S2.4 ALPHABETICAL LISTING OF EXCHANGES

Fredonia  
Huguley  
Lanett  
Shawmut

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a WOW! Internet, Cable and Phone

Section 2  
Original Sheet 2

---

S2. BASIC LOCAL EXCHANGE SERVICE

S2.5 LOCAL CALLING AREA

<u>EXCHANGE</u>	<u>EXCHANGES IN LOCAL CALLING AREA</u>
Fredonia	Fredonia Huguley Lanett Shawmut Valley West Point
Huguley	Fredonia Huguley Lanett Shawmut Valley West Point
Lanett	Fredonia Huguley Lanett Shawmut Valley West Point
Shawmut	Fredonia Huguley Lanett Shawmut Valley West Point

## S2. BASIC LOCAL EXCHANGE SERVICE

S2.6 AUTHORIZATION (N/A)S2.7 BASIC LOCAL EXCHANGE RATES

The Basic Service Rates below do not include any federal, state or local fees or taxes, including without limitation, E-911 charges or the \$.15 dual-party relay surcharge, which shall be shown separately on a customers bill.

A. Business - Inside the Base Rate Area

<u>Exchange</u>	<u>Unlimited Lines</u>
Fredonia	\$35.62 per line
Huguley	\$35.62 per line
Lanett	\$35.62 per line
Shawmut	\$35.62 per line

B. Residence

<u>Exchange</u>	<u>Unlimited Lines</u>
Fredonia	\$17.48 per line
Huguley	\$17.48 per line
Lanett	\$17.48 per line
Shawmut	\$17.48 per line

S2.7.1 END USER CHARGE: KNOLOGY OF THE VALLEY, INC. D/B/A KNOLOGY DOES NOT CHARGE OR COLLECT AN INTRASTATE END USER CHARGE.S2.8 ZONE CHARGE (N/A)

S2. BASIC LOCAL EXCHANGE SERVICE

S2.9 EXCHANGE REGRADING (Applicable to exchanges capable of handling all one party service).

A. In order to provide equitable treatment between customers and to proceed with the elimination of 4-party service; when the number of access lines connected to a 4-party line reaches two (2) or less the Company will, thirty days after notice to each customer on the line, reclassify the service to one-party service and apply the one-party rate.

B. In addition, when the number of access lines connected to a two-party line reaches one (1) the Company will, thirty days after notice to the customer on the line, reclassify the service to a one-party service and apply the one-party rate.

S2.10 EXTENDED AREA SERVICE (N/A)

S2.11 CONCESSION SERVICE (N/A)



## S2. BASIC LOCAL EXCHANGE SERVICE

S2.12 LOCAL DIRECTORY ASSISTANCE SERVICE

## A. General

The Company furnishes a directory assistance service for the purpose of aiding subscribers in obtaining telephone numbers. Directory assistance charges will apply to calls to directory assistance for telephone numbers of subscribers in the local calling area.

## B. Conditions

Charges for Directory Assistance Service are not applicable to inquiries received from Public and Semi-Public telephones, nor from hospital or hotel patient or guest rooms, nor from the service furnished for the use of handicapped persons.

## C. Rates

A charge is applicable for each call made to directory Assistance with a maximum of two requests per call.

Rate per call: \$1.50

S2.13 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 S2.6(C) following, will be applied except as specified in S2.6(B) following.

## B. Application of Charges

1. The appropriate service charge, as specified in S2.6(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,

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a WOW! Internet, Cable and Phone

Section 2  
Original Sheet 6

S2. BASIC LOCAL EXCHANGE SERVICE

S2.13 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING CARD SERVICE (Cont'd)

B. Application of Charges (Cont'd)

1. (Cont'd)

- (e) for local emergency calls from a coin station, or
- (f) for station-paid calls from hotel guests.

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 - Station-to-Station

- (1) Dial Calling Card \$1.10
- (2) Operator \$1.10
- (3) Inmate calls originating from correctional facilities (Automated) \$1.10

(b) Billing Surcharges- Person-to-Person Each \$1.10

(c) Operator Dialed Surcharge<sup>1</sup> \$1.10  
Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number.

(d) Partially Automated Surcharge<sup>1</sup> \$1.10  
Station-to-station operator assisted calls where the

(e) Zero Minus Charge<sup>2</sup> \$1.10  
Provision of Area Code, Place Name (in what Area Code is a city or exchange), Ring Back (caller wants call back to test whether equipment connected to his line "rings" when outside caller dials his number), Operator Dialing of 800, 888, 877, 866 and 855 numbers on the caller's behalf; each request (one request per call)

<sup>1</sup> In addition to any applicable billing surcharge

<sup>2</sup> Applies when customer dials zero and no other digits from a local exchange wireline, requests and receives service as described. This charge is not applied to requests originating from payphones or wireless.

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S2. BASIC LOCAL EXCHANGE SERVICES2.13 OPERATOR ASSISTED LOCAL CALLS AND LOCAL CALLING SERVICE (Cont'd)

## 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.

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.

S2.14 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 S2.7(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

## S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE (Cont'd)

## B. Application of Charges (Cont'd)

1. (Cont'd)

(b) (Cont'd)

(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.

## C. Rates

1. Verification Charge - applies each time the operator verifies that a line is in use. \$1.10
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. \$1.10
3. If an operator both verifies the condition of the same 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.

S2.15 DUAL PARTY RELAY SERVICE

The Company charges a \$.15 monthly surcharge for Dual Party Relay Service. This surcharge applies to each and every customer, regardless whether any particular customer needs or utilizes this Service.

S2. BASIC LOCAL EXCHANGE SERVICE

S2.16 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 service 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

S2.16 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

2. Lifeline Assistance is also available to all residential customers who participate in any 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) Supplemental Security Income (SSI)
- (b) Supplemental Nutrition Assistance Program (SNAP)
- (c) Medicaid
- (d) Federal Public Housing Assistance (FPHA)
- (e) Veterans pension and Survivors Benefit Programs

(T)  
 (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

S2.16 LIFELINE ASSISTANCE PROGRAM (Continued)

## B. Regulations (Continued)

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.

S2. BASIC LOCAL EXCHANGE SERVICE

S2.16 LIFELINE ASSISTANCE PROGRAM (Continued)

C. Credits

1. Voice Telephone Service

(T)

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

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

(T)

(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 telephone Lifeline support or 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>
Federal Credit	\$9.25

(C,N)

- b. Credit amount will not exceed the basic charge for broadband service



GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 6  
Original Contents Sheet 1

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S6. SERVICE CONNECTION CHARGES

CONTENTS

Sheet No.

S6.1	General.....	1
S6.2	Definitions.....	2
	A. Service Connection Charge.....	2
	B. Installation Charge.....	3
	C. Number Charge.....	3
	D. Maintenance of Service Charge.....	3
	E. Returned Check Charge.....	3
	F. Installation Charge.....	4
	G. Termination Charge.....	4
	H. Restoration Charge.....	4
S6.3	Application of Service Charges.....	5
	A. General.....	5
S6.4	Rates.....	6

## S6. SERVICE CONNECTION CHARGES

S6.1 GENERAL

- A. Service charges are the nonrecurring charge or charges applied to the services ordered or connected into service at the customer's request. These include charges for initial commencement of service, changes, restoration, and rearranging of service or facilities.
- B. Service connection charges may be payable at the time of application for the particular service or facility, and prior to the establishment of service. Service may be established in advance of the payment of the service connection charges for addition to the services of existing customers and also in the State, County, and Municipal Governments.
- C. Service connection charges do not supersede mileage charges, installation charges and construction charges made because of unusual costs but are to apply in addition to such charges.
- D. No distinction is made between a "New Installation" and "Outside Move"; all changes in location of customer's access, except as otherwise provided in this Tariff, being treated as a new service with service connection charges applying.

## S6. SERVICE CONNECTION CHARGES

S6.1 GENERAL (Cont'd)E. Restoration Charge

Where service has been discontinued for failure to maintain credit as specified above the contract is deemed terminated. To re-establish service a new contract will be executed which is subject to charges and provisions of this Tariff.

S6.2 DEFINITIONS

- A. Service connection charge represents one or more of the following work functions necessary to perform a service connection.
- (1) Service ordering - Receiving and recording information and/or taking action in connection with a subscriber or applicant and processing the necessary data.
  - (2) Premises Work - Performing work at the customer's premises.
  - (3) Central Office Charge (Access Line Work) - Work associated with the line extending from the serving central office to the customer's premises. Includes, but is not limited to, central office connections, cable cross connections.

## S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

- B. An installation charge is a non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from a Service Connection Charge applicable for establishment of basic telephone service and is in addition to applicable service connection charges. The installation charge may sometimes be called an "initial" charge.
- C. Service connection charges apply on number changes requested by subscriber.
- D. Maintenance of Service Charge - The customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment and facilities. In a case where the Telephone Company has a trouble reported on facilities which terminates on subscriber owned equipment and no trouble is found on Telephone Company facilities a maintenance of service charge will apply.
- E. Returned Check Charge: The charge applied to each insufficient funds check returned.

## S6. SERVICE CONNECTION CHARGES

S6.2 DEFINITIONS (Cont'd)

- F. Installation Charge: The charge applied to the provision of certain items of equipment or facilities and is in addition to applicable service charges. These charges are identified and presented throughout this Tariff as a part of the offering.
- G. 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.
- H. Restoration: A restoration charge is a charge applying to restore service following a temporary suspension of such service for non-payment of charges.

Temporary suspension, for purposes of incurring a restoration charge, shall have begun when the service ordering by the Commercial Department is delivered to the Plant Department. Neither action taken by the Plant Department, nor its inaction, shall relieve the delinquent subscriber from this charge.

A soft suspension of service for non-payment occurs before the line equipment is disconnected from the customer's account.

A hard suspension for non-payment occurs when the line equipment is actually disconnected from the customer's account.

S6. SERVICE CONNECTION CHARGES

S6.3 APPLICATION OF SERVICE CHARGES

A. GENERAL

1. Except as provided hereinafter all services requiring either service ordering, access line work, or other access work are subject to the service connection charge(s) required to provide that service.
2. Where the service desired requires more than one service ordering equipment work charge, or access line work function, the total charge is the sum of the separate charges for each function required except as hereinafter provided.
3. In the event service is temporarily suspended for non-payment of charge, such service will be restored upon payment of charge due, or at the discretion of the Company a substantial portion thereof. In addition, a restoration charge, as defined in Sec. 6.2.H, will be applied.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a WOW! Internet, Cable and Phone

Section 6  
Second Revised Sheet 6  
Cancels First Revised Sheet 6

S6. SERVICE CONNECTION CHARGES

S6.4 RATES

	<u>Residence</u>	<u>Business</u>	
a. Service Ordering, Each Order	\$50.00	\$50.00	(I)
b. Premise Work, Each Access Line	included in "a"	included in "a"	(T)
c. Central Office Charge (Access Line Work) - Each Line	included in "a"	included in "a"	(T)
d. Installation Charge (1) Installation charges where applicable are identified and presented throughout this tariff as a part of the offering of individual items of equipment or of service features.			
e. Administration Charge An administration charge of \$30.00 will be applied to each insufficient funds check received. Telephone service will be subject to discontinuance as specified in Section 25 of this Tariff. Should the service have been disconnected, the applicable service connection charges will apply.			
f. Restoration & Suspension of Service		Res.                  Bus.	
1) After soft disconnect	\$22.00	\$22.00	
2) After hard disconnect	\$40.00	\$40.00	
g. Termination Charge		See specific offering in this tariff.	
h. Number Change Charge		Res.                  Bus.	
	\$8.00	\$8.00	
i. Maintenance of Service Charge		\$35.00 per hour (portal-to portal) or fraction thereof during normal working hours.	

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>Sheet No.</u>
S7.1 Touchtone Calling Service..... (Deleted)	1
S7.2 Custom Calling Services.....	1
A. Definitions.....	1
B. General.....	2
C. Rates.....	2
D. Nonrecurring Charge .....	2
S7.2.1 Custom Local Area Signaling Service - CLASS.....	3
A. Definitions .....	3
B. General .....	6
C. Rates .....	7
D. Nonrecurring Charge.....	8
S7.3 Telephone Numbers in Rotary (Trunk Hunting) (Reserved).....	8
S7.4 Toll Restrictions.....	8
A. General.....	8
S7.5 Customized Number Service (N/A).....	8
S7.6 Remote Call Forwarding..... (See Section S7.2)	8
S7.7 Off Premises Station Services (N/A).....	8
S7.8 Direct - Inward Dialing (DID) Service.....	8
S7.9 Seasonal And Vacation Service (N/A) .....	8
S7.10 Special Billing Number Service (N/A) .....	8
S7.11 Joint Use Of Service (N/A) .....	8
S7.12 Miscellaneous Services (N/A) .....	8
S7.13 Wonder Ring Service .....	9



## S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.1 TOUCHTONE CALLING SERVICE - DeletedS7.2 CUSTOM CALLING SERVICES

## A. Definitions

1. Call Forwarding:  
This provides an arrangement for transferring incoming calls to another telephone number within the local area by dialing a code and the number of the service to which calls are to be transferred.
2. Remote Call Forwarding (RCF) Fixed:  
This 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). The RCF customer is billed for the forwarded portion of the call.
3. Remote Call Forwarding (RCF) Variable:  
This service allows the RCF customer to activate the call forwarding feature from locations other than their base telephone and make forwarding changes without central office personnel assistance.
4. Three-Way Calling:  
This permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Normal transmission performance quality cannot be guaranteed on all calls.
5. Call Waiting:  
By means of a tone signal a customer who is using their telephone is alerted when another caller is trying to reach that station. Permits putting first call on hold so that second call can be answered.
6. Call Waiting Display:  
This feature allows the number and/or name identification of the call waiting party to display on the called party's caller identification equipment.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 7  
Original Sheet 2

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2 CUSTOM CALLING SERVICES (Cont'd)

A. Definitions

7. Speed Calling:  
This provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. This arrangement is available in an eight-number capacity. (8-code).

B. General

1. Custom Calling Services are furnished subject to the availability of special central office facilities.
2. Custom Calling Services are available to residence and business customers with one party telephone service only.
3. No assurance can be given that transmission will be fully satisfactory during conference and call forwarding calls.

C. Rates

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

		Monthly Rate Per C.O. Line Equipped	
		<u>Business</u>	<u>Residence</u>
a.	Call Forwarding	\$ 4.46	\$ 3.15
b.	Remote Call Forwarding (RCF) Fixed	2.63	2.63
c.	Remote Call Forwarding (RCF) Variable	3.15	3.15
d.	Three-Way Calling	2.10	2.10
e.	Call Waiting	4.20	3.68
f.	Call Waiting Display	2.10	2.10
g.	Speed Calling	4.73	3.94

D. Nonrecurring Charge - Service Ordering and Central Office Charge.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS

A. Definitions

1. Anonymous Call Rejection - A feature that allows subscribers to refuse calls from callers who block delivery of their numbers.
2. Automatic Callback - This service allows a subscriber to automatically re-originate a call to the last-dialed number without having to redial the number regardless of whether the call was answered, unanswered or busy. If the called number is busy, automatic processing of the call continues until the number is idle. When both lines idle, the calling party hears a special ring. When the caller picks up the set, the called party's line rings.
3. Automatic Recall - This service allows the subscriber to recall the last incoming call without having to know the number of that call. If the called number is busy, automatic processing of the call continues until both lines are idle. The subscriber can continue to originate and receive calls without affecting the Automatic Recall request. Automatic Recall can be canceled by dialing a deactivation code. The service provides an optional two-level activation capability that, following activation, announces the number of the last incoming call. The subscriber then has the choice of continuing the recall or aborting the recall sequence.
4. Calling Number Delivery - This service identifies the 10-digit number of the calling party and allows the subscriber to choose whether or not to answer the call. The calling number is displayed after the first ringing cycle.
- 4.1 Calling Number & Name Delivery - This service is the same as Calling Number Delivery also, displays directory listed name up to 15 characters.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTSS7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)A. Definitions (Cont'd)

## 4. (Cont'd)

Any subscriber to Calling Number Delivery or Calling Number & Name Delivery 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 features described herein.

5. Calling Number Delivery Blocking - This service enables customers to prevent the transmission of their telephone numbers, on outgoing calls, to subscribers of the CLASS features, Calling Number Delivery.

The service is available either on a per call basis or permanent basis.

Per Call - Allows customers to temporarily prevent the transmission of their telephone numbers on an as needed basis by dialing a preassigned access code prior to making the call. This action must be repeated each time a call is made to prevent the transmission of the customer's telephone number.

Permanent - Allows customers to prevent the transmission of their telephone numbers on all outgoing calls placed from the customer's line. Permanent Call number Delivery Blocking is established and/or removed from the customer's line via a service order. This feature is in operation on a continuous basis. This feature does not prevent transmission of the calling party number on services such as E-911 that utilize Automatic Number Identification (AN]) for delivery of the calling number. If the preassigned access code for Calling Number Delivery, Unblocking is dialed on a line that is provisioned with Calling Number Delivery Blocking - Permanent, the customer's telephone number will be delivered.

The Company assumes no liability and will be held harmless from any incompatibility of the subscriber's customer premises equipment to perform satisfactorily with this feature.

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S.7 MISCELLANEOUS SERVICE ARRANGEMENTSS7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)A. Definitions

6. Customer Originated Trace - This feature allows the subscriber to activate an immediate trace of the last incoming call. After the call is terminated, a subscriber who wishes to trace the call goes off-hook, receives dial tone, and then dials the Customer Originated Trace activation code. When the trace has been completed, the subscriber receives an announcement stating that the trace was successful and to contact the local telephone operating company for further assistance.

By activating the Customer Originated Trace feature, the subscriber automatically authorizes Valley Telephone to store the results of any and all traces initiated by the customer in the Telephone Company's switching office, and to release the results of such traces directly to the subscriber's serving law enforcement agency upon a further request by the subscriber. The results of such traces will be released to the appropriate law enforcement agency only upon such a further request by the subscriber. The trace record will provide only the incoming telephone number and in no way identifies the person(s) actually placing the call(s). The subscriber must contact the telephone company within ten (10) days after originating a call trace or the trace record will automatically be deleted from the system.

7. Selective Call Acceptance - This feature allows a subscriber to select up to 31 numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.
8. Selective Call Rejection - This feature allows a subscriber to block incoming calls from a maximum of 31 telephone numbers. The subscriber can also block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE - CLASS (Cont'd)

A. Definitions (Cont'd)

9. Selective Call Forwarding - This feature allows the subscriber to prespecify telephone numbers (maximum of 31) from which incoming calls are to be forwarded. During the period that Selective Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.
10. Distinctive Ringing/Call Waiting - With this feature, incoming calls from up to 31 numbers can be automatically identified by distinctive ringing. A distinctive ringing pattern accompanies incoming calls from the designated numbers. If a subscriber is engaged in conversation and a call from one of the designated numbers arrives, a distinctive call-waiting tone accompanies the incoming call. Calls from all other numbers are rung normally.

B. General

1. Custom Calling Local Area Signaling Service (CLASS) is a group of custom calling features offered to residential and business customers subscribing to one party local exchange service.
2. The service is subject to available facilities and limited to central offices specifically equipped to provide such service. CLASS features are applicable only to local calls placed to/from compatible central offices within the same local calling area offering the service.
3. Operator assisted calls are designed to override the feature calls for emergency purposes.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
 or d/b/a WOW! Internet, Cable and Phone

Section 7  
 Original Sheet 7

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 CUSTOM LOCAL AREA SIGNALING SERVICE- CLASS (Cont'd)

B. General (Cont'd)

4. Coin phones will not be enabled with CLASS features, just as they are not enabled with other custom calling features. However, coin phones will operate with the CLASS system and interaction with all the features will be permitted.
5. Some CLASS services, such as Calling Number Delivery, require customer premises equipment with the capability to receive and display the incoming call information.

C. Rates

1. The following charges are for the features only and are in addition to applicable charges for service. Service charges apply as set forth in Section 6.2 of this tariff, except as shown herein.

2. Feature Rates:	Monthly Rate <u>Per C.O. Line</u>		
	<u>Res.</u>	<u>Bus.</u>	
Anonymous Call Rejection	\$3.15	\$3.15	
Automatic Callback	\$3.15	\$3.15	
Automatic Recall	\$3.15	\$3.15	
Calling Number Delivery	\$3.94	\$3.94	
Calling Number & Name Delivery	\$6.83	\$6.83	
Blocking	\$0.00	\$0.00	
Customer Originated Trace	\$1.05	\$1.05	
Selective Call Acceptance	\$4.20	\$4.20	
Selective Call Rejection	\$4.20	\$4.20	
Selective Call Forwarding,	\$3.15	\$3.15	
Distinctive Ringing	\$2.10	\$2.10	
/Call Waiting			

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
 or d/b/a *WOW! Internet, Cable and Phone*

Section 7  
 Original Sheet 8

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.2.1 Custom Local Area Signaling Service - CLASS (Cont'd)

D.	<u>Nonrecurring</u>	Service ordering and central office charge.		
			<u>RES.</u>	<u>BUS.</u>
	1.	Customer Originated Trace, per trace placed	\$5.00	\$5.00
	a.	Service charges are not applicable when CLASS features are provided at the same time as the business or residence individual line service is established.		
	b.	When features are added or rearranged on an existing line, the appropriate service charges listed in Section 6.5 of this tariff will apply.		

S7.3 TELEPHONE NUMBERS IN ROTARY (TRUNK HUNTING)

S7.4 TOLL RESTRICTION

A. General

Universal blocking of 900/976 numbers unless the subscriber (C) request 900/976 access. No initial recurring or non-recurring charges will apply to first request to block or unblock. However, any subsequent request will incur the applicable charges.

S7.5 CUSTOMIZED NUMBER SERVICE (N/A)

S7.6 REMOTE CALL FORWARDING (See Section 7.2)

S7.7 OFF PREMISES STATION SERVICES (N/A)

S7.8 DIRECT-INWARD DIALING (DID) SERVICE (N/A)

S7.9 SEASONAL AND VACATION SERVICE (N/A)

S7.10 SPECIAL BILLING NUMBER SERVICE (N/A)

S7.11 JOINT USE OF SERVICE (N/A)

S7.12 MISCELLANEOUS SERVICES (N/A)

S7.12.1 SHORT TERM SERVICE (N/A)

S7.12.2 SPECIAL LINE CONDITIONING (N/A)

S7.12.3 DATA SERVICE (N/A)

S7.12.4 DATAPATH SERVICE (N/A)



## S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 WONDER RING SERVICEA. General

1. Wonder Ring Service will enable a subscriber to have up to four telephone numbers associated with a single line. Customers subscribing to this service will be able to receive calls dialed to two, three or four separate telephone numbers without having a second, third or fourth line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive Call Waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to Call Waiting service.
2. Wonder Ring Service is offered in the following format. Wonder Ring I consists of one additional telephone number associated with a single line. Wonder Ring II consists of two additional telephone numbers associated with a single line. Wonder Ring III consists of three additional telephone numbers associated with a single line.

B. Rates

1.	Residence	<u>Monthly Rate</u>
	a. Wonder Ring I	\$3.50
	One additional telephone number with distinctive ringing, per line	

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
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Section 7  
Original Sheet 10

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 WONDER RING SERVICE (cont'd)

B. Rates (cont'd)

1. Residence (cont'd)

b. Wonder Ring II	<u>Monthly Rates</u>
(1) First additional telephone number with distinctive ringing, per line	\$4.50
(2) Second additional telephone number with distinctive ringing, per line*	--
c. Wonder Ring III	
(1) First additional telephone number with distinctive ringing, per line	\$5.50
(2) Second additional telephone number with distinctive ringing, per line*	--
(3) Third additional telephone number with distinctive ringing, per line*	--

\*Must be ordered with first additional telephone number.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
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Section 7  
 Original Sheet 11

S7. MISCELLANEOUS SERVICE ARRANGEMENTS

S7.13 WONDER RING SERVICE (cont'd)

B. Rates (cont'd)

2. Business

a. Wonder Ring I

One additional telephone number with distinctive ringing, per line \$3.50

Monthly Rates

b. Wonder Ring II

(1) One additional telephone number with distinctive ringing, per line \$4.50

(2) Second additional telephone number with distinctive ringing, per line\*

\* Must be ordered with first additional telephone number.

c. Wonder Ring III

(1) First additional telephone number with distinctive ringing, per line \$5.50

(2) Second additional telephone number with distinctive ringing, per line\*

(3) Third additional telephone number with distinctive ringing, per line\*

\*Must be ordered with first additional telephone number.

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S7. MISCELLANEOUS SERVICE ARRANGEMENTSS7.13 WONDER RING SERVICE (cont'd)C. Conditions

1. This service is available to individual line residence and business customers.
2. The service is not compatible with Centrex service, PBX trunk service, Personal Paging service, Company or customer provided public telephone service, foreign exchange service, or with access lines terminating in customer premises switching or key equipment. Wonder Ring service may not be compatible with all types of customer provided telephone equipment.
3. Wonder Ring Service is provided subject to the availability of facilities. Additionally, Wonder Ring Service II and Wonder Ring Service III may not be available in all central offices equipped to provide Wonder Ring Service I.
4. Listings for Wonder Ring Service are subject to the regulations specified in Section 27 for directory listings. Other listings will also be provided under the terms and conditions described in Section 27 of this tariff.
5. All telephone numbers associated with a line equipped with Wonder Ring Service must originate from the same central office switching machine.
6. When establishing Wonder Ring Service, Call Forwarding service subscribers must choose one of the following options. When Call Forwarding service is activated:
  - a. All telephone numbers associated with one line will be forwarded to a single number when Call Forwarding service is activated.
  - b. The main telephone number only will be forwarded when Call Forwarding service is activated. The additional Wonder Ring numbers will continue to ring and be answered at the subscriber's premises.
7. Appropriate nonrecurring charges will apply when changing from one option to the other subsequent to the establishment of Wonder Ring Service.
8. When a subscriber establishes Wonder Ring Service, the appropriate service charges will apply.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 12  
Original Contents Sheet 1

---

S12. CHARGES APPLICABLE UNDER SPECIAL CIRCUMSTANCES

CONTENTS

		<u>Sheet No.</u>
S12.1	Line Extension Charges .....	1
	A. General .....	1
	B. Private Right-of-Way .....	1
S12.2	Temporary Service .....	1
S12.3	Moves or Changes of Existing Construction .....	1
S12.4	Special Type Construction .....	1
S12.5	Cancellation Charges .....	1
S12.6	Customer Responsibility .....	2
S12.7	Trailers .....	2

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S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

## S12.1 LINE EXTENSION CHARGES

## A. General

1. The Company shall provide tariffed basic telephone service to the premises of a permanent residence within its franchised service territory, if the costs, including, but not limited to costs of facilities, rights-of-way and equipment, of providing basic telephone service to the requiring party does not exceed eight thousand dollars(\$8,000). This requirement applies only to residential service.
2. Should cost of a new service installation for a permanent residence or business in the Company's franchised service territory exceed eight thousand dollars (\$8,000) a customer may request that the Company allocate any unused universal service funds received by the Company which may have been set aside for this purpose. A determination of whether such funds exist shall be made at the sole discretion of the Company. A customer may be required to pay such excess costs pending a final determination of the availability of such funds.
3. Customers who are receiving or who are requesting service shall be deemed to have consented to the reasonable use of their real property to construct, operate, maintain, replace, or enlarge telephone and/or communication lines, overhead or underground, including all conduit, cables, wires, surface testing terminals, markers and other appurtenances under, through, across, and upon any real property or interest therein owned or leased or controlled by said member for the furnishing of telephone or communications service to said customer, or any other customer. Upon request, the customer agrees to execute any easement or right-of-way contract on a form to be furnished by the Company.
4. 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.

## 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.

## S12.3 MOVES OR CHANGES OF EXISTING CONSTRUCTION (N/A)

## S12.4 SPECIAL TYPE CONSTRUCTION (N/A)

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 12  
Original Sheet 2

---

S12. CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

S12.5 CANCELLATION CHARGES (N/A)

S12.6 CUSTOMER RESPONSIBILITY (N/A)

S12.7 TRAILERS

A. General

Most trailer occupants in our area are transient, often not remaining long enough to recover installation cost.

B. Rates - Residential and Business

Nonrecurring installation charge (in addition to applicable service charges) \$25.00

C. Conditions

1. Due to specifications prescribed for installation of telephone service, all service drops for trailers will be buried.
2. The trench necessary for running a service drop will be provided by the customer at his expense.
3. The service drop trench will be constructed according to the company rules and regulations pertaining to buried service.

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

CONTENTS

		<u>Sheet No.</u>
S13.1	General Regulations.....	1
	A. General.....	1
	B. Responsibility of the Customer.....	1
	C. Responsibility of the Telephone Company.....	3
	D. Violation of Regulations.....	5
	E. Hazardous or Inaccessible Locations.....	6
	F. Provisions of Channels and Equipment.....	6
	G. Recording, Producing, and Automatic Answering and Recording Equipment...	6
S13.2	Connections of Register Terminal Equipment And Systems.....	7
S13.3	Connections of Grandfather Terminal Equipment And Grandfather Communications Systems (N/A)....	9
S13.4	Acoustic or Inductive (Reserved).....	9
S13.5	Connections of Customer-Provided Communications Systems not Subject to Part 68 of FCC Rules and Regulations (Reserved).....	9
S13.6	Connections of Customer-Provided Terminal Equipment Specifically Excluded from the FCC Registration Program.....	10
S13.7	Customer Premises Inside Wire.....	10
	A. General Regulations.....	11
	B. Responsibility of the Customer.....	12
	C. Responsibility of the Company.....	13
	D. Violation of Regulations.....	13



S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMERS13.1 GENERAL REGULATIONSA. 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 Telephone Company. Customer provided refers to any equipment purchased by the customer or leased by the customer from the deregulated operations of the Telephone 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 Telephone 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 Telephone 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 Telephone Company.

S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMERS13.1 GENERAL REGULATIONS (Cont'd)B. Responsibility of the Customer (Cont'd)

Such is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Telephone Company's service. Upon notice from the Telephone Company 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 Telephone 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 Telephone Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

S13. INTERCONNECTION WITH COMMUNICATIONS EQUIPMENT  
AND SYSTEMS PROVIDED BY THE CUSTOMERS13.1 GENERAL REGULATIONS (Cont'd)C. Responsibility of the Telephone Company

The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications system. Telecommunications 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.

The Telephone 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 service.

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

S13.1 GENERAL REGULATIONS (Cont'd)

C. Responsibility of the Telephone Company (Cont'd)

The Telephone Company may make changes in its telecommunications services, equipment, operations or procedures.

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 Telephone 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 customer and not caused solely by the negligence of the Telephone Company.

Subscribers may not disconnect or remove or permit others to disconnect or remove any apparatus installed by the Company, except upon the written consent of the Company.

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 Telephone 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 Telephone 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 Telephone Company to terminate service as provided above, includes the right to suspend the service or to disconnect such customer-provided equipment or communications system.

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

S13.1 GENERAL REGULATIONS (Cont'd)

E. Hazardous or Inaccessible Locations

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

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

In compliance with Federal Communications Commission public notice 60591, in the matter of the use of recording devices in connection with telephone service customer-owned voice recording equipment with the facilities of the Telephone Company shall be made only through recorder-connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recorder equipment is in use. Exceptions may be permitted if customer abides by laws of state and federal entities.

Subscriber's Contracts

General

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler or miscellaneous devices for recorded public announcements are subject to the following conditions:

For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service; and in addition the address of the organization or individual named in the announcement is shown in the currently distributed telephone directory.

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

S13.1 GENERAL REGULATIONS (Cont'd)

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

Private telephone numbers will not be furnished for use with recorded public announcements.

Failure to comply with the provisions of this tariff shall be cause for terminations of the service.

S13.2 CONNECTIONS OF REGISTERED TERMINAL EQUIPMENT AND SYSTEMS

A. Customer-provided equipment may be connected, at a service point of the customer, on voice grade basis with telecommunications service furnished by the Company, either through a network control signaling unit and connecting arrangement or as set forth in S13.2B.

B. Customer-Provided Terminal Equipment:

As an alternative to the methods of interconnection specified in the preceding, customer-provided registered terminal equipment or registered protective circuitry may be connected to the telecommunications network in accordance with provision of this tariff and/or the Federal Communications commission's registration program adopted by FCC and are now in effect or may be in effect.

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

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

B. Customer-Provided Terminal Equipment: (Cont'd)

(1) Direct Electrical Connection

The point of connection (access point) between Company and customer-provided systems and/or terminal equipment shall be as set forth below:

- a. Systems and/or terminal equipment not requiring Protective Connection Arrangements will be at the Company access point or interface device.
- b. Systems and/or terminal equipment requiring Protective Connecting Arrangements:
  1. Access lines will be at the Protective Connection Arrangement.
  2. Stations/terminal equipment will be at the Protective Connection Arrangement.

- (2) The Company will not provide systems and/or terminal equipment or station wiring beyond the point of connection (access point) with customer-provided systems and/or terminal equipment.



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

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

B. Customer-Provided Terminal Equipment: (Cont'd)

- (3) When customer owned equipment no longer requires a Protective Connecting Arrangement in accordance with b. above, the monthly charge for such arrangement will no longer apply.

The Protective Connecting Arrangement will be removed at the option of the Company.

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

N/A

S13.4 ACOUSTICS OR INDUCTIVE CONNECTIONS (N/A)

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

(N/A)

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

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.

S13.7 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 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.

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

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

A. General Regulations (Cont'd)

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 inside 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.
6. The Company is not obligated to connect telephone instruments and standard modular jacks to customer-provided inside wire.

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

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

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.
3. In those instances where the Company makes a repair visit to the customer's premises and the service difficulty of trouble results from customer-provided inside wire that is not installed in accordance with the technical standards for such wire, the customer is responsible for the payment of an unregulated maintenance of service charge.

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

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

B. Responsibility of the Customer (Cont'd)

4. If the customer elects to have the Company replace such inside wire after determining that the trouble is located therein, the customer will be subject to the appropriate unregulated Service Charges.

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.

D. Violation of Regulations

1. Where customer-provided inside wire is a violation of this tariff, 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 10 days after receipt of such notice.
3. 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.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 14  
Original Contents Sheet 1

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S14. EMERGENCY SERVICE

CONTENTS

		<u>Sheet No.</u>
S14.1	Enhanced Universal Emergency Number Service.....	1
	A. General.....	1
	B. Definitions.....	1
	C. Rules and Regulations.....	2
	D. Service Features.....	3
	E. Rates and Charges.....	4

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S14. EMERGENCY SERVICES14.1 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E-911A. General

1. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive telephone calls dialed to the telephone number 911.
2. Enhanced 911 Service is offered subject to availability of jointly owned facilities provided by the Company and AT&T of Alabama (ATT). Jointly owned facilities are necessary because the company serving boundaries and political subdivision boundaries may not coincide and because CTC does not provide the equipment necessary to translate and receive Automatic Location Identification.
3. The E911 customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

B. Definitions

**Automatic Number Identification (ANI)** is a feature which automatically forwards the telephone number of the calling E911 party to facilities of ATT for processing in accordance with its E911 tariff.

**Class Screening (CS)** is a feature which provides the capability to selectively forward a E911 calling party to jointly provided specific trunk group(s).

**Automatic Location Identification (ALI)** is a feature by which the name (business accounts only) and the primary address associated with the calling party's telephone number (identified by ANI) is forwarded to the PSAP. This feature is not provided by the Company but is available through the tariff or price list of ATT.

**Automatic Location Identification Data Base Maintenance** is a feature that provides an initial list of all subscribers by customer, telephone number, and service address and periodically updates this information.

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S14. EMERGENCY SERVICES14.1 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E-911 (Cont'd)B. Definitions (Cont'd)

**Public Safety Answering Point (PSAP)** is the subscribing customer's predetermined location where the subscribing customer's employees answer E911 calls and dispatch to appropriate or combination of agencies responsible for providing emergency service in the E911 servicing area.

**Enhanced 911 Service Area** is the geographical area in which the subscribing customer will respond to all E911 calls and dispatch appropriate emergency assistance.

**Universal Emergency Number Service** is a telephone exchange service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the customer. The lines and the equipment specified in this Tariff section and other exchange carriers' tariffs are associated with the service arrangements for the answering, transferring and dispatching of public emergency telephone calls.

C. Rules and Regulations

1. This service is limited to the use of central office telephone number 911 as the Universal Emergency Telephone Number. Only one 911 service will be provided within any government agency's locality.
2. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number.
3. The service is furnished to the customer only for the purpose of receiving reports of emergencies by the public.
4. E911 Service, provided under the tariff of other carriers, is provided solely for the benefit of the customer operating a PSAP. The provision of Class Screening, Automatic Number Identification and Location Identification Data Base Maintenance by Company shall not be interpreted, construed, or regarded, either expressly or implied by, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the subscribing customer.
5. The Company does not undertake to answer and forward E911 calls, but furnishes the use of its facilities which, together with facilities of other carriers, enables the subscribing customer's personnel to respond to such calls on the customer's premises.



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S14. EMERGENCY SERVICES14.1 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E-911 (Cont'd)C. Rules and Regulations (Cont'd)

6. Temporary suspension of service is not provided for any part of the E911 Service.
7. The customer agrees to release, indemnify and hold the Company harmless for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of E911 Service featured and the equipment associated therewith, or by any services furnished by Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the customer, its user, agencies or municipalities, or the employees or agents of any one of them.
8. Application for E911 Service must be executed in writing by each customer. If application for service is made by an agent, the Company must be provided written satisfactory proof of appointment of the agent by the customer. At least one local law enforcement agency must be included among the participating agencies in any 911 offering.
9. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof, whether caused by the negligence of Company or otherwise, shall not exceed the greater of total charges applicable to the service for one (1) year or the then-current term of the agreement. In the case of service disruption, the Company's liability shall be limited to an amount equivalent to a pro rata credit for the charges applicable for the period of interruption.

D. Service Features

Enhanced 911 is available in Company's Local Network Area in the form of Automatic Number Identification and Class Screening (ANI/CS). Company will provide its exchange public the ability to access their Enhanced 911 Service Area by Class Screening. Company will also provide Automatic Location Identification Data Base Maintenance. ANI will be routed to ATT for forwarding to the subscribing customer's predetermined Public Safety Answering Point (PSAP).

S14. EMERGENCY SERVICE

S14.1 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E-911 (Cont'd)

E. Rates and Charges

1. The calling party is not charged for calls placed to the 911 number.
2. Rates and charges are priced in regards to main and equivalent main stations, rounded upwards to the next nearest 1,000. This count is based upon the maximum number of the stated main stations in service during the most current twelve month period at the time service is established.  
 This count will be adjusted annually to update customer billing with the applicable twelve month period being the twelve months ending with calendar year.

Rate Per 1000 main stations served:

	<u>Nonrecurring</u>	<u>Monthly Charge Rate</u>
Automatic Number Identification	ICB	\$ 60.00
Automatic Location Identification Data	ICB	\$ 30.00
Maintenance Class Screening	ICB	\$ 28.00
<b>E911 Trunks @ \$125.00 each **</b> <b>(2 required per exchange)</b>		<b>\$250.00</b>

3. PSAP Terminal Equipment

Company or customer-provided equipment may be furnished to terminate 911 exchange lines at any PSAP.

- a. When the Company provides PSAP equipment, it will be provided at rates and charges for modification of standard equipment or special equipment for service arrangements for which provision is not otherwise made in the Company's Tariff or Price List. These will be furnished, when practical, by the Company at charges equivalent to the estimated cost of furnishing such equipment and arrangements, if not detrimental to any of the services furnished under the Company's Tariff and Price List. Cost of special assembly may include:

- (1) cost of maintenance;
- (2) cost of operation;

\*\* Appropriate Service Connection Charges as set forth in Section 6 of this Tariff.

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S14. EMERGENCY SERVICES14.1 ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE - E-911 (Cont'd)E. Rates and Charges (Cont'd)

## 3. PSAP Terminal Equipment (Cont'd)

## a. (Cont'd)

- (3) depreciation on the estimated cost installed of any facilities used to provide the special assembly, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
- (4) general administration expenses, including taxes on the basis of average charges for these items;
- (5) any other item of expense associated with the particular situation.
- (6) an amount, computed on the estimated cost installed of the facilities used to provide the special assembly, for return on investment.

Estimated cost installed mentioned above includes cost of equipment, and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts.

- b. When customer-provided terminal equipment is employed at a PSAP, it will be furnished in accordance with the general provisions set forth in Section 13, Interconnection with Communications Equipment and Systems Provided by the Customer, of this Tariff.

Tie lines, private lines, extension access lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at filed tariff rates for such channels and facilities as specified in this and other appropriate tariffs.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a WOW! Internet, Cable and Phone

Section 25  
Original Contents Sheet 1

---

S25. GENERAL RULES AND REGULATIONS

CONTENTS

		<u>Sheet No.</u>
S25.1	Applications of Regulations.....	1
S25.2	Use of Service.....	1
	A. Abuse or Fraudulent Use of Service.....	1
	B. Use of Service for Unlawful Purposes.....	1
	C. Use of Party Line Service.....	2
	D. Use of Customer Service.....	2
	E. Minimum Contract Period.....	2
	F. Termination of Service.....	2
	G. Resale of Service.....	5
	H. Restoration of Service.....	6
	I. Subscriber Complaints.....	7
	J. Alabama Relay Center Restrictions.....	7
S25.3	Establishment and Furnishing of Service.....	9
	A. Application for Service.....	9
	B. Application for Business Rates.....	10
	C. Application for Residence Rates.....	12
	D. Advance Payments.....	12
	E. Customer Billing.....	13
	F. Telephone Numbers.....	15
	G. Alterations.....	16
	H. Special Construction.....	17
	I. Special Assemblies of Speculative Projects.....	19
	J. Change of Occupancy.....	20

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 25  
Original Contents Sheet 2

---

S25. GENERAL RULES AND REGULATIONS

CONTENTS

		<u>Sheet No.</u>
S25.4	Establishment of Credit.....	22
	A. Establishment of Credit.....	22
	B. Deposits.....	23
	C. Discontinuance of Service Failure to Maintain Credit.....	24
	D. Restoration Charge.....	24
	E. Adjustments for Taxing Authority Payments.....	25
S25.5	Obligation And Liability of The Company.....	26
	A. Undertaking of the Company.....	26
	B. Provision of Equipment.....	27
	C. Furnishing of Service.....	30
	D. Maintenance and Repair.....	30
	E. Liability.....	31
	F. Directories.....	34
S25.6	Limitations And Use of Service.....	35
	A. Network Facilities for Use With Automatic Dialing and Announcing Devices..	35

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S25. GENERAL RULES AND REGULATIONSS25.1 APPLICATION OF REGULATIONS

- A. The regulations set forth herein apply to basic local services and facilities furnished by Knology of the Valley, 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.

S25.2 USE OF SERVICEA. 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) or 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 REGULATIONSS25.2 USE OF SERVICE (Cont'd)C. Use of Party Line Service (N/A)D. Use of Customer Service (N/A)E. Minimum Contract Period

1. 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.
2. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.

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:

The charge for telephone exchange service will be billed, and will be due and payable, monthly. If bills are not paid within 5 days after the bill is delinquent and the Company has served notice of its intent to disconnect the service, service may be suspended on the telephone numbers which accounts are unpaid. The failure to receive bills that have been rendered, will not alter the Company's practice as outlined.

In its discretion, the Telephone Company may restore or re-establish service which has been suspended or discontinued for non-payment of charges due. Such restoration or re-establishment shall not be construed as a waiver of any rights to suspend or discontinue service for non-payment of any such or other charges due and unpaid or for the violation of the provisions of the Tariff, nor shall the failure to suspend accounts operate as a waiver or stoppage to suspend or discontinue service for non-payment of such account or of any other past-due regulated account:

## S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)F. Termination of Service (Cont'd)

## 1. By the Company (Cont'd)

## a. (Cont'd)

- (1) upon the continuance of any regulated unpaid amount due for a period of 5 days following temporary suspension;
- (2) Upon the continuance of any unauthorized attachment or connection of customer owned facilities with facilities provided by the Company;
- (3) Upon objection to the furnishing of a service made in writing by or on behalf of any government 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.
- (6) At various times during the operation of the business the Company may recognize that a customer's current charges are excessive or are in excess of deposits on hand by the Company. In such cases, the Company may deem it necessary to render an immediate bill for these charges and has the right if the bill is not paid upon five days written notice to terminate the service or at the discretion of the Company to require an additional deposit amount.
- (7) For violation of and/or non-compliance with the General Rules and Telephone Rules of applicable Regulatory Body.



## 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 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 have been installed.
- c. 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.

## S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)G. Resale of Service

1. The Company offers for resale at wholesale rates, consistent with the provisions of 47 U.S.C. 251(C)(4)(A) and (B) and subject to applicable Commission orders, rules and regulations, any telecommunications service that the incumbent local exchange carrier provides at retail to subscribers who are not telecommunications carriers. Such service may be resold only by telecommunications companies authorized to provide resold service in Alabama pursuant to commission approved contract agreements with the Company and effective tariffs.
2. Upon request, an avoided cost discount shall be applied to all qualifying resold services. Such discount shall be established or approved by the Public Service Commission.
3. Telecommunications Services may be resold only for their intended or disclosed use, under the same terms and conditions applicable to Company end users, and only to the same class of customers. The reseller, as the customer-of-record, is the person or entity responsible for placing the application for service, requesting additions, rearrangements, maintenance, or discontinuance of service, payment in full of charges incurred such as toll, directory assistance, etc. In addition, the reseller must provide the necessary security to the Company to adequately secure their account.

## S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)H. Restoration of Service

1. In its discretion, the Telephone Company may restore, or re-establish, service which has been suspended or discontinued, for non-payment of charges without payment of all charges due. Such restoration, or re-establishment, shall not be construed as a waiver of any rights to suspend, or discontinue, service for non-payment of any such, or other, charges due and unpaid or for the violation of the provisions of the Tariff; nor shall the failure to suspend or discontinue service for non-payment of any past due accounts operate as a waiver to suspend, or discontinue, service for non-payment of such account or any other past due account.
2. Should service be suspended for non-payment of charges, restoration of service will be made as specified under S6. of this Tariff.
3. A customer who fails to pay his bill by the time specified by the regulations of the Telephone Company regarding the prompt payment of bills, and who further fails to pay such bill within a reasonable period (regardless of whether or not service is discontinued for such non-payment, e.g., when disconnected for noncompliance, on wiring or equipment, etc.) may be required to pay such bill together with the applicable reconnection charge.

## S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)I. Subscriber Complaints

1. Informal complaints against the Telephone Company shall be made first directly to the Telephone Company. If the complainant is not satisfied with the disposition of the complaint, the subscriber or authorized representative then may file a complaint with the Commission.
2. A formal complaint or protest shall be in writing and submitted to the Telephone Company and the Commission.

J. Alabama Relay Center Restrictions

1. 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 issued by AT&T or the LEC's.
2. 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 transmitted over the facilities of the Company, except where the Company transmits messages for Telecommunications Devices for the Deaf (TDD).

S25. GENERAL RULES AND REGULATIONS

S25.2 USE OF SERVICE (Cont'd)

J. Alabama Relay Center Restrictions (Cont'd)

3. 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.

S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE

A. Application for Service

1. Applications for telephone service must be made on the Company's prescribed contract or application form. Subsequent service requests may be made orally or in writing to the Company's local business office.
2. Any change in rates or regulations prescribed by the applicable regulatory body modifies the terms and regulations of contracts to the extent of such change.
3. 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. This right to refuse service is subject to compliance with the Commission's General Rule 12 (I) and Telephone Rule T-7. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company who are indebted

## S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)A. Application for Service (Cont'd)

## 3. (Cont'd)

for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness. This is to include applicants from the same household, who are related, even though service is requested in a different name from that of the former subscriber.

4. If telephone service is established and it is subsequently determined that either condition in 3. 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 for Business Rates

1. Business rates apply in offices, stores, factories, and all other places of a strictly business nature.
2. 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).

S25. GENERAL RULES AND REGULATIONS

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

B. Application of Business Rates (Cont'd)

3. 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.
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.



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S25. GENERAL RULES AND REGULATIONSS25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)C. Application of Residence Rates

1. Residence rates apply in private residences where business alphabetical or classified telephone directory listings are not provided.
2. 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. 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.

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 months' service, since billed one month in advance, in addition to such special construction charges, installation charges, service connection charges, and a deposit specified in this Tariff, and any other applicable charges. The amount of the advance payment is credited to the customer's account on the first bill rendered.

S25. GENERAL RULES AND REGULATIONS

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

D. Advance Payments (Cont'd)

2. Federal, State or Municipal governmental agencies may not be required to make advance payments.
3. Short Term Service (See 57.12)

E. Customer Billing

1. The subscriber shall pay monthly in advance or on demand all charges for exchange service.
2. Monthly recurring charges are billed in advance. Special billing arrangements may be established for service 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.

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S25. GENERAL RULES AND REGULATIONSS25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)E. Customer Billing (Cont'd)

4. All charges due by the subscriber are payable by the subscriber at the Telephone Company's Business Office or at other agency duly authorized to receive such payments. Adjustments due to billing inaccuracies shall be limited to the most recent 36 month period according to Rule T5 (5) and (6).
5. For billing purposes each month is presumed to have thirty days.
6. Retroactive billing adjustments will not be made for a period exceeding thirty six months per Rule T5 (C) (6) and (7) from the date an objection is filed by the customer.
7. The Company may temporarily suspend service in the event the customer fails to pay any regulated amount due. Such suspension shall not be made until at least five days following written notification to the customer of the intention to suspend service.
8. A late payment charge of \$10.00 applies to each subscriber's bill (including amounts billed in accordance with 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 charge is applied to the total amount carried forward and is included in the total amount due on the subscriber's current bill. The charge is only applied if the subscriber's previous month's outstanding balance is at least \$20.00.

S25. GENERAL RULES AND REGULATIONS

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

E. Customer Billing (Cont'd)

9. The Company will endeavor to send subscribers' bill for telephone service, but the Company does not obligate itself to send itemized bills with each statement. If the bill is not received on the first, the amount may be ascertained by calling the bookkeeper.

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.

## S25. GENERAL RULES AND REGULATIONS

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

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

The rates and charges specified in this Tariff contemplate that work in connection with furnishing or rearranging service be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours or that once begun be interrupted, so that the Company incurs costs that would not otherwise have been incurred, the customer may be required to pay, in addition to the other rates and charges specified in this Tariff, the amount of additional "costs" incurred the Company as a result of the customer's special requirements.

S25. GENERAL RULES AND REGULATIONS

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

H. Special Construction

1. Private Property (See also Section 12, Charges Applicable Under Special Conditions)
  - 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 semi-permanent 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.
  - c. The customer will provide the company without charge written permission for the placing of the Company's facilities on the property.

## S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)H. Special Construction (Cont'd)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 telephone 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.

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.

3. Facilities in Underground Conduit

- a. The customer will be required to bear the cost of installation of such wiring unless specified or agreed to by the Company.

## S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)I. Special Assemblies of Speculative Projects

1. Special assemblies of speculative projects for which provision is not otherwise made in this tariff may be provided where practicable, if not detrimental to any of the services furnished by the Company.
  - a. The charge for such facilities may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof and will include, when applicable, one or more of the following estimated expense items associated with the special service provided:
    - (1) maintenance expense
    - (2) depreciation expense - including reusable and non-recoverable items
    - (3) administration expense
    - (4) taxes - including Federal Income Tax
    - (5) any other specific items of expense that may be associated with the facility provided
    - (6) a reasonable return on investment
  - b. The estimated installation cost used in the derivation of the various expense items shall include the following:
    - (1) material
    - (2) material overhead
    - (3) installation labor
    - (4) installation labor overhead



## S25. GENERAL RULES AND REGULATIONS

S25.3 ESTABLISHMENT AND FURNISHING OF SERVICE (Cont'd)I. Special Assemblies of Speculative Projects (Cont'd)

2. In connection with Marketing and Sales studies and/or Marketing and Sales programs, the Company reserves the right to waive service charges within specified areas for such periods of time as designated by the Company. In the absence of a Tariff concerning a requested service or a new product offered, the company may provide the service under a mutually agreed contract between company and customer.

J. Change of Occupancy

1. When a change of occupancy or legal responsibility takes place on any premise served by the Telephone Company, notice shall be given within a reasonable time prior to change. The outgoing subscriber is responsible for all service charges until such notice has been properly transmitted, received and processed by the Telephone Company. If the incoming subscriber desires to continue the existing service and keep the same telephone number of the previous subscriber, he must make timely application to do so and assumes full responsibility for all billings received from the date of the change of occupancy. When the date of change of occupancy does not coincide with the billing cycle date, it is the responsibility of the involved customers to split the billing between themselves. No service under this section shall be provided for the incoming subscriber until all his prior indebtedness has been resolved to the satisfaction of the Telephone Company.

S25. GENERAL RULES AND REGULATIONS

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

J. Change of Occupancy (Cont'd)

2. In the event a home or business changes ownership during the period and a special contract or unpaid construction charges remain, the present owner must arrange to satisfy the present agreement with the Telephone Company or make arrangements satisfactorily to the Telephone Company for a new owner to assume the obligation for the balance of the obligation.
3. All such notices shall be made in person or in writing. Telephone communications shall not be considered proper notice. The Telephone Company is not responsible for errors, delays or expense resulting from procedures other than those defined in this Tariff.
4. Continuance of existing service is conditioned upon the acceptance of the present arrangement of services, including directory advertising.

## S25. GENERAL RULES AND REGULATIONS

S25.4 ESTABLISHMENT AND MAINTENANCE OF CREDITA. 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. This refusal of service is subject to compliance with the commissions General Rule 12 (I) and Telephone Rule T-7. 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.

## 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 the rate prescribed by the Public Service Commission. Interest shall be payable for the time such deposit was held by the Company and the customer was served by the Company, unless such period be less than 30 days.
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 regulated sum due the Company for telephone service.

S25. GENERAL RULES AND REGULATIONS

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

B. Deposits (Cont'd)

3. Refer to General Rules of P.S.C. on deposits.

C. Discontinuance of Service for Failure to Maintain Credit

Service may be discontinued for failure to maintain credit, as specified above, following 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.

S25. GENERAL RULES AND REGULATIONS

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

E. Adjustments for Taxing Authority Payments

Rates and charges quoted in this Tariff do not include any excise, sales, use, franchise, based on receipts, license, occupational, privilege, inspection, pole line rental or similar taxes or fees whether such charges be lump sum or flat rate, that may be assessed against the Company.

Any taxes or fees referred to above levied or assessed by any municipality, county, state, or governmental agency against the Company, shall be prorated among the customers receiving the service so levied or assessed and shall be added to the rates and charges quoted herein.

"The charges billed by the Company pursuant to these Tariff provisions will be listed individually on the bill and identified as follows: (type of license, fee, tax or charge) required by action of (name of governmental entity)."

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. GENERAL RULES AND REGULATIONS

S25.5 OBLIGATION AND LIABILITY OF THE COMPANY

A. Undertaking of the Company

The Company does not transmit messages but offers the use of its facilities for communications between customer. If because of transmission difficulties, the operator, in order to accommodate the customer, repeats messages, she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Company because of any errors made by the operator or misunderstandings that may arise between customers because of the errors.

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 on a deregulated basis 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 authorized attachment or connection is made, the Company shall have the right to remove or disconnect the same or to terminate the service.



S25. GENERAL RULES AND REGULATIONS

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

B. Provision of Equipment (Cont'd)

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, disconnect or remove or permit others to disconnect or remove any apparatus installed by the Telephone Company, except upon the written consent of the Company, 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.
  - 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.

S25. GENERAL RULES AND REGULATIONS

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

B. Provision of Equipment (Cont'd)

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. Normally the nature of telephone service requires the Telephone Company to own, control, and maintain the apparatus and equipment used in furnishing the service. However, at the option of the Telephone Company, and in order to accommodate variety in public taste and demand, certain equipment may be supplied by the Company or leased from vendors and offered subject to contracts to customers.
  - a. Termination Contract Applicable.
6. Floor Space, Electric Power and Other Facilities at the Customer's Premises

The customer is responsible for the provision and maintenance, at his expense, of all suitable space and floor arrangements, including but not limited to adequate lighting, proper relative humidity and temperature

## S25. GENERAL RULES AND REGULATIONS

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

## B. (Cont'd)

## 6. (Cont'd)

control, required on his premises for communication facilities provided by the Company in connection with services furnished to the customer by the Company. Any power outlets and commercial power required for the operation of such facilities shall be provided by, and at the expense of, the customer. All operations required for the use of communications facilities provided by the Company at the customer's premises will be performed at the expense of the customer, and must conform with the operating practices and procedures of the Company to maintain a proper standard of service.

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.

S25. GENERAL RULES AND REGULATIONS

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

D. Maintenance and Repair (Cont'd)

2. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause. (Charges for damages will be replacement cost of materials plus labor.)
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.

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.

## S25. GENERAL RULES AND REGULATIONS

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

## 2. (Cont'd)

- e. Liability for telephone directories is covered next in this section under Directories.
- f. Any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company, or its employees.
- g. No liability shall attach to the Company for damages alleged to have arisen from the use of the Company's service and equipment in explosive atmospheres or at outdoor or other locations, which are not suitable for the location of its service and facilities. Protective equipment or special devices as may be available for use in such locations should be subscribed for. The Company will provide such protection equipment, when available, upon the express condition that protection is not guaranteed and that no liability shall be attached to the Company for any damages alleged to have arisen in connection with the use of such equipment.

## S25. GENERAL RULES AND REGULATIONS

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

## 2. (Cont'd)

- h. Where service is to be established at a location that would involve undue hazards to employees of the Company, the customer may be required to install and maintain equipment and facilities in a manner satisfactory to the Company, the remuneration to be based on the conditions involved.

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 at a charge. Foreign directories may be provided at a charge.
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.

## S25. GENERAL RULES AND REGULATIONS

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

3. No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "Information operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

S25.6 LIMITATIONS AND USE OF SERVICEA. 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 successfully 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.



## 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)

- 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 whose behalf the call is made, must be 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, they must be informed of such and permission must be granted.
- 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 at this time, must give the customer the amount of the charges that will be applied if they respond.

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)

- 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 Telephone 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.
- l. This type telecommunication service will not be used for any unlawful purpose.

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S25. GENERAL RULES AND REGULATIONSS25.6 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 Telephone 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.
  4. Refer to Alabama Public Service Commission Telephone Rules.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 26  
Original Contents Sheet 1

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S26. DEFINITIONS

CONTENTS

		<u>Sheet No.</u>
S26.1	Definitions.....	1
S26.2	Acronyms and Abbreviations.....	20

## S26. DEFINITIONS

## ACCESS LINE

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

## ACCESS POINT

The point where the company's equipment or the equipment of others attaches to the facilities of the Company. Under the conditions of customer-owned equipment, normally this access point is a protector. The particular point to be determined by the Company, depending upon service requested.

## ADDITIONAL LISTING

Any listing of a name or other authorized information in connection with a customer's telephone number in addition to that to which he is entitled in connection with his regular service.

## 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.

## APPLICANT

A person, firm, partnership, corporation, profit or nonprofit organization, governmental agency, etc., requesting service from the Company.

## AUTHORIZED USER

A person, firm, or corporation on whose premise a telephone service is located and who may communicate over such channels in accordance with the terms of the tariff.

## BASE RATE AREA

A specific area within an exchange service area as set forth in the telephone utilities' tariffs, maps or descriptions. Local exchange service within this area is furnished at uniform rates without extra mileage charges.

## CALL

An attempted or completed communication.

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S26. DEFINITIONS

CANCELLATION CHARGE

A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or part prior to the completion of the work involved.

CENTRAL OFFICE

A switching 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.

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.

COIN TELEPHONE

A telephone station, either public or semi-public, equipped with a device for collecting money in payment of telephone messages, at locations chosen or accepted by the company.

COMMISSION

Alabama Public Service Commission.

COMPANY

Wherever used in this tariff, refers to Knology of the Valley, Inc. d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone* unless the context clearly indicates otherwise.

CONNECTING ARRANGEMENT

The equipment provided by the company to accomplish the connection of customer-provided facilities with the facilities of the company, or of facilities of the company with other facilities of the company.

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.

## S26. DEFINITIONS

## 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 word "cost" wherever used in this Tariff, shall mean or include labor, material, overhead, and all other expenses, including a profit.

## CUSTOMER

Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, etc., provided with service by the company and 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 provided by a customer.

## CREDIT CARD

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

## DIRECTORY ASSISTANCE CHARGE

A charge made for requests from the Directory Assistance Operators.

## DIRECTORY LISTING

A publication in the Company's alphabetical directory of information relative to a customer's name or other identification and telephone number.

## 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.

## S26. DEFINITIONS

## EXCHANGE SERVICE AREA

The territory served by an exchange within which local service is furnished at the exchange rates applicable within that area.

## EXCHANGE SERVICE

The furnishing of facilities 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, extended area service calls, or other services.

## EXTENDED AREA SERVICE

A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and, where provided by the tariff, receive messages from one or more exchanges without the application of long distance message telecommunications charges.

## 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 EXCHANGE

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

## FOREIGN EXCHANGE SERVICE

Telephone exchange service furnished to a customer other than the exchange regularly serving the area in which the customer is located.

## INSTALLATION CHARGE

An installation charge is nonrecurring charge applying to the provision of certain items of equipment or facilities as distinguished from a Service Connection Charge applicable for establishment of basic telephone service and is in addition to applicable service connection charges. The installation charge may sometimes be called an "initial charge".

## 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.



S26. DEFINITIONS

MAINTENANCE OF SERVICE CHARGE

The charge for each visit by the Telephone 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.

MESSAGE RATE

Local exchange service billed on a per-message basis.

MILEAGE

The measurement upon which charges are computed for Foreign Exchange, tie lines and private lines.

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.

PRIVATE LINE

A circuit provided to furnish communication between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

PUBLIC TELEPHONE

An exchange station, either attended or equipped with a coin collecting device, designed and placed for use by the public in general at locations chosen or accepted by the Company.

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S26. DEFINITIONS

## SEMI-PUBLIC TELEPHONE

An exchange station, equipped with a coin collecting device, designed for a combination of customer and public use at locations more or less public in character. Semi-public telephone service is considered as a form of customer service. Effective November 1, 1987, semi-public telephone equipment will be provided on a deregulated basis.

## 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

A person, firm, partnership, corporation, profit or non-profit organization, governmental agency, etc., receiving service from the company.

## SUSPENSION OF SERVICE

An arrangement made at the request of the customer, or initiated by the company for violation of Tariff regulations by the customer, for temporarily discontinuing service without terminating the service agreement or removing the telephone equipment from the customer's premises, as more specifically defined by the Tariff.

## TARIFF

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

## TOLL CALL

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

## WIDE AREA TELECOMMUNICATIONS SERVICE

The furnishing of facilities for dial type telephone communications between a wide area service access line and other exchange telephones in the area prescribed in the tariff.

## ZONE

One of a series of specified areas, beyond the base rate area of an exchange in which service is furnished at rates in addition to base rates.

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS

AND - Automatic Network Dialing

ATTCOM - AT&T Communications

ATTIS - AT&T Information Services

ATUR - Automatic Telephone Using Radio (Cellular System)

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

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

CCB - Coin Collecting Box

CCIS - Common Channel Inter-Office Signaling

CCLC - Common Carrier Line Charge

CDA - Coin Detection and Announcement

CDR - Call Detail Recording

CDRR - Call Detail Recording and Reporting

CIC - Carrier Identification Code

CMRS - Cellular Mobile Radio Telecommunications Service

COCOT - Customer Owned Coin Operated Telephone

CPE - Customer Premises Equipment

DDD - Direct Distance Dialing

DID - Direct Inward Dialing

DOJ - Department of Justice

EAS - Extended Area Service

ECA - Exchange Carrier Association

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

EDA - Embedded Direct Analysis

FCC - Federal Communications Commission

FGA - Feature Group A

FGB - Feature Group B

FGC - Feature Group C

FGD - Feature Group D

FX - Foreign Exchange

IXC - Interexchange Carrier

INWATS - Inward Wide Area Telecommunications service (800)

ISDN - Integrated Services Digital Network

KTS - Key Telephone System

LATA - Local Access and Transport Area

LCR - Least Cost Routing

LEC - Local Exchange Company

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

LMS - Local Measured Service

MTS - Message Telecommunications Service

NECA - National Exchange Carrier Association

ONA - Open Network Architecture

OUTWATS - Outgoing Wide Area Telecommunications Service

PBX - Private Branch Exchange Service

PIN - Personal Identification Number

PL - Private Line

POP - Point of Presence

PSN - Public Switched Network

RBOC - Regional Bell Operating Company

RCC - Radio Common Carrier

RCF - Remote Call Forwarding

S26. DEFINITIONS

S26.2 ACRONYMS AND ABBREVIATIONS (Cont'd)

SLC- Subscriber Line Charge

WATS- Wide Area Telecommunications Service

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 27  
Original Contents Sheet 1

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S27. DIRECTORY LISTINGS

CONTENTS

		<u>Sheet No.</u>
S27.1	General.....	1
S27.2	Conditions.....	1
S27.3	Rates.....	4



S27. DIRECTORY LISTINGS

S27.1 GENERAL

- A. Directory listings encompassed by this tariff are applicable to listings in the alphabetical section in the telephone directory.

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.
  4. Only one listing is furnished without charge for each main service. If additional listings are required to properly identify the subscriber, such additional listings will be provided at the appropriate charge as set forth in the Company's Price List.

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 29  
Original Contents Sheet 1

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S29. LOCAL EXCHANGE BOUNDARY MAPS

CONTENTS

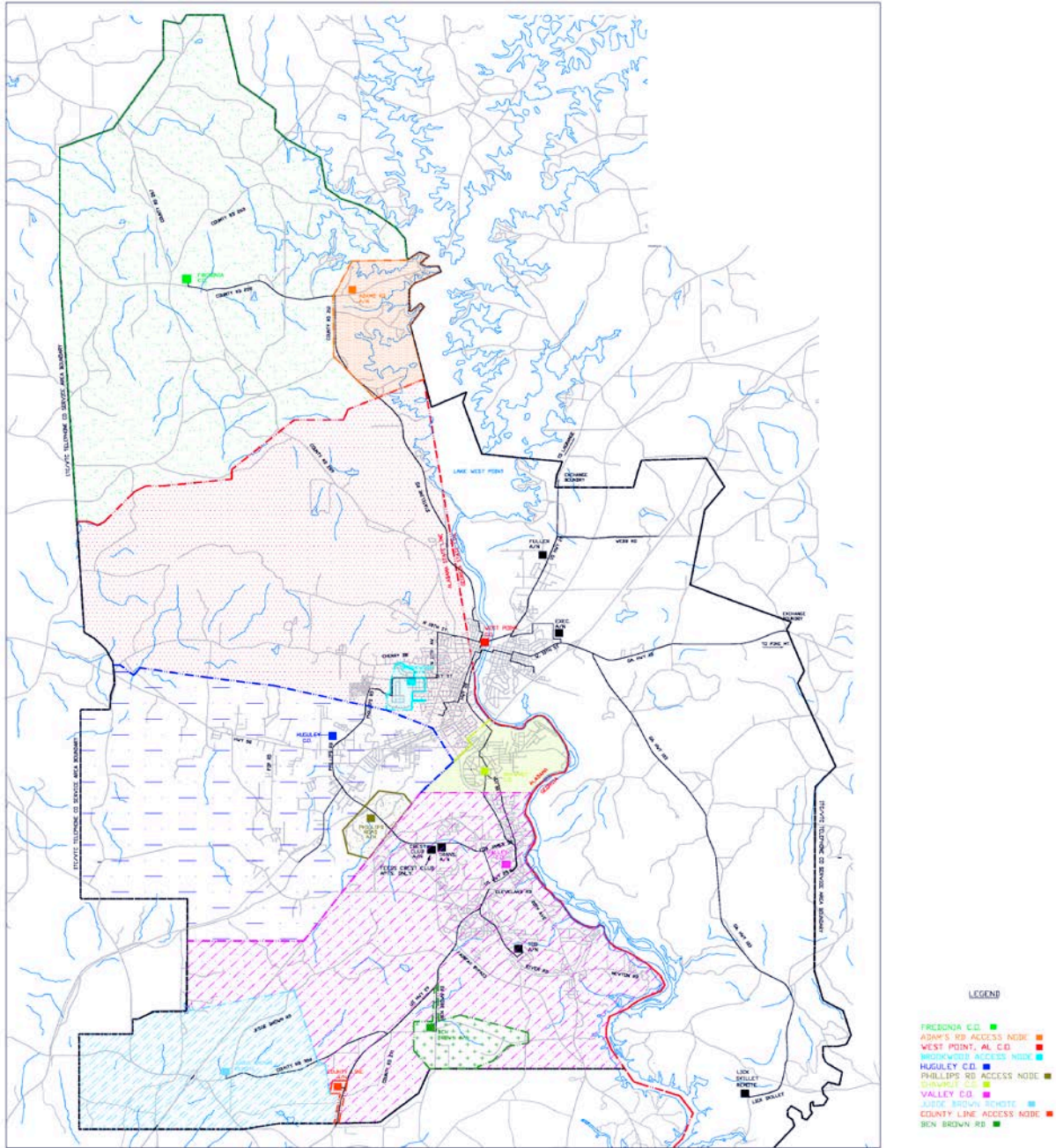
		<u>Sheet No.</u>
S29.1	Fredonia Exchange.....	1
S29.2	Huguley Exchange.....	1
S29.3	West Point Exchange.....	1
S29.4	Shawmut Exchange.....	1

S29. LOCAL EXCHANGE BOUNDARY MAPS

S29.1 Fredonia, Huguley, West Point and Shawmut Exchange



EXCHANGE BOUNDARIES AND WIRE CENTERS



GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 100  
Original Contents Sheet 1

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S100. OBSOLETE SERVICE OFFERINGS

CONTENTS

Sheet No.

N/A

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 200  
Original Contents Sheet 1

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S200. INTRASTATE ACCESS SERVICES TARIFF

CONTENTS

		<u>Sheet No.</u>
S200.1	Intrastate Access Services.....	1
S200.2	Intrastate Billing and Collection Service.....	4

GENERAL SUBSCRIBER SERVICES TARIFF

Knology of the Valley, Inc. d/b/a Knology  
or d/b/a *WOW! Internet, Cable and Phone*

Section 200  
Original Sheet 1

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES

Knology of the Valley, Inc. d/b/a Knology or 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/myjsi/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:

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

S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (Cont'd)

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.
  
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 April 17, 2012 and July 10, 2012 Orders in APSC Dockets 28642 and 31816 (collectively, the "APSC Orders") and amended implementing regulations adopted on July 2, 2013 (the "Implementing Regulations"), and which is currently administered by the Telecommunications Association of the Southeast ("TELSE"), by which 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 Orders and Implementing Regulations, and any amendments or clarifications thereto, with a corresponding reduction in the overall size of the TSF on July 3, 2012 and July 2, 2013.
 

(D,N)  
|  
(N)  
(C)  
  
(T)
  
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

## S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (Cont'd)4. Identification and Rating of VoIP-PSTN Traffic (Cont'd)(A) Scope (Cont'd)

## (1)(Cont'd)

Switched Telephone Network (PSTN) facilities, which originates and/or terminates in Internet Protocol(IP) format. "Toll VoIP-PSTN Traffic" originates and/or 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:

- (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.



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S200. INTRASTATE ACCESS SERVICES TARIFFS200.1 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)

(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.

(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.

## S200. INTRASTATE ACCESS SERVICES TARIFF

S200.1 INTRASTATE ACCESS SERVICES (Cont'd)4. Identification and Rating of VoIP-PSTN Traffic (Cont'd)(F) PVU Factor Verification (Cont'd)

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.

S200.2 INTRASTATE BILLING AND COLLECTION SERVICE

Knology of the Valley, 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 of the Valley, Inc. d/b/a Knology or d/b/a *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 of the Valley, Inc. d/b/a Knology or d/b/a *WOW! Internet, Cable and Phone* subject to the jurisdiction of the Alabama Public Service Commission.