
LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

Hargray of Tallahassee LLC

Local Exchange Services Price List

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this Price List for the purpose indicated below:

- | | |
|-----|--|
| (C) | Changed rule or regulation |
| (D) | Discontinued rate or regulation |
| (I) | Increased rate |
| (M) | Moved text or section without change |
| (N) | New rate or regulation |
| (R) | Reduced rate |
| (T) | Change in text but no change in rate or regulation |

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

APPLICATION OF PRICE LIST

This Price List contains the regulations, terms, conditions, services offerings, rates and charges applicable to Hargray of Tallahassee LLC (“Company”) furnishing of local exchange and intrastate intraLATA toll telephone service to customers in the State of Florida. The rates and rules contained herein are subject to change pursuant to the statutes, rules and regulations of the State of Florida.

This Price List is on file with the Florida Public Service Commission at 2540 Shumard Oak Boulevard, Gerald Gunter Building, Tallahassee, Florida 32399. In addition, this Price List is available for review at the Company’s corporate headquarters located at 870 William Hilton Parkway, Building C, Hilton Head Island, South Carolina 29928.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 1 - DEFINITIONS AND ABBREVIATIONS

The following terms, whether or not capitalized in this Price List, shall have the meanings set forth below:

Business – When used in relation to service, means service provided in offices, stores, factories and all other places for business use.

Call Forwarding – Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user’s station is idle or busy. The subscriber may change the designated answering point using the telephone key pad.

Call Waiting – Provides the user with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Caller ID – Name – Identifies the name associated with the calling number before the phone is answered. This feature requires Caller ID – Number.

Calling Number and Name Delivery Blocking, per call – Blocks deliver of name and number

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Demarcation Point – That point of interconnection between the Company.7(onP)2(o)9.6.3(t)-36(C)4.11.2ficiertCyndt1.

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing

Directory Listing – The publication in the incumbent local exchange carriers White Pages directory of information relative to the customers' telephone numbers ("the Directory"), by which telephone users are enabled to ascertain the telephone number of a desired telephone.

Additional Listings – A separate and alphabetically distinct listing for the names of anyone else living at the end user's home or, for example, partners in a business.

Additional Main Listings- A no charge listing associated with a ring master number. Additional main listings are not entitled to a free yellow page listing.

Alternate Listings – A listing of an alternate telephone number to be called in case no answer is received at the primary call number.

Caption Listings- A caption is a listing set arrangement composed of a caption header and indented listings. A caption benefits the use by simplifying the appearance of the listing.
Example:

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Directory Listing (Cont'd.)

Non-listed Service – A listing, in the alphabetical section of the Company's directory, maintained on directory assistance records that will be furnished upon the request of the calling party.

Non-published Exchange Service – A listing, not listed in either the alphabetical section of the Company's directory or directory assistance records and will not be furnished upon request of the calling party.

Primary Listing – One listing in the Directory, at no charge, when applying for telephone service.

Titles and Suffixes

A title of address that precedes a name, such as Mrs., Rev., Capt., may be included in a residence, business or personal name listing. A professional designation or an educational, such as MD, CPA, CREA, or JP are suffixes that may be included in a residence or business personal name listing as a suffix. A maximum of 3 titles and /or suffix are allowed per each residence or business personal name listing.

There are four types of titles:

Title of Lineal Descent (JR, II, etc)

Titles of Address (Rev, Dr, etc)

Military Titles (Adm, Lt Col, etc)

Degrees/Professional Affiliation (PhD, RN, etc)

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SECTION 1 - DEFINITIONS AND ABBREVIATIONS (CONT'D.)

Disconnection – The temporary cessation of telecommunications service.

Exchange – A telephone system which provides for service within a specified area known as the “Exchange Area.”

Exchange Access Line – A central office line which provides access to the exchange telephone network for local and long distance telephone service and includes the service, central office equipment and all outside plant facilities furnished by the Company.

Exchange Service – The furnishing of service for telephone communication within local service areas in accordance with the provisions of this Price List.

Individual (1-Party) Line Service – A grade of Exchange Service which provides for a maximum of one main station on a line.

LATA – Local Access and Transport Area (LATA) denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

Local Messages – A local message is a telephone conversation of any prescribed length between two telephone stations. It is the measurement upon which the charges for telephone communications are

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.2 Limitations of Service

2.2.1 The Company offers service to all Persons who desire to purchase service from the

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.3 Use of Service

2.3.1 Permitted Uses

Service may not be used for any unlawful purposes, or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier.

2.3.2 Minimum Service Period

The minimum period of service is one month (30 days), unless otherwise stated in this Price List.

2.3.3 Fixed Service Period

If Customer and the Company have agreed to a specified term of service under any service order, then following expiration of the initial term of service, or any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days' written notice.

2.3.4 Termination

Any termination shall not relieve Customer of its obligation to pay any charges incurred under this Price List or in any service order prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)**2.4 Liability**

- 2.4.1 The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Price List or any service order shall not exceed the amount of the credit allowance described in Section 2.6.3 herein. The extension of credit allowances as described in Section 2.6.3 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this Price List or any service order. In no event will the Company be liable for any direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost business, goodwill, income or profits, even if advised of the possibility of the same.
- 2.4.2 The Company shall not be liable for any claim or loss, expense, or damage for any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under this Price List or any service order, if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any Person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion; war; riot or civil disturbance; any law, order, regulation, direction, action or request of any federal, state or local government or any department, agency, commission, bureau, or other instrumentality of federal, state or local government; or by any other cause beyond the Company's control.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.3 The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special, or consequential damage for:

A. Defamation, libel, slander, invasion of privacy, infringement of copyright or patent,

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.4 Liability (Cont'd.)

2.4.4 Emergency 911 Service (E911) is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.1 (Cont'd.)

D. Providing at no charge, as specified from time to time by the Company, any needed

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Effective: January 19, 2022

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Hilton Head Island, S(a)- Tf 9(He)-4.697oh6.6(e(B)-6().6(R8(y)18()n)6.(lt)1.4)-52.8(y)1.7

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.3 Credit Allowances (Cont'd.)

E. Credit Allowance – Directory

For errors or omissions in listings in alphabetical telephone directories and information records furnished without additional charge, the Company shall have no liability.

Subject to the provision of Section 2.4 of this Price List, the Company shall allow, for errors or omissions in alphabetical telephone directories (excluding the use of bold face type), or in information records, an amount within the following limits:

1. For listings in alphabetical telephone directories furnished at additional charge,

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.5 Payment and Charges for Service

- A. Charges for service are applied on recurring and non-recurring basis. Service is billed on a monthly basis on or about the same day each month. Service continues to be provided until canceled by Customer or by the Company in accordance with provisions of this Price List.
- B. Payment will be due pursuant to applicable Commission rules. The Company includes its name and its toll-free telephone number on all invoices.
- C. The Customer is responsible for payment of all charges for service furnished to the Customer, including, but not limited to all calls originated at the Customer's number(s); received at the Customer's number(s), e.g., collect, toll free; billed to the Customer's number(s) via third-party billing; incurred at the specific request of the Customer; or placed using a calling card issued to the Customer. Charges based on actual usage during a month will be billed monthly in arrears. All fixed monthly and non-recurring charges for services ordered will be billed monthly in advance. The Customer is responsible for all wiring and equipment on the customer side of the demarcation point. Customer assumes all liability for toll fraud. Hargray offers blocking options to assist customers with mitigating the potential occurrence of fraud.
- D. Service may be denied pursuant to the Commission's rules regarding disconnection of service for nonpayment. Restoration of service will be subject to all applicable installation charges.
- E. Customer is liable for all costs associated with collecting past due charges, including all attorneys' fees.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.6 Responsibility of the Customer (Cont'd.)

2.6.6 Establishment of Credit and Deposits

A. Establishment of Credit

The Company may require a permanent residential applicant for service to satisfactorily establish credit, but such establishment of credit will not relieve the customer from prompt payment of bills.

B. A residential applicant will not be required to pay a deposit subject to the following rules:

1.

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Responsibility of the Company (Cont'd.)

2.7.4 Disconnection of Service by the Company (Cont'd.)

B. Insufficient reasons for denial or disconnection of service:

1. Nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates provided the applicant enters into a deferred payment plan. The Company shall not disconnect or suspend service without mailing or delivering a bill to the customer for the amount due.
2. Service will not be withheld from a customer whose name was fraudulently used to obtain service at another location without the end user's permission or knowledge.
3. The Company shall not deny service to a customer for nonpayment of an amount past due for more than three (3) years, if the company cannot substantiate the charges with a copy of the customer's bill.
4. Service shall not be discontinued to a current customer in good standing who accepts an additional household member owing a previous bill to the Company, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the customer at a different or same location.
5. The Company shall not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the State of Florida.
6. Local exchange service shall not be denied or terminated for nonpayment of non-regulated services or disputed charges.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.7 Restoration of Service

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which 54, t

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SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.9 Service Connection and Facilities on Customer's Premises

The Company shall furnish and maintain all facilities including protective apparatus, to provide telecommunications service except as may be otherwise specified in this Price List. All facilities shall conform to the established construction standards of the Company.

Except as otherwise specified in this Price List, all equipment furnished by the Company in connection with a Customer's service shall be carefully used and only duly authorized employees of the Company or its contractors or agents shall be allowed to connect, disconnect, change or alter in any manner any or all such facilities.

Customer will be held responsible for loss of or damage to any facilities furnished by the Company unless such loss or damage is due to causes beyond the Customer's control.

At the termination of service, the Company may remove any and all of its property located at the Customer Premises, as provided for in this Price List.

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 or

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 3 -SERVICES

3.1 Residential Local Exchange Service

Residential Local Exchange Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

- a. Place and receive calls from other stations on the public switched telephone network;
- b. Access the Company's local calling service;
- c. Access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 8XX NPA; and access 911 service for emergency calling

3.2 Residential Service Description

Basic Local Service consists of local exchange service, nationwide local calling, voice mail,

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.3 Toll Services

4.3.2 Toll Service

Provides facilities to complete interLATA, intrastate or intraLATA, interexchange calls between two points. Customer makes call by dialing directly or with operator assistance. Direct Dialing includes 1 + Area Code (where necessary) + telephone number. For operator assistance a customer dials O only, O + telephone number or O + NPA + telephone number for IntraLATA calls.

For customers subscribing to Hargray Nationwide Local services, no monthly recurring charges for outbound long distance calls will apply for those customers using Hargray for both local and long distance service.

Long Distance R1(t)-551.2(s)-2rlh attom5(V)-68(c)9.6(e)-2.8ondin(a)-3intNagi(a)-3in1.2(T)2.6(at)5.9(i)a

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SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.1 Directory Listings (Cont'd.)

2. Non-Published

	<u>Monthly Rate</u>
Business and Residential, each	\$0.60

Non-Published monthly rate will not apply in the following cases:

1. Additional service furnished to the same subscriber who has other service listed

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)**4.4 Directory Services (Cont'd.)****4.4.2 Directory Assistance Service****B. Directory Assistance Charge Exemption**

Directory Assistance Charge Exemption gives 50 Free (local, long distance, or combination of both) DA calls per billing cycle on each line where the end user has disabilities that prevent use of the telephone directory. Normal tariffs apply to DA calls for the 51st and all other additional calls within a billing cycle. For purposes of this rule, disability means, with respect to an individual, a physical or mental impairment that prohibits a customer from using the telephone directory.

A letter from the end-user's physician, clinic or appropriate group/agency verifying the disability, on the official letterhead of the physician, should be attached to the application. Access Integrated Networks will not be responsible for any charges incurred to obtain certification. In addition to the physician's letter, the customer will be required to complete Access's Directory Assistance Charge Exemption Application Form.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.4 Directory Services (Cont'd.)

4.4.4 National Directory Assistance

A. Service Description

National Directory Assistance (NDA) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers' home NPA are billed under the current Directory Assistance plan.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

SECTION 4 – SERVICES (CONT'D.)

4.5 Miscellaneous Services

4.5.1 Toll Restriction (1)

A. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

	<u>Monthly Rates</u>	<u>Non-recurring Charge</u>
Toll Restriction, per Business line equipped	\$0.00	\$0.00

4.5.2 Reserved for Future Use

