

1. General

In addition to the rules and regulations contained in this Guidebook, provisions of the "Communications Customer Service Rights and Responsibilities" Rule, as promulgated by the Indiana Utility Regulatory Commission, also apply. This Rule does not apply to radio common carrier or commercial mobile radio services.

The following regulations are applicable to all services covered in this Guidebook except for Part 21, Access Service.

2. Establishing and Furnishing Service

2.1 Application of Guidebook

Applications for service and facilities may be made orally or in writing.

- A. Previous Indebtedness - The Telephone Company reserves the right to refuse service to any applicant who is found to be indebted to the Telephone Company for service previously rendered until satisfactory arrangements have been made for the payment of all such indebtedness.
- B. Guidebooks Binding - Upon acceptance of application for service, all the applicable provisions in the Telephone Company's Guidebooks lawfully on file shall be binding on the part of the Telephone Company and the customer. Any authorized change in rates or regulations will become effective without further notice and will effect a modification of all contracts for service.
- C. The Company may discontinue certain Company services in geographic areas for which the Company has no customers subscribing to those services.
- D. In addition, and subject to the appropriate regulatory approvals, the Company may grandfather or discontinue all services governed by this Guidebook in certain geographic areas. Once grandfathered, such services will no longer be available for purchase and existing customers will no longer be able to move, add or change their existing service.^{/1/} (C)

For service availability by Wire Center: https://cpr.att.com/common/DLS_Filing_Info.htm

For service availability by address: [Service Availability Tool](#)

2.2 Obligation of Telephone Company

- A. Availability of Facilities - The Telephone Company's obligations to furnish service or to continue to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights for construction and maintenance of the necessary pole lines, circuits, equipment, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

^{/1/} Effective on or after December 31, 2023 (as permitted by the FCC), neither new nor existing customers will be permitted to purchase services in certain geographic areas.