

SUSPENSION OF SERVICE**A. By the Company**^{/1/}

1. Residence Service

A customer's service may be suspended for nonpayment of all undisputed, delinquent charges for services furnished the customer, authorized users, and any other charges for which the customer has agreed to be responsible, including but not limited to charges for services originated or charges accepted at the customer's telephone for exchange service; intrastate or interstate long distance service charges billed by the Company; any FCC-approved end user charge; any charges transferred to the customer's account from terminated accounts billed to the same customer; and charges pursuant to Part 2 Regulations of the Guidebook, where the customer has executed a Contract of Guaranty, after a written notice has been furnished to the customer. Basic local telecommunications service may not be disconnected for customer non-payment of a delinquent charge for other than basic local telecommunications service. The customer's written notice shall be sent or delivered to the customer at least ten days prior to the date of the proposed discontinuance. Basic telecommunications service shall not be suspended on a day when the offices of the Company are not available to facilitate reconnection of service or on a day immediately preceding such day. A customer shall have at least 21 days from the rendition of a bill to pay the charges stated.

At least 24 hours preceding a suspension, the Company shall make reasonable efforts to contact the customer to advise him of the proposed discontinuance and what steps must be taken to avoid it.

The Company may place global toll blocking and eliminate any optional, non-basic calling features and functions for customer nonpayment of delinquent charges for other than basic local telecommunications service.

The Company shall postpone a suspension for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Company with reasonable evidence of such necessity.

/1/ For provisions and charges associated with restoring service after suspension, see Part 3 of this Guidebook.

SUSPENSION OF SERVICE (cont'd)

A. By the Company^{/1/} (cont'd)

2. Business Service

A customer's service may be suspended for nonpayment of all undisputed, delinquent charges for services furnished the customer, authorized users, and any other charges for which the customer has agreed to be responsible, including but not limited to charges for services originated or charges accepted at the customer's telephone for exchange service; intrastate or interstate long distance service charges billed by the Company; any FCC-approved end user charge; any charges transferred to the customer's account from terminated accounts billed to the same customer; and any charges pursuant Part 2 of the Guidebook, where the customer has executed a Contract of Guaranty, after a written notice has been furnished to the customer.

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The customer's written notice shall be sent or delivered to the customer at least five days prior to the date of the proposed discontinuance. If, in the judgment of the Company, unusual risk of financial loss exists, service may be suspended after 48 hours' written notice has been furnished to the customer.

3. Residence or Business Service

A customer's service may be suspended for abuse or fraudulent use of service. Abuse or fraudulent use of service includes 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 a long distance charge.

A customer's service may be suspended for failure on the part of the customer to remove or disconnect unauthorized attachments or connections to Company facilities after being furnished written notice.

4. Resold Residence and Business Service

Customers transferred to the Company's local service because of their Local Service Providers failure to pay the Company will have their service terminated 30 days from the date of transfer if they have not selected a new Local Service Provider.

/1/ For provisions and charges associated with restoring service after suspension, see Part 3 of this Guidebook.

SUSPENSION OF SERVICE (cont'd)

B. At the customers own request

1. General

- a. More than one period of suspension may be permitted in any one calendar year provided at least one month's full rental shall be paid between each period of suspension.
- b. If the service is placed on temporary suspension for more than four months, there will be an extension of the contract period equivalent to the time the service is suspended where the initial contract period is in excess of one month.
- c. Temporary suspension of service may begin on any day of the month provided notice is given sufficiently in advance for arrangements to be made.
- d. Service will be suspended upon sufficient notice from the customer. Service will not be suspended on Sundays and Holidays.
- e. Bills are rendered at the reduced rate at regular billing dates during the period of suspension.
- f. Suspended service will be restored upon sufficient notice from the customer. Service will not be restored on Sundays and Holidays. There is no additional charge for restoration of service.
- g. The following Service and Equipment Charge will apply for temporary suspension of service at the customer's request.

	<u>Residence</u>	<u>Business</u>
Service and Equipment Charge	\$17.25	\$20.50

2. Temporary Suspension of Customer's Entire Service

- a. Complete temporary suspension of service is available to customers for any grade of business and residence service, individual line (flat, measured), party-line and Private Branch Exchange Service, except Service Line Service. Neither outward nor inward service is provided during the period of suspension.
- b. Temporary suspension of service with reduction in charges is permitted for any period of one month or more.
- c. The reduction in rate for the period of suspension is equal to 50 per-cent of the Exchange Service charges, including charges for listings and mileage. (C)
- d. At the request of the customer, calling parties are advised of the telephone number of a telephone designated by the customer at which he may be reached or his calls received. Customers requesting to initiate, change or discontinue this transfer arrangement during the temporary suspension period will be charged one-half (1/2) of the Service and Equipment Charge for temporary suspension. In view of the possibility of errors, arrangements for advising calling parties of the telephone number of a telephone at which the customer may be reached or his calls received are made with the understanding that the customer assumes all risks in connection therewith, and that no liability attaches to the Company by reason of failure to complete a particular call.

SUSPENSION OF SERVICE (cont'd)

B. At the customers own request (cont')

3. Temporary Suspension of Centrex Service

- a. Temporary suspension of a part of the customer's service is available when the customer has Centrex Service.
- b. A reduction in rate is applicable to Centrex stations billed separately. The period of suspension will be for a minimum of at least two months. In any event, a reduction in rate shall not be applicable to the minimum number of stations required with Centrex Systems. Regular charges are applicable to all other services and facilities continued in service.
- c. The reduction in rate for the period of suspension is equal to 50 percent of the regular charges for the services and facilities temporarily suspended.

4. Temporary Suspension of Plexar Service

- a. Temporary suspension of a part of the customer's service is available when the customer has Plexar Service.
- b. The customer needs to provide to the Company the number of exchange access lines to be put on suspension. The customer will not be charged for these exchange access lines during the period of suspension.