

SUSPENSION AND RESTORAL OF SERVICE

A. Suspension of Service - Initiated by the Company

The Company reserves the right to discontinue providing Services in all or part of a service area at any time, subject to applicable law and regulation, by providing thirty (30) days' notice to affected customers. If the Company believes the Services are being used fraudulently, abusively, illegally, or unlawfully, the Company reserves the right to immediately and without notice suspend, restrict, or cancel them. If the undisputed portion of the bill is not paid by the required due date, the Company may suspend, restrict, or cancel the Services with advance notice to the customer. If the customer violates any other term or condition provided by the guidebook, tariff or Residential or Business Service Agreement, the Company may suspend, restrict, or cancel the Services if the violation is not remedied within a reasonable period of time after proper notice is provided to the customer. If Service is reinstated following suspension or cancellation for any of the above reasons, a deposit or a reconnection fee, or both may be required. The Company may suspend or terminate any Services affected by a Force Majeure event, without notice to the customer.

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SUSPENSION AND RESTORAL OF SERVICE (cont'd)

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SUSPENSION AND RESTORAL OF SERVICE (cont'd)

A. Suspension of Service - Initiated by the Company (cont'd)

2. Service may be suspended without notice for abuse or fraudulent use of service. Abuse or fraudulent use of services 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. Where reasonable, given the nature of the hazardous condition, a written statement providing notice of and reason for disconnection will be posted at the common entry or front door of each affected residential unit as soon as possible after service has been disconnected.
 - a. The Utility may refuse, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer or the conditions at the address are such as to indicate an act to deceive, mislead, misrepresent or defraud the Utility. (C)
 - b. The Utility may refuse, suspend, or discontinue telephone service or service arrangements without advance notice, if the acts of the customer include fraudulently placing and receiving calls that have patterns that are similar to documented calling patterns of known fraudulent acts. (C)
3. 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. Reserved
5. Unless a dangerous condition exists or unless the customer requests disconnection, service will not be disconnected on a day, or on a day immediately preceding a day, when Company personnel are not available to the public for the purpose of making collections and reconnecting service. (D)

SUSPENSION AND RESTORAL OF SERVICE (cont'd)

B. Restoral of Service - Initiated by the Company

1. A Restoration Charge for each local exchange or Wide Area Telecommunications Service (WATS) access line suspended will apply for restoring service after its suspension by the Company. The charge is as follows:

Restoration Charge:

Residence	\$35.00	
Business	40.00	(l)

In addition to the Restoration Charge, the customer will be required to pay all charges due, including the charges for the period of denial.

2. This Restoration Charge applies only for the restoral of suspended service initiated by the Company.

C. Suspension of Service - Initiated by the Customer ("Vacation Service")^{/1/}

1. Suspension of Service is available for a period of one month or more to customers for any grade of business or residence service. Neither outward nor inward calling is provided during periods of suspension.
2. The rate during the period of suspension shall be 25% of the regular monthly charge for the Local Exchange Access Service suspended (i.e. central office line, exchange access trunk). In addition, 25% of the monthly charges for Urban Mileage and all other guidebook services, except listings, will continue to apply. The monthly charge for Listings Service shall remain at 100% of the regular monthly charge.
3. In the case of Centrex C.O. Service, the rate shall be 50% of the exchange access portion of the monthly station line charge. A reduction in rate shall not be applicable to the minimum number of stations required with Centrex C.O. Service.
4. In the case of Plexar Services, 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.
5. Suspension of Centrex dormitory stations is available for a minimum period of one month and a maximum period of four months.

	<u>Service Charge</u>	<u>USOC</u>
Rate for the period of suspension, per station suspended	\$5.30	PSA, RV3

/1/ For appropriate nonrecurring charges applicable to Suspension of Service, refer to Part 3, Section 1.

SUSPENSION AND RESTORAL OF SERVICE (cont'd)

C. Suspension of Service - Initiated by the Customer ("Vacation Service")^{/1/} (cont'd)

6. Service will be suspended upon sufficient notice from the customer. Service will not be suspended on Sundays and holidays.
7. The reduced monthly charges are effective from the day the service is placed on suspension provided it is suspended for at least one full month.
8. Where the suspension period covers less than one month, the message rate access charge, local measured service access charge and associated allowances are prorated.
9. Bills are rendered with the reduced rate at regular billing dates during the period of suspension.
10. At the request of the customer, calling parties are advised of the telephone number of a station designated by the customer at which he may be reached or his calls received. In view of the possibility of errors, arrangements for advising calling parties of the telephone number or a station 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.

D. Restoral of Service - Initiated by the Customer ("Vacation Service")

1. Suspended service will be restored upon sufficient notice from the customer. Service will not be restored on Sundays and holidays.
2. There is no charge for restoration of service when Suspension of Service is initiated by the customer.

/1/ For appropriate nonrecurring charges applicable to Suspension of Service, refer to Part 3, Section 1.