

---

GENERAL SUBSCRIBER SERVICES TARIFF

This tariff contains regulations and rates applicable for the furnishing of Basic Local Exchange Service, Long Distance Message Telecommunications Service, Mobile Telephone Service, Wide Area Telecommunications Service and for other general subscriber services, equipment and facilities associated with the above services offered by the Indiantown Telephone System, Inc. This tariff and a Map Supplement containing individual Exchange Service Area maps are on file with the Florida Public Service Commission.

EXPLANATION OF SYMBOLS

- (C) - to signify changed regulation or tariff
- (D) - to signify discontinued rate, regulation or text
- (I) - to signify increase
- (M) - to signify information moved from or to another page or schedule
- (N) - to signify new rate regulation and/or new text
- (R) - to signify reduction
- (T) - to signify a change in text, but no change in rate or regulation
- (O) - to signify obsolete information

When changes are made in any tariff sheet, a revised sheet will be issued cancelling the tariff sheet affected; such changes will be identified through the use of the above symbols.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

TABLE OF CONTENTS

<u>Section</u>	<u>Subject</u>
1	Definition of Terms
2	General Regulations
3	Basic Local Exchange Service
4	Service Charges
5	Charges Applicable Under Special Conditions
6	Directory Listings
7	Pay Telephone Service
8	Reserved for Future Use
9	Foreign Exchange Service
10	Reserved for Future Use
11	Private Branch Exchange Service
12	Centrex
13	Miscellaneous Service Arrangements
14	Auxiliary Equipment
15	Connection With Certain Facilities and/or Equipment of Others
16	Reserved for Future Use
17	Reserved for Future Use
18	Long Distance Message Telecommunications Service
19	Wide Area Telecommunications
20	Private Line Service and Channels
21	Reserved for Future Use
22	Reserved for Future Use
23	Interconnection of Local Exchange Services to Shared Tenant Services

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
First Revised Sheet 1 T  
Cancels Original Sheet 1 T

INDEX

	<u>Section</u>	<u>Sheet</u>	
Access Line	4	1	
Access Line Charge	4	1,3	
Accessories Provided by Subscriber	2	2	
Additional Listings Charge	6	15	C
Additional Listing for Names Spelled More than One Way	6	18	C
Advance Payments	2	21	T
Allowance for Interruptions	2	29	C
Alternate Listings	6	19	C
Application For Service	2	5	
Application of Charges	3	4	
Application of Rates for Business and Residence Service	2	8	
Application of Service Charges	4	4	
Automatic Time/Temperature/Weather Announcement Systems	13	1	
Auxiliary Equipment	14	all	
Availability of Facilities	2	4	M
Basic Local Exchange Service	3	all	C
Billed Number Screening	13	14	
Billing and Collection of Charges	7	14	T
Billing Procedure	2	26	
Blocking, Central Office	7	13	
Blocking Outgoing Calls	13	16	N
Booths	7	21	C
Business Designations in Directory Listings	6	6	C
Business Listings	6	4	
Business Service Rates	3	1	

By: Charles L. Dennis  
Vice President-Operations

EFFECTIVE DATE: MAY 25 1992

GENERAL SUBSCRIBER SERVICE TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
Third Revised Sheet 2  
Cancels Second Revised Sheet 6

INDEX

	<u>Section</u>	<u>Sheet</u>
Call Forwarding	13	2
Call Screening	13	13
Call Tracing	13	10
Call Waiting	13	3
Caller ID	13	23
Cancellation of Service for Cause	2	2
Caption Listings	6	17
Categories of Work	4	4
Central Office Blocking with Operator Screening	7	13
Centrex Service	12	all
Change of Telephone Number - Charges For	4	6
Channels - Interexchange Private Line	20	1
Charges and Guarantees	7	4
Charges Applicable Under Special Conditions	5	all
Charges for Unusual Installations	5	4
Company Facilities at Hazardous or Inaccessible Locations	2	16
Concurrences in Other Tariffs		
Direct-In-Dialing (DID)	11	5
Foreign Exchange Service (FX)	9	1
Message Telephone Service (MTS)	18	1
Private Line	20	1
Wide Area Telecommunications (WATS)	19	1
Connections of Other Common Carrier Provided		
Communications Systems	15	6
Connection with Certain Facilities and/or Equipment of Others	15	all
Construction Charges - General	5	1
Construction on Private Property	5	1
Construction Required for Temporary Service	5	3
Custom Calling Features	13	1
Customer Provided Equipment	2	1
Customized Calling Restrictions	13	16

N

EFFECTIVE DATE: **MAY 19 2000**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
First Revised Sheet 3 T  
Cancels Original Sheet 3 T

INDEX

	<u>Section</u>	<u>Sheet</u>	
Defacement of Premises	2	31	
Definitions - General	1	all	T
Definitions - Service Charges	4	1	T
Deposits	2	21	
Direct-In-Dialing - General	11	3	
Directory Assistance Service	3	2	
Directory Listings	6	all	
Directory Listing Preceding Service Installation	6	22	C
Dual Name Listings	6	8	CT
Emergency Interrupt Service	3	3	
Equipment - Ownership	2	14	
Establishing and Furnishing Service	2	4	T
Establishment of Identity	2	1	
Establishment of Credit - See Deposits	2	21	
Exceptions (non published number service)	6	13	C
Exceptions (non listed number service)	6	14	C
Exchange Rates - Monthly Access Line Charges	3	1	
Extended Area Service	3	1	N
Extension of Facilities	5	1	
Extension Station - Location	13	18	
Foreign Exchange Service	9	all	C
Foreign Listings	6	16	C
General Regulations	2	all	D

By: Charles L. Dennis  
Vice President-Operations

EFFECTIVE DATE: MAY 26 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
Third Revised Sheet 4  
Cancels Second Revised Sheet 4

INDEX

	<u>Section</u>	<u>Sheet</u>	
Hearing Impaired Equipment	14	1	
Indemnifying Agreement	2	31	
Indented Listings	6	16	
Installment Plan	4	7	
Interconnection of Local Exchange Services To Shared Tenant Services	23	all	
Liability of the Company	2	30	
Lifeline Assistance	3	6	
Limitations and Use of Service	2	1	
Limitation of Length of Communication	2	2	
Link Up Florida (LUF)	13	11	D
Long Distance Message Telecommunication Service (MTS Service)	18	1	
Long Individual Drops	5	2	
Maintenance and Repairs	2	16	D
Miscellaneous Listings	6	16	
Miscellaneous Service Arrangements	13	all	
Non LEC PATS	7	6	
Non-listed Number Service	6	14	
Non-Published Number Service	6	11	
Number Change Charge	4	6	
Ownership of Equipment & Facilities	2	14	
Ownership of Telephone Numbers	2	15	

EFFECTIVE DATE: **MAY 22 1997**

ISSUED BY: **Robert M. Post, Jr.**  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
Second Revised Sheet 5  
Cancels First Revised Sheet 5

INDEX

	<u>Section</u>	<u>Sheet</u>	
Packaged Services	13	4	
Pay Telephone Service (PATS)	7	all	
Payment Arrangements and Credit Allowances	2	21	
Payment for Service	2	27	
Premise Visit Charge	4	3	
Primary Service Order Charge	4	3	
Private Branch Exchange Service	11	all	
Private Branch Exchange Service - Listings	6	21	
Private Line Service	20	1	
Private Right-of-Way Required to Provide Service	5	1	
Provision for Certain Local Taxes and Fees	2	29	D
Rates - Monthly Access Line	3	1	
Rearrangement Charge	4	3	
Rearrangements of Existing Plant	5	3	
Recording of Telephone Conversations	15	3	
Reference Listings	6	16	
Remote Call Forwarding (RCF)	13	7	
Residence Listings	6	8	
Residential Service Rates	3	1	
Responsibility of the Non-LEC PATS Provider (NPATS)	7	7	
Restoration Charges	4	3	
Return Check Charge	4	3	
Screening and Blocking:			
Billed Number Screening (BNS)	13	14	
Customized Calling Restrictions (CCR)	13	16	
Non LEC PATS	7	13	
Selective Class of Call Screening	13	13	
Secondary Service Order Charge	4	3	
Selective Class of Call Screening	13	13	

EFFECTIVE DATE:  
APR 15 1997

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
Second Revised Sheet 6  
Cancels First Revised Sheet 6

INDEX

	<u>Section</u>	<u>Sheet</u>
Service Charges	4	all
Service Irregularities	2	30
Service Order Charges	4	3
Shared Tenant Service	23	all
Special Access Services Capable of Using the Local Exchange Network	11	2
Special Promotions	2	32
Special Residence Designations	6	8
Special Reversed Charge Toll Service	13	5
Special Types of Construction	5	1
Special Types of Installation	5	4
Speed Calling	13	3
Subdivisions and multiple occupancy buildings	5	1
Suspension of Business and Residence Svce.	2	17
Taxes and Fees, Provision for	2	29
Telecommunications Access Systems Act	3	5
Telephone Directories	6	22
Telephone Number Change, Charges for	4	6
Telephone Numbers - Ownership	2	15
Temporary Facilities	5	4
Temporary Listings	6	20
Terminal Equipment, Definition of	4	2
Termination of Service	2	19
Terms, Definitions of	1	all
Three-Way Calling	13	3
Time/Temperature/Weather Announcement Systems	13	1
Tone Calling Service, Rates and Charges	13	1
Trade Names	6	7
Transfer of Service Between Subscribers	2	13
Transitional Lifeline Assistance Program	3	8
Transmitting Messages	2	2
Trouble Location Charge	4	3
Trunk Line Rate	11	1

N

EFFECTIVE DATE: JUL 08 1998

By: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
First Revised Sheet 7 T  
Cancels Original Sheet 7 T

INDEX

	<u>Section</u>	<u>Sheet</u>	
Unlawful Use of Service	2	2	
Uniform Statewide Access Charge Tariff	2	32	
Universal Emergency Number Service - 911, Customer-provided Telephones	7	8	
Use of Facilities of Other Connecting Carriers	2	30	
Use of Subscriber's Service	2	1	
Verification and Emergency Interrupt Service	3	3	
Violation of Tariff	7	10	
Wide Area Telecommunications	19	1	T
Work Performed Outside Regular Working Hours	2	17	

EFFECTIVE DATE: MAY 26 1992

By: Charles L. Dennis  
Vice President-Operations

CROSS REFERENCE

SECTION 1

FPSC Tariff No. 2

Prior Tariff

Section 1, Sheets 1-22  
Definition of Terms

Section 1,  
Sheets 1-21  
Section 7,  
Sheets 2-4,  
Section 35,  
Sheets 1-2

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Contents  
Sheet 1

DEFINITION OF TERMS

<u>Terms</u>	<u>CONTENTS</u>	<u>Sheet</u>
Access Line		1
Accessories		1
Affiliated Entities		1
Alternating Current Supply		1
Base Rate		1
Building (Same)		2
Building (Single)		2
Calling Area		2
Cancellation Charge		2
Central Office		3
Central Office Designation		3
Central Office District		3
Central Office Line		3
Class of Service		3
Coin Box Telephone		4
Collect Call		4
Communications Systems		4
Company		4
Company Station		4
Conforming Answering Device		5
Connecting Apparatus		5
Connecting Company		5
Connecting Station		5
Construction Charge		5
Customer Premises		6
Customer-Provided Equipment (CPE)		6
Contract Period		6
Cost		6
Data Access Arrangement		6
Demarcation Point		7
Direct Electrical Connection		7
Directory Listing		7
Disconnection of Service		9
District Service Area		9
Drop Wire		9

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Contents  
Sheet 2

DEFINITION OF TERMS

CONTENTS (Continued)

	<u>Sheet</u>
Exchange	9
Exchange Area	9
Exchange Service	10
Exchange Station	10
Extension Line	10
Extension Station	10
Flat Rate Service	10
Foreign Central Office Mileage	10
Foreign Central Office Service	11
Foreign Exchange Listing	11
Foreign Exchange Mileage	11
Foreign Exchange Service	11
Generator	11
Hybrid Key System	12
Indented Listings	12
Individual Line Service	12
Initial Service Period	12
Installation Charge	12
Intercept Service	13
Intrasystem Wiring	13
Inside Wire	13
Jack	13
Key Telephone Systems	13
Line	13
Listing	14
Local Calling Area	14
Local Message	14
Local Service	14
Local Service Area	14
Long Distance Message Telecommunications Service	14
Main Station	14
Maintenance Charge	15
Message	15
Miscellaneous Equipment	15
Mobile Telephone Service	15
Network Control Signaling	15

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 1  
First Revised Contents Sheet 3  
Cancels Original Contents Sheet 3

DEFINITION OF TERMS

CONTENTS (Continued)

	<u>Sheet</u>
Non-Listed Telephone	16
Non-Published Telephone	16
Person-to-Person Call	16
Premises	16
Primary Class of Service	16
Public Telephone	17
Rate Center	17
Reference Listing	17
Secretarial Lines	17
Semi Public Telephone	18
Service Charge	18
Shared Tenant Provider	18
Shared Tenant Service	18
Standard Network Interface (SNI)	18
Station Line	19
Subscriber of Record/Customer of Record	19
Suspension of Service	19
Telecommunications Service	20
Telephone Number	20
Telephone Station	20
Teletypewriter	20
Temporary Disconnection	20
Tie Line	21
Toll Message	21
Toll Service	21
Transient	21
USOC	21
WATS	21
Wide Area Telecommunications Service	21
Wiring Plan	22
Year-2000 Compliant	22

N

EFFECTIVE DATE: **MAY 25 1999**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 1

DEFINITION OF TERMS

ACCESS LINE

The service line between the central office and the subscriber's premises.

ACCESSORIES

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path of the telecommunications systems.

AFFILIATED ENTITIES

Those corporations, partnerships, proprietorships or other groups that are controlled by or under common control hold stock in excess of fifty percent (50%) of the stock of the entity which claims to be affiliated.

ALTERNATING CURRENT SUPPLY

Electrical energy which is used for power purposes, protection of equipment in humid area, and for the operation of bells and signal devices.

BASE RATE

A schedule rate for any form of exchange service or equipment.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 2

DEFINITION OF TERMS

**BUILDING (SAME)**

The term "same building", as it applies to other than Shared Tenant Service buildings, is to be interpreted as a structure under one roof, or two or more structures under separate roofs but connected by covered passageways not crossing public thoroughfares, in which the cable of the Company can be safely run provided the plant facility requirements are not appreciably greater than would be required normally if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by covered passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would be required normally if all the structures were under one roof, the term "same building" applies individually to each of the separate structures. Pipes and conduits are not considered covered passageways.

**BUILDING (SINGLE)**

In a Shared Tenant Service application, the term "Single Building" means one structure under one roof. Separate buildings superficially connected are not considered as one building.

**CALLING AREA**

See "Local Service Area."

**CANCELLATION CHARGE**

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

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 3

DEFINITION OF TERMS

**CENTRAL OFFICE**

A central office is a local operating unit by which subscribers' lines within a specified area are terminated and inter-connected by means of a dial or manual type of switchboard. Means are also provided for connecting subscribers with the toll or long distance switchboard and, in multi-office exchange areas, with the other central offices.

**CENTRAL OFFICE DESIGNATION**

See "Telephone Number."

**CENTRAL OFFICE DISTRICT**

The specific section or area served by a single central office or switchboard and serving all subscribers' lines which have a common central office designation.

**CENTRAL OFFICE LINE**

See "Access Line."

**CLASS OF SERVICE**

A description of access line service furnished a subscriber in terms of:

a. For Exchange Service:

Grade of Line:	Individual line
Type of Rate:	Flat Rate
Primary Use:	Business or Residence
For Dialing Method:	Touch calling or rotary

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 4

DEFINITION OF TERMS

CLASS OF SERVICE (continued)

b. For Long Distance Service:

Type of Call: Station-to-station or person-  
to-person, credit card and  
operator assisted.

COIN BOX TELEPHONE

A telephone station, either public or private, equipped with  
a device for collecting money in payment of telephone  
messages.

COLLECT CALL

The procedure by which charges for certain messages, upon  
request, may be reversed (charged to the called station) upon  
acceptance of the call at the called station.

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not  
connected to telecommunications services, of communications  
between customer-provided terminal equipment or Company  
stations.

COMPANY

Wherever used in this tariff, "Company" refers to Indiantown  
Telephone System, Inc., unless the context clearly indicates  
otherwise.

COMPANY STATION

See "Telephone Station."

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 5

DEFINITION OF TERMS

CONFORMING ANSWERING DEVICE

A conforming answering device is a customer-provided device which automatically answers incoming calls, transmits a pre-recorded message or signal, records a voice message if so designed and automatically disconnects from the line. The device may incorporate a remote interrogation function, and must incorporate an authorized protective connecting module and must bear a valid conformance number. A conformance number denotes an identifying number assigned to a particular model showing that it is in conformance with provisions set forth by the Company.

CONNECTING APPARATUS

The terminal block or standard jack to which the single line or terminal equipment may be connected.

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONNECTING STATION

An exchange or toll station of a connecting company.

CONSTRUCTION CHARGE

A separate charge authorized in the tariff for construction of pole lines, circuits, facilities, etc.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 6

DEFINITION OF TERMS

CUSTOMER PREMISES

The discrete real property owned, leased or controlled by the customer for the customer's own business or residential purposes.

CUSTOMER-PROVIDED EQUIPMENT (CPE)

Devices or apparatus and their associated wirings, provided by a customer, which do not constitute a communications system, and which when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically or inductively.

CONTRACT PERIOD

The length of time for which a subscriber is obligated to retain service, facilities and equipment.

COST

The expense to the Company of rendering services, which includes materials, labor, supervision and other overhead expenses.

DATA ACCESS ARRANGEMENT

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth in Section 15 of this tariff.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 7

DEFINITION OF TERMS

DEMARCATION POINT

The point of physical interconnection (connecting block, terminal strip, jack, protector, or remote isolation device) between the telephone network and the customer premises wiring. This point is part of the telephone network, provided and maintained by the telephone company under tariff. The location of this point is:

- a. Single Line/Single Customer Building - Either at the point of physical entry to the building or a junction point as close as practicable to the point of entry.
- b. Single Line/Multi Customer Building - Within the customer's premises at a point easily accessed by the customer.
- c. Multi Line Systems - At a point within the same building and within 25 feet of the FCC registered terminal equipment.

DIRECT ELECTRICAL CONNECTION

The term "Direct Electrical Connection" denotes a physical connection of the electrical conductors in the communications path.

DIRECTORY LISTING

- a. Caption Listing: The listing of a subscriber's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 8

DEFINITION OF TERMS

DIRECTORY LISTING (continued)

- b. Dual-Name Listings: A directory listing consisting of a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.
- c. Foreign Exchange Listing: The listing of a subscriber in the alphabetical list of an exchange other than that for the exchange from which the subscriber is served.
- d. Free Listing: A directory listing for which no specific charge is made.
- e. Indented Listing: A directory listing indented under another listing.
- f. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.
- g. Unsolicited Consumer Calls: An extra line listing in the telephone directory permitted by Florida Statutes for residential subscribers who do not wish to receive unsolicited consumer telephone calls.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED DATE:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 9

DEFINITION OF TERMS

DISCONNECTION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for a permanent interruption of telephone service; a "final" bill would be rendered showing monies owned to the Company through the date service was disconnected.

DISTRICT SERVICE AREA

See "Local Service Area."

DROP WIRE

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the standard network interface where connection is made with the inside wiring.

EXCHANGE

A central office or group of central offices, together with the subscribers' stations and lines connected thereto, forming a local system for furnishing telephone inter-communication between subscribers within a specified area, usually a single city or town.

When an exchange includes only one central office it is termed a single office exchange, but when it includes more than one central office, the exchange is termed a multi-office exchange. All of the central office designations in an exchange must also be in the same rate center.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service at the exchange rates applicable within that area.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 10

DEFINITION OF TERMS

**EXCHANGE SERVICE**

The general telephone service rendered in accordance with tariff provisions. Exchange service is a general term describing as a whole the facilities provided for local intercommunication, together with the right to originate and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this tariff.

**EXCHANGE STATION**

See "Telephone Station."

**EXTENSION LINE**

A circuit connecting an extension station with a main station or with another private branch exchange station.

**EXTENSION STATION**

An additional station connected on the same circuit as the main and subsidiary thereto.

**FLAT RATE SERVICE**

A classification of exchange service for which a stipulated charge is made regardless of the amount of use.

**FOREIGN CENTRAL OFFICE MILEAGE**

The measurement (air line, route, etc.) upon which is based a charge quoted for the use of part or all of a circuit furnished by the Company. Mileage is classified as follows:

- a. Air Line Measurement: The shortest distance between two points.

---

(See Cross Reference Sheet for historical derivation.)

**EFFECTIVE DATE: JAN 31 1992**

**ISSUED BY:**

Charles L. Dennis  
Vice President-Operations

DEFINITION OF TERMS

FOREIGN CENTRAL OFFICE MILEAGE (continued)

- b. Route Measurement: The actual length of a circuit between two points.
- c. Foreign Exchange Mileage: The measurement that applies to the portion of a circuit connecting a subscriber's main station or private branch exchange with a central office of another exchange other than that from which the subscriber would normally be served, for which an additional charge is made for the circuit (usually a toll circuit) between the two exchange areas.

FOREIGN CENTRAL OFFICE SERVICE

A classification of service furnished to a subscriber in a multi-office exchange from a central office other than the one from which service would normally be furnished.

FOREIGN EXCHANGE LISTING

See "Foreign Central Office Mileage."

FOREIGN EXCHANGE MILEAGE

See "Mileage."

FOREIGN EXCHANGE SERVICE

A classification of exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

GENERATOR

A diesel powered device for producing alternating electrical current for central office operation.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 12

DEFINITION OF TERMS

HYBRID KEY SYSTEM

A customer owned sophisticated multi-function switching arrangement using either key button telephones or single-line non-key instruments and which may be programmed at the user's option to function either as a key system or as a PBX system.

INDENTED LISTINGS

See "Directory Listing."

INDIVIDUAL LINE SERVICE

A classification of exchange service which provides that only one access line shall be served by the same central office line.

INITIAL SERVICE PERIOD

The minimum period of time for which service, facilities and equipment are provided.

INSTALLATION CHARGE

A separate initial charge made for the establishment of service which may or may not be associated with other charges for the service or equipment furnished. An installation charge is not a recurring charge, although the other charges, if any, with which it is associated ordinarily are recurring charges.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

DEFINITION OF TERMS

INTERCEPT SERVICE

A service arrangement whereby a person calling a disconnected or discontinued telephone number is informed that the called telephone number has been discontinued, disconnected, or changed to another number, or that calls are received by another telephone.

INTRASYSTEM WIRING

Intrasystem wiring includes all cable and wiring and its associated components (e.g., connecting blocks, terminal boxes, conduit between building's support structures, etc.) which connect a system's station components to one another or to the common equipment of a PBX, key or similar system.

INSIDE WIRE

All wire or cable located on the customer's side of the demarcation point that connects CPE to the telephone network.

JACK

A socket designed to permit the establishment of telephone connections by means of stations equipped with cords ending in plugs.

KEY TELEPHONE SYSTEMS

An arrangement of equipment in combination with telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, PBX, intercommunicating or private lines. Line indicating, signaling, holding features, etc., are, or may be, incorporated.

LIFELINE ASSISTANCE

A program that provides for a federal credit and a state portion provided through a company credit to qualified subscribers.

EFFECTIVE DATE:

**JUL 08 1998**

ISSUED BY:

Robert M. Post, Jr., Pres.

D  
N  
—  
N

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 14

DEFINITION OF TERMS

LISTING

See "Directory Listing."

LOCAL CALLING AREA

See "Local Service Area."

LOCAL MESSAGE

See "Message."

LOCAL SERVICE

A type of localized calling whereby a subscriber can complete calls from his station to other stations within a specified area without the payment of long distance charges.

LOCAL SERVICE AREA

The area within which telephone service is furnished to subscribers under a specific schedule of exchange rates and without toll charges. A local service area may include one or more exchange areas under extended area service rates.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

The furnishing of facilities for subscribers' communications on an individual message basis between rate centers or, in connection with toll stations, within the same rate center.

MAIN STATION

A telephone station directly connected by means of an individual line circuit or by a toll circuit with a central office or toll operating unit.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 15

DEFINITION OF TERMS

MAINTENANCE CHARGE

The charge made for keeping telephone equipment or facilities in repair.

MESSAGE

A communication between two telephone stations. Messages may be classified as follows:

- a. Local Message: A message between telephone stations within the same local service area.
- b. Toll Message: A message between telephone stations in different exchange areas for which a toll charge is made.

MISCELLANEOUS EQUIPMENT

Equipment not regularly furnished with the various classes of exchange service.

MOBILE TELEPHONE SERVICE

A communication service through a land radiotelephone base station.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 16

DEFINITION OF TERMS

NON-LISTED TELEPHONE

An exchange station which is not listed in the directory at the subscriber's request, but which is carried in the Information files.

NON-PUBLISHED TELEPHONE

An exchange station which has the listing omitted from the directory and directory assistance records at the subscriber's request; the Company may decline to complete connections with such stations except by call number, and may decline to furnish the call number of such station.

PERSON-TO-PERSON CALL

See "Long Distance Message Telecommunications Service."

PREMISES

The term "same premises" (except in connection with inside moves) shall be interpreted to mean: (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or combination thereof, and not intersected by a public road or by property occupied by others; (b) the portion of the building occupied by the subscriber, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public corridor or by space occupied by others; or, (c) the contiguous property operated as a single farm whether or not intersected by a public road.

PRIMARY CLASS OF SERVICE

A class of service which the Company undertakes to furnish at any point within the base rate area at a rate common to all applicants for the same class.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 17

DEFINITION OF TERMS

PUBLIC TELEPHONE

A public telephone is an exchange station installed on the Company's initiative, or at the Company's option, at a location chosen or accepted as suitable and necessary for furnishing service to the general public.

Coin Box Public Telephone: A public telephone equipped with a coin collecting device into which all payments for the use of the telephone are deposited.

RATE CENTER

A designation for central office codes which determines the rating of toll messages. Central office prefixes in the same rate center will share the same V & H coordinate designations, as listed in the AT&T Long Lines Distance Dialing Reference Guide.

REFERENCE LISTING

See "Directory Listing."

SECRETARIAL LINES

Extension station lines or main station lines of patrons of a telephone answering bureau which terminate in telephone answering facilities on the premises of the bureau so as to permit the bureau attendant to answer incoming calls on such lines.

SEMI PUBLIC TELEPHONE

An exchange main station including a coin box, furnished at locations reasonably accessible to the public but not suitable for the installation of public telephones.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 18

DEFINITION OF TERMS

**SERVICE CHARGE**

A non-recurring charge for work required due to a subscriber's request, which may be made up of various component charges for categories of work functions, such as premise visit charges, or access line charges or service order charges.

**SHARED TENANT PROVIDER**

One who has been granted a certificate of public convenience and necessity by the Florida Public Service Commission to provide Shared Tenant Services in accordance with Chapter 86-270, Law of Florida (or Section 364.339, Florida Statutes {Supp. 1986}).

**SHARED TENANT SERVICE**

A class of resold local exchange service furnished through a common switching or billing arrangement to commercial tenants within a single building by a provider other than an existing local exchange telephone company.

**STANDARD NETWORK INTERFACE (SNI)**

- a. A standard Registration Program jack or equivalent provided by the Company as a part of exchange access, WATS, or Private Line Services.
- b. The Standard Network Interface will be located on the subscriber premises.
- c. All premises service will connect to the telecommunications network through the Standard Network Interface.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 19

DEFINITION OF TERMS

STANDARD NETWORK INTERFACE (continued)

For an existing installation, the protector or point where facilities enter a customer's premises is to be established as the end of such service. Prospectively, a Company-provided standard Registration Program jack is to be used as the point of connection to the telecommunications network. All newly constructed customer premises will be provided with a Standard Network Interface.

STATION LINE

A private branch exchange station line or circuit which may be terminated in a station or in a pick-up key.

SUBSCRIBER OF RECORD/CUSTOMER OF RECORD

A person, firm, partnership, corporation, municipality or cooperative organization which orders and is responsible for paying the telephone bill for any form of exchange service furnished by the Company. A subscriber may also be the agent for multi-subscribers when the exchange service is for residential individual line service and the service will be used by multi-owners of the individual residential apartment, the individual residential condominium unit apartment, or the single-occupancy residential home.

SUSPENSION OF SERVICE

An arrangement made at the request of the subscriber, or initiated by the Company for violation of tariff regulations by the subscriber, for temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable at the central office frame and billing continues. Facilities are reserved in anticipation that normal service will be resumed at some future date.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 1  
Original Sheet 20

DEFINITION OF TERMS

TELECOMMUNICATIONS SERVICE

The various services offered by the Company as specified in this General Subscriber Services Tariff.

TELEPHONE NUMBER

A designation assigned to a telephone service for convenience in operating.

TELEPHONE STATION

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit sending and receiving telephone messages.

TELETYPEWRITER

An electrically controlled form of typewriter upon which typewritten messages may be sent and received between similar teletypewriters when connected by wire circuit.

TEMPORARY DISCONNECTION

An arrangement made at the request of the subscriber for temporarily discontinuing service without terminating the contract.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 1  
First Revised Sheet 21  
Cancels Original Sheet 21

DEFINITION OF TERMS

TIE LINE

A circuit connecting a private branch exchange system with another private branch exchange system for the purpose of intercommunications between two or more private branch exchanges.

D

TRANSIENT

One temporarily occupying the premises, with occupancy not to exceed nine (9) months.

TRANSITIONAL LIFELINE ASSISTANCE

A state program which provides a 30% reduction of the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline Assistance program.

N  
|  
N

USOC

Uniform Service Order Code

D

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

The furnishing of facilities for telephone communication between a wide area service access line and other exchange and toll station telephones in the area prescribed in the tariff.

---

EFFECTIVE DATE: **JUL 08 1998**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 1  
First Revised Sheet 22  
Cancels Original Sheet 22

DEFINITION OF TERMS

WIRING PLAN

An arrangement of wiring including associated keys and/or relays for connecting main and extension stations, and/or the answering of more than one telephone line from one telephone set.

YEAR-2000 COMPLIANT

An information technology product is "year-2000 compliant" if the product, when used in accordance with its associated documentation or recommended user intervention, is capable of correctly processing, providing, and receiving date data, and will do so for all dates occurring between February 28, 1996, and March 1, 2000, when all other information technology products that are used with the product properly exchange date data with it. An information technology product does not fail to be year-2000 compliant merely because it contains a defect that is unrelated to the manner in which the product processes, provides, or receives date data and that only incidentally causes the product to fail to properly process, provide, or receive date data.

N  
|  
N

---

EFFECTIVE DATE: **MAY 25 1999**

ISSUED BY:  
  
Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No.2  
SECTION 2  
First Revised Sheet 1  
Cancels Original Sheet 1

GENERAL REGULATIONS

CONTENTS

	<u>Sheet No.</u>
2.1 APPLICATION	1
2.2 LIMITATIONS AND USE OF SERVICE	1
2.2.1 Use of Subscriber's Service	1
2.2.2 Establishment of Identity	1
2.2.3 Customer-Provided Terminal Equipment and Customer-Provided Communications Systems	1
2.2.4 Accessories Provided by the Subscriber	2
2.2.5 Limitation of Length of Communication	2
2.2.6 Transmitting Messages	2
2.2.7 Unlawful Use of Service	2
2.2.8 Cancellation of Service for Cause	2
2.3 ESTABLISHING AND FURNISHING SERVICE	4
2.3.1 Availability of Facilities	4
2.3.2 Application for Service	5
2.3.3 Application of Rates for Business and Residence Service	8
2.3.4 Transfer of Service Between Subscribers	13
2.3.5 Provision and Ownership of Equipment and Facilities	14
2.3.6 Provision and Ownership of Directories	15
2.3.7 Provision and Ownership of Telephone Numbers	15
2.3.8 Maintenance and Repairs	16

T

---

EFFECTIVE DATE: **MAY 25 1999**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 2  
First Revised Sheet 2  
Cancels Original Sheet 2

GENERAL REGULATIONS

CONTENTS

		<u>Sheet No.</u>	
2.3.9	Company Facilities at Hazardous or Inaccessible Locations	16	T
2.3.10	Work Performed Outside Regular Working Hours	17	
2.3.11	Suspension of Business and Residence Service	17	
2.3.12	Termination of Service	19	
2.4	PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES	21	
2.4.1	Advance Payments	21	
2.4.2	Deposits	21	
2.4.3	Billing Procedure	26	
2.4.4	Payment for Service	27	
2.4.5	Allowance for Interruptions	29	
2.4.6.	Provision for Certain Local Taxes and Fees	29	T
2.5	LIABILITY OF THE COMPANY	30	T
2.5.1	Service Irregularities	30	T
2.5.2	Use of Facilities of Other Connecting Carriers	30	
2.5.3	Indemnifying Agreement	31	T
2.5.4	Defacement of Premises	31	
2.6	UNIFORM STATEWIDE ACCESS CHARGE TARIFF	32	
2.7	SPECIAL PROMOTIONS	32	

---

EFFECTIVE DATE: **MAY 25 1999**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 1

GENERAL REGULATIONS

2.1 APPLICATION

The regulations specified herein are applicable to all communications services offered in this tariff by Indiantown Telephone System, Inc., (hereinafter referred to as the Company). Additional regulations, where applicable, pertaining to specific service offerings accompany such offerings in various sections of this tariff.

2.2 LIMITATIONS AND USE OF SERVICE

2.2.1 Use of Subscriber's Service

- a. Telephone equipment and facilities are furnished for the use of the subscriber and his family, employees, agents or guests. The Company will not install or permit exchange service to remain at locations where the use of such service will be by the general public.
- b. The service and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.

2.2.2 Establishment of Identity

The calling party shall establish his identity in the course of any communication as required by law.

2.2.3 Customer-Provided Terminal Equipment and Customer-Provided Communications Systems.

Customer provided terminal equipment may be used and customer provided communications systems may be connected with the facilities furnished by the Company for telecommunications services as provided in Section 15 of this tariff.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL REGULATIONS

2.2 LIMITATIONS AND USE OF SERVICE (Continued)

2.2.4 Accessories Provided by the Subscriber

Accessories which aid a subscriber's convenience in his use of service furnished under this tariff are permissible, provided any such accessory so used does not interfere with the proper functioning of equipment or facilities of the Company.

2.2.5 Limitation of Length of Communication

The Company reserves the right to limit the length of communication when necessary because of a shortage of facilities caused by emergency conditions.

2.2.6 Transmitting Messages

Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the lines of the Company.

2.2.7 Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued if ordered by the PSC or by a court of competent jurisdiction.

2.2.8 Cancellation of Service for Cause

The Company may refuse or discontinue service under the following conditions, provided the customer shall be given notice and allowed a reasonable time to comply with any rule or remedy any deficiency:

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 3

GENERAL REGULATIONS

2.2 LIMITATION AND USE OF SERVICE (continued)

2.2.8 Cancellation of Service for Cause (continued)

- a. For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to telephone service.
- b. For the use of telephone service for any other property or purpose than that described in the application.
- c. For failure or refusal to provide the utility with a deposit to insure payment of bills in accordance with the utility's regulations.
- d. For neglect or refusal to provide reasonable access to the utility for the purpose of inspection and maintenance of equipment owned by the utility.
- e. For non-compliance with and/or violation of the Commission's regulations or the utility's rules and regulations on file with the Commission, provided five working days' written notice is given before termination.
- f. For non-payment of bills for telephone service, provided that suspension or termination of service shall not be made without five (5) working days' written notice to the customer, except, in extreme cases. The written notice shall be separate and apart from the regular monthly bill for service.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL REGULATIONS

2.2 LIMITATION AND USE OF SERVICE (continued)

2.2.8 Cancellation of Service for Cause (continued)

- g. Without notice in the event of customer use of equipment in such manner as to adversely affect service to others.
- h. Without notice in the event of tampering with the equipment furnished and owned by the utility.
- i. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the utility may, before restoring service, require the customer to make, at his own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

Note: For purposes of paragraphs (e) and (f), "working day" means any day on which the utility's business office is open and the U.S. Mail is delivered.

2.3 ESTABLISHING AND FURNISHING SERVICE

2.3.1 Availability of Facilities

- a. 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 provision of such service.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.1 Availability of Facilities (continued)

- b. The rates and charges quoted in this tariff provide for the furnishing of service and facilities where suitable facilities are available or when the construction of the necessary facilities does not involve excessive cost.
- c. When excessive costs are involved for the construction of facilities, charges for such construction will be determined in accordance with the regulations as set forth in Section 5, except as otherwise specified.

2.3.2 Application for Service

- a. Any applicant for service may be required to sign an application form requesting the Company to furnish the service in accordance with rates, charges, rules and regulations from time to time in force and effect. In case of refusal of service, the Company shall notify the applicant or customer in writing of the reason for such refusal.
- b. 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. The Company may also refuse to furnish service to any applicant desiring to

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 6

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.2 Application for Service (continued)

b. (continued)

establish service for former subscribers who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

c. The following shall not constitute sufficient cause for refusal of service to an applicant or customer:

- (1) An applicant may not be refused service because of delinquency in payment for service by a previous occupant of the premises unless the current applicant occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and shall benefit from such new service.
- (2) Delinquency in payment for service by a present occupant who was delinquent at another address and subsequently joined the household of the subscriber in good standing.
- (3) Delinquency in payment for separate telephone service of another subscriber in the same residence.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

I ITS Telecommunications  
S Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 7

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.2 Application for Service (continued)

c. (continued)

(4) Failure to pay for business service at a different location and a different telephone number shall not constitute sufficient cause for refusal of residence service or vice-versa.

(5) Failure to pay for a service rendered by the utility which is not regulated by the Commission.

(6) Failure to pay the bill of another customer as guarantor thereof.

d. If telephone service is established and it is subsequently determined that either condition in 2.3.2 b. above exists, the Company may disconnect or suspend such service until satisfactory arrangements have been made for the payment of the prior indebtedness.

e. When an application for service and facilities, or requests for additions, rearrangements, relocations or modification of service and equipment are cancelled in whole or in part prior to the completion of the work involved, the applicant is required to reimburse the Company for all expense incurred in handling the request before notice of cancellation is received. Such charge, however, is not to exceed all charges which would apply if the work involved in complying with the request had been completed.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 8

GENERAL REGULATIONS

2.3. ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.2 Application for Service (continued)

- f. When equipment has been ordered for the specific needs of the subscriber and the installation thereof is unduly delayed by the subscriber, appropriate charges apply for such equipment for the period of the delay.

2.3.3 Application of Rates for Business and Residence Service

- a. Although in general, business rates apply at business locations and residence rates apply at residence locations, the determination as to whether subscriber service should be classified as business or residence is based on the character of use to be made of the service.

- (1) In the case of amateur radio repeaters, interconnection lines shall receive a business or residential classification based on the location of the amateur radio repeater station.

- (a) Interconnection lines shall receive a business classification if the station is located on commercial property.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 9

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.3 Application of Rates for Business and Residence Service  
(continued)

a. (continued)

(1) (continued)

(b) Interconnection lines shall receive a residential classification if the station is located on residential property.

b. Business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the listing required indicates business use. Business rates apply for:

(1) Offices, stores, factories, mines, and all other places of a strictly business nature

(2) Boarding houses, except as modified under Section 2.3.3.c(2); offices of hotels and apartment houses, colleges, quarters occupied by clubs and fraternal societies, except as modified under 2.3.3.c (5); public, private, or parochial schools, hospitals, nursing homes, churches, libraries and other institutions.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

----- SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 10

-----  
GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.3 Application of Rates for Business and Residence Service  
(continued)

b. (continued)

(2) - (continued)

NOTE: For the purpose of this tariff, a boarding house is defined as a house or apartment where rooms are rented or boarders taken or both. Such houses or apartments may obtain service at residence rates when in the judgement of the Company, they are not conducted primarily as businesses and listed as residence.

- (3) Residence locations, where the place of residence is adjacent to a place of business and is connected thereto, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
- (4) Residence locations, where an extension station or extension bell is located in any place where business rates would apply under the provisions of this tariff.
- (5) Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under Section 2.3.3.c (3).
- (6) All other locations where the subscriber's primary use of the service is for business purposes.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 11

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.3 Application of Rates for Business and Residence  
Service (continued)

b. (continued)

(7) Service terminating solely on the facilities of an answering firm will carry business rates.

c. Residence rates apply when the use of the service is of a domestic nature and provided that the service is not used substantially for occupational purposes. Residential rates apply for:

(1) Private residence

(2) Private apartments in hotels, clubs and boarding houses, where service is confined to the domestic use of the subscriber, and business listings are not employed.

(3) The place of residence of a clergyman, physician, registered or practical nurse, dentist, veterinary surgeon, or other medical practitioner or Christian Science practitioner, provided the service is not installed in that portion of the subscriber's residence which is used as an office, but is located in the subscriber's domestic establishment, and, provided, no business designation is employed. Titles such as Dr., Rev., Judge, and Professor are not considered business designations.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 12

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.3 Application of Rates for Business and Residence Service (continued)

c. (continued)

- (4) Carport, garage, stable, or barn, when strictly a part of the subscriber's domestic establishment.
- (5) College fraternity houses where members of the fraternity lodge within the house.
- (6) Line terminations of residence main service terminating as extension lines on the premises of a telephone answering firm.

d. Changes from business service to residence service are made only in the event of a change in the subscriber's arrangements which would entitle him to a residence classification of his service, as specified in c. above.

The business telephone number may be continued for the residence service only if all the facts indicate that the service is no longer to be used substantially for business purposes. If a number change is required, see Section 4 of this tariff.

e. Changes from residence to business service may be made without change in telephone number, if the subscriber so desires. Service charges, which apply for such changes, are quoted in Section 4 of this tariff.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 13

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.4 Transfer of Service Between Subscribers

- a. Upon payment of the prescribed service charges, service previously established under contract with one subscriber may be assumed by a new subscriber upon due notice of cancellation; or in the case of abandonment, provided there is no lapse in the rendition of service.
- b. Such transfers may be arranged for in either of two ways:
  - (1) If the new subscriber, fully understanding the regulations governing the service and status of the account, willingly assumes all obligations thereunder, a new service application is made by him and future bills are rendered to him without an adjustment to or from any particular date, the name only being changed on the bill, and the necessary changes made in the directory listing records and other records of the Company.
  - (2) If the new subscriber does not wish to assume payment of the old account, a new service application is made by him and an adjustment in billing is made to and from the date the transfer is effective.
- c. Under either method of transfer, the re-assignment of the old telephone number to the new subscriber is not permitted unless all charges due under the current account have been paid, and then only when, in the judgement of the Company, a change in the telephone number is not required.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 14

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.5 Provision and Ownership of Equipment and Facilities

- a. Equipment and facilities furnished by the Company on the premises of a subscriber or authorized user of the Company are the property of the Company and are provided upon the condition that such equipment and facilities, except as expressly provided in this tariff, must be installed, relocated, and maintained by the Company and that the Company's employees and agents may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect, or repair any part of the Company's equipment and facilities on the subscriber's premises or upon termination or cancellation of the service, to remove such equipment and facilities.
- b. Subscribers may not disconnect or remove or permit others to disconnect or remove, any apparatus installed by the Company, except upon the consent of the Company.
- c. Upon termination of service for any cause whatsoever, equipment and facilities furnished by the Company shall be returned to it in good condition, reasonable wear and tear thereof excepted. If the customer does not make satisfactory arrangements with the Company for the return of the equipment, he will be billed for same on his final bill. Title to the equipment will be transferred to the customer upon payment of the bill.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 15

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (CONTINUED)

2.3.6 Provision and Ownership of Directories

- a. The Company shall normally publish updated telephone directories once every 12 months. Each subscriber served by a directory shall be furnished one copy of that directory for each access line. Other directories will be furnished as provided in Section 6.9.1
- b. Telephone directories remain the property of the Company and must be surrendered upon request. Current directories shall not be mutilated or destroyed, and no binder, holder, or auxiliary cover shall be used which would interfere with the use of the directory, including information found on the covers and inside covers.

2.3.7 Provision and Ownership of Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the subscriber. The subscriber has no property right to the telephone number or any other call number designation associated with services furnished by the Company, and no right to the continuance of the service through any particular central office. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the subscriber, whenever the Company deems it necessary to do so in the conduct of its business.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (CONTINUED)

2.3.8 Maintenance and Repairs

All ordinary expense of maintenance and repairs of facilities owned by the Company is borne by the Company, unless otherwise specified in this tariff. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the subscriber or other persons authorized to use the service, and not due to ordinary wear and tear or cause beyond the control of the subscriber, the subscriber shall be required to pay the expense incurred by the Company in connection with replacement of the property damaged, lost, stolen, or destroyed, or the expense incurred in restoring it to its original condition.

2.3.9 Company Facilities at Hazardous or Inaccessible Locations

Where service is to be established at a location that would involve undue hazards, or where accessibility is impractical to employees of the Company, the subscriber may be required to install and maintain the Company's equipment and facilities in a manner satisfactory to the Company.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 17

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.10 Work Performed Outside Regular Working Hours

The rates and charges specified in this tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a subscriber requests that work necessarily required in the furnishing or rearranging of his service be performed outside the Company's regular working hours, or in accordance with a time schedule dictated by the subscriber, so that the Company incurs costs that would not otherwise have been incurred, the subscriber may be required to pay, in addition to the other rates and charges specified in this tariff, the amount of additional cost incurred by the Company as a result of the subscriber's special requirements.

2.3.11 Suspension of Business and Residence Service

- a. Upon request, a subscriber to business or residence service, may arrange for the temporary suspension of such service. Suspension of service is available on a subscriber's complete service or on such portion thereof as can be suspended.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 18

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.11 Suspension of Business and Residence  
Service (continued)

- b. Suspension of service may be made for any period desired by the subscriber, however the charge for suspension as provided in (d) below is not applicable for periods of less than one month nor for more than six months in any calendar year. The minimum charge, outside this time frame, for any calendar year is three fourths of the regular annual rate and is applicable to all contracts, on temporary suspension of service, except for those subscribers that meet the requirements provided for in (c) below.
- c. An unlimited time frame of suspension of service is to be provided for emergency oriented government funded organizations.
- d. Except in connection with service at a concession rate, the charge for the period of suspension is fifty percent (50%) of the regular rate for a main station and exchange service, extension stations, and miscellaneous equipment. No allowance is made in the charges for additional listings or joint user service except when the service under the main contract is temporarily suspended. No allowance is made in the charges for foreign central office. In connection with service at a concession rate, the allowance for the period of suspension is the difference between the amount of the concession rate and fifty percent (50%) of the rate regularly quoted for the class of service, facilities and equipment furnished.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 19

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.11 Suspension of Business and Residence  
Service (continued)

- e. The charge for the total suspension period may be collected in advance. Outward exchange or toll service is not furnished during the period of suspension. However, at the request of the subscriber in central offices having facilities, inward calls to a station at which service is suspended may be forwarded to another station in the same exchange at the rates for Call Forwarding as provided for in this tariff.

2.3.12 Termination of Service

a. Termination of Service by the Company

- (1) Telephone service is furnished subscribers under the regulations prescribed in this tariff. Violation of any of such regulations on the part of the subscriber may be regarded by the Company as sufficient cause for the termination of the subscriber's contract.
- (2) When contracts are terminated on the initiative of the Company because of violation of its rules and regulations by the subscriber, the regulations stipulated below for termination of contracts at subscriber's request apply.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 20

GENERAL REGULATIONS

2.3 ESTABLISHING AND FURNISHING OF SERVICE (continued)

2.3.12 Termination of Service (continued)

b. Termination of Service by the Subscriber

(1) Service may be terminated at any time upon payment of all charges due for the period service has been rendered.

(2) Contracts for which no termination charge is specified may be terminated prior to the expiration of the initial contract period provided reasonable notice is given by the subscriber and payment of all charges due for the initial contract period is made.

(3) Contracts for which a termination charge is specified may be terminated at any time prior to the expiration of the initial contract period upon reasonable notice from the subscriber and upon payment of all charges due for the period service has been rendered plus a termination charge determined as set forth in the contract.

c. The Company may refuse to furnish or continue to furnish service hereunder, if such service would be used for a purpose other than that for which it is provided or when its use interferes with or impairs, or would interfere with or impair, any other service rendered to the public by the Company.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 21

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES

2.4.1 Advance Payments

- a. An applicant for telephone service or facilities may be required to pay in advance of installation an amount not to exceed applicable service connection, installation, or other non-recurring charges plus charges for one month of service. Where construction charges are applicable the payment thereof may be required before construction begins.
- b. All advance payments shall be credited to the customer's account for local service or construction, as applicable.
- c. All advance payments for construction charges required to be made shall bear interest as required by Commission rule.

2.4.2 Deposits

- a. The Company may, at its discretion require any applicant for service or any current customer to make a deposit.
- b. The Company may require an applicant for service to satisfactorily establish credit, but such establishment of credit shall not relieve the customer from complying with the Company's rules for prompt payment of bills. Credit will be deemed so established if:

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 23

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits (continued)

- c. The amount of the initial deposit shall not exceed an amount equal to the charges for one month's local exchange service plus two months' estimated toll service. If, after ninety (90) days service, the actual deposit is found to be greater than an amount equal to one month's local service plus two months' actual average toll service, the utility shall upon demand of the subscriber promptly refund the difference. These deposit rules apply to local exchange service and toll service only and do not apply to special arrangement agreements covering termination equipment installations for which the telephone company may require a reasonable deposit.
- d. The Company may require, upon reasonable written notice of not less than fifteen (15) days, a new deposit where previously waived or returned, or an additional deposit, in order to secure payment of current bills. The total amount of required deposit should not exceed twice the actual average monthly toll billing plus one month's local service charge, for the ninety (90) day period immediately prior to the date of the notice. In the event the customer has had service less than ninety (90) days, then the Company shall base its new or additional deposit upon the actual average monthly billing available. When the Company has good reason to believe payment by a nonresidential customer is in jeopardy and usage is significantly above normal for that

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 22

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits (continued)

b. (continued)

- (1) The applicant for service has been a customer of any local exchange company within the last two years and during the last twelve (12) consecutive months of service did not have more than one occasion in which a bill was paid after becoming delinquent and has never had service disconnected for nonpayment.
- (2) The applicant for service furnishes a satisfactory guarantor to secure payment of bills for the service requested. A satisfactory guarantor shall, at the minimum, be a customer of the company with a satisfactory payment record. A guarantor's liability shall be terminated when a residential customer whose payment of bills is secured by the guarantor meets the requirements of Section 2.4.2, paragraph e, of this tariff. Guarantors providing security for payment of residential customers' bills shall only be liable for bills contracted at the service address contained in the contract of guaranty.
- (3) The applicant pays a cash deposit.
- (4) The applicant for service furnishes an irrevocable letter of credit from a bank or surety bond.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
Section 2  
First Revised Sheet 24  
Cancels Original Sheet 24

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits (continued)

d. (continued)

customer, the Company may request a new or additional deposit. If the deposit request is not paid within forty-eight (48) hours, the Company may discontinue service.

e. After a customer has established a satisfactory payment record and has had continuous service for a period of 23 months, the Company shall refund the residential customer's deposits and shall, at its option either refund or pay the higher rate of interest specified below for nonresidential deposits, providing the customer has not, in the preceding twelve months, (a) made more than one late payment of a bill (after the expiration of 15 days from the date of mailing or delivery by the Company), (b) paid with a check refused by the bank, (c) been disconnected for nonpayment, or at any time (d) used service in a fraudulent or unauthorized manner.

f. When the company requires a deposit to be made by its customers it shall pay an interest rate of six percent (6%) per annum. The company will pay an interest rate of seven percent (7%) per annum on deposits of nonresidential customers qualifying under Section 2.4.2 e when the company elects not to refund such deposit after twenty-three (23) months. The company will pay seven percent (7%)

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JUL 23 1994

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 24

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits (continued)

d. (continued)

customer, the Company may request a new or additional deposit. If the deposit request is not paid within forty-eight (48) hours, the Company may discontinue service.

e. After a customer has established a satisfactory payment record and has had continuous service for a period of 23 months, the Company shall refund the residential customer's deposits and shall, at its option either refund or pay the higher rate of interest specified below for nonresidential deposits, providing the customer has not, in the preceding twelve months, (a) made more than one late payment of a bill (after the expiration of 15 days from the date of mailing or delivery by the Company), (b) paid with a check refused by the bank, (c) been disconnected for nonpayment, or at any time (d) used service in a fraudulent or unauthorized manner.

f. When the company requires a deposit to be made by its customers it shall pay a minimum interest of eight percent (8%) per annum. The company will pay an interest rate of nine percent (9%) per annum on deposits of nonresidential customers qualifying under Section 2.4.2 e when the company elects not to refund such deposit after twenty-three (23) months. The company will pay nine percent (9%)

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 25

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits (continued)

f. (continued)

per annum on deposits of nonresidential customers qualifying under Section 2.4.2 e of this tariff until the Commission sets a new interest rate. The deposit interest shall be simple interest in all cases and settlement shall be made annually, either in cash or by credit on the current bill. This does not prohibit the Company paying a higher rate of interest than required by this tariff. No customer depositor shall be entitled to receive interest on his deposit until and unless a customer relationship and the deposit have been in existence for a continuous period of six (6) months, then he or she shall be entitled to receive interest from the day of the commencement of the customer relationship and the placement of deposit. Nothing in this tariff shall prohibit the Company from refunding at any time a deposit with any accrued interest.

g. The Company shall keep records to show:

- (1) The name of each customer making the deposit;
- (2) The premises occupied by the customer when the deposit was made;
- (3) The date and amount of deposit; and
- (4) Each transaction concerning the deposit such as interest payments, interest credited or similar transactions.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 26

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.2 Deposits (continued)

- h. A non-transferrable receipt of deposit shall be issued to each customer and means provided so that the customer may claim the deposit if the receipt is lost. The deposit receipt shall contain notice that after ninety (90) days service, the subscriber is entitled to refund of any deposit over and above an amount equal to one month's local service plus two month's average toll service provided by or billed by the Company.
- i. Upon termination of service, the deposit and accrued interest may be credited against the final account. The balance, if any, shall be returned promptly to the customer but in no event later than forty-five (45) days after service is discontinued.

2.4.3 Billing Procedure

- a. Local service, equipment and facilities are billed for in advance. All bills for local service, equipment and facilities, toll, and miscellaneous facilities are due and payable upon receipt.
- b. When warranted, special toll bills may be rendered. The amounts billed are due and payable on demand.
- c. If bills are not paid within fifteen (15) days, the account may be subject to disconnection.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 2  
First Revised Sheet 27  
Cancels Original Sheet 27

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.3 Billing Procedure (continued)

- d. In no case shall service be actually discontinued until after five (5) days written notice has been given to the customer separate and apart from the regular monthly bill for service. However, in the event of fraudulent, or unauthorized use of the service, or in the event of tampering with the equipment owned by the Company, or if equipment is used so as to adversely affect service to others or the Company's equipment, the service may be disconnected without advance notice.
- e. Bills for telephone service may be itemized and combined with bills for other services in a convergent billing format.

N  
N  
N

2.4.4. Payment for Service

- a. All charges due from the subscriber are payable at the Company's business office or at any agency duly authorized to receive such payments. If an objection is not received by the Company, the account shall be deemed correct and binding upon subscriber.
- b. The subscriber shall pay monthly in advance all charges for service and equipment and shall pay on demand all charges for long distance service and all surcharges, franchise fees and taxes authorized or required by law to be collected. The subscriber is responsible for payment of all charges for services furnished to him, including charges for services originated or charges accepted at the subscriber's station.

EFFECTIVE DATE: **NOV 25 1998**

ISSUED BY: **NOV 25 1998**

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 2  
First Revised Sheet 28  
Cancels Original Sheet 28

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.4. Payment for Service (continued)

- c. Should service be suspended for non-payment of charges, it will be restored only as provided under Section 4 and upon payment of the restoration charge.
- d. When service has been disconnected for non-payment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this tariff.
- e. At its discretion, the Company may restore or reestablish service which has been suspended or disconnected for nonpayment of charges, prior to payment of all charges due. Such restoration or reestablishment shall not be construed as a waiver of any rights to suspend or disconnect service for nonpayment of any such or other charges due and unpaid or for the violation of the provisions of this tariff; nor shall the failure to suspend or disconnect service for nonpayment of any past due account or accounts operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.
- f. In any convergent billing format on which a bill for telephone service is itemized with bills for other services, a partial payment of the total bill for all services will be applied first to water and wastewater service then to local telephone service and finally to any non-regulated services.

EFFECTIVE DATE:

**NOV 25 1998**

ISSUED BY:

Robert M. Post, Jr.  
President

N  
|  
N

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 29

GENERAL REGULATIONS

2.4 PAYMENT ARRANGEMENTS AND CREDIT ALLOWANCES (continued)

2.4.5 Allowance for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed, upon request of the subscriber, for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of twenty-four hours from the time it is reported to or detected by the Company, except as otherwise specified in this tariff. For the purpose of administering this regulation, every month is considered to have thirty days.

2.4.6 Provision for Certain Local Taxes and Fees

In the event a county or other local taxing authority, imposes, collects or receives from the Company any license, occupational, franchise, privilege, inspection or other similar tax or fee, or otherwise, whether in a lump sum, or at a flat rate, or based on receipts, or based on poles, wires, conduits or other facilities, or otherwise, the amount of such tax or fee will be billed, insofar as practical, pro rata to the customer receiving exchange service within such county or territory of other local taxing authority.

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.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 2  
First Revised Sheet 30  
Cancels Original Sheet 30

GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY

2.5.1 Service Irregularities

The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defect in the transmission, or failure or defects in the service and/or facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision or failure of the information technology products of the Company to be "year-2000 compliant," shall in no event exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which such mistake, omission, interruption, delay, error, or defect in transmission or defect or failure in service or facilities occurs.

T  
T  
T

2.5.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by this Company's facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

EFFECTIVE DATE:

**MAY 25 1999**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 2  
Original Sheet 31

GENERAL REGULATIONS

2.5 LIABILITY OF THE COMPANY (continued)

2.5.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the subscriber against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Company, or apparatus, and systems of the subscriber; and against all other claims arising out of any act of omission of the subscriber in connection with the facilities provided by the Company. The Company shall not be liable for damages or statutory penalties in any case which is not presented in writing within sixty (60) days after the alleged cause of action arises.

2.5.4 Defacement of Premises

The Company is not liable for defacement to or damage of the premises of a subscriber resulting from the furnishing of service or the attachment of instruments, apparatus and associated wiring furnished by the Company on such premises or by the installation or removal thereof, when such defacement or damage is not the result of the negligence of employees of the Company. The Company shall not be liable for damage or statutory penalties in any case where a claim is not presented in writing within sixty (60) days after the alleged cause of action arises.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 2  
Fifth Revised Sheet 32  
Cancels Fourth Revised Sheet 32

GENERAL REGULATIONS

2.6

D

2.7 SPECIAL PROMOTIONS

2.7.1 General

The Company may offer special promotions of new or existing services or products for limited periods as approved by the Public Service Commission. These promotions are a temporary waiver of certain recurring and/or non-recurring charges. These promotions may be offered where available on a completely non-discriminating basis with each subscriber in the classification of service and area for which the promotion is offered having an equal opportunity for participation.

2.7.2 Promotion Date and Service

The following promotions are approved by the Commission:

D

Special Promotions Authority: Docket No. 830410-TP, Order No. 12561

---

EFFECTIVE DATE:  
December 28, 2005

ISSUED BY:  
Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 2  
Second Revised Sheet 33  
Cancels First Revised Sheet 33

GENERAL REGULATIONS

2.7 SPECIAL PROMOTIONS (continued)

2.7.2 Promotion Date and Service (continued)

D

Special Promotions Authority: Docket No. 830410-TP, Order No. 12561

---

EFFECTIVE DATE: December 28, 2005

ISSUED BY:  
Robert M. Post, Jr.  
President

CROSS REFERENCE

SECTION 3

<u>Tariff</u>	<u>Prior Tariff</u>
3.1 GENERAL	Local Exchange Tariff Sheet
3.2 RATE SCHEDULES AND APPLICATIONS	Local Exchange Tariff Sheet
3.3 DIRECTORY ASSISTANCE SERVICE	Section 7, Sheet 7B
3.3.1 General	Section 7, Sheet 7B
3.3.2 Rates	Section 7, Sheet 7B
3.4 VERIFICATION AND EMERGENCY INTERRUPT SERVICE	Section 7, Sheet 11-12
3.4.1 Emergency Interrupt Service	Section 7, Sheet 12
3.4.2 Application of Charges	Section 7, Sheet 12
3.4.3 Charges	Section 7, Sheet 12
3.4.4 Verification	Section 7, Sheet 11
3.5 TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991	Section 36, Sheet 12
3.5.1 General	Section 36, Sheet 12
3.5.2 Rates	Section 36, Sheet 12

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
First Revised Contents Sheet 1  
Cancels Original Contents Sheet 1

BASIC LOCAL EXCHANGE SERVICE

CONTENTS

	<u>Sheet No.</u>
3.1 GENERAL	1
3.2 RATES AND APPLICATION	1
3.2.1 Business and Residence - Local Calling Area	1
3.3 DIRECTORY ASSISTANCE SERVICE	2
3.3.1 General	2
3.3.2 Rates	2
3.4 VERIFICATION AND EMERGENCY INTERRUPT SERVICE	3
3.4.1 Emergency Interrupt Service	3
3.4.2 Verification	4
3.4.3 Application of Charges	4
3.4.4 Charges	4
3.5 TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991	5
3.5.1 General	5
3.5.2 Rates	5
3.6 LIFELINE ASSISTANCE	6     N

---

EFFECTIVE DATE: SEP 12 1995

ISSUED BY:

Robert Post, Jr.

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 3  
Tenth Revised Sheet 1  
Cancels Ninth Revised Sheet 1

BASIC LOCAL EXCHANGE SERVICE

3.1 GENERAL

- 3.1.1 a. The rates specified herein entitle subscribers to an unlimited number of messages to all stations bearing the designation of the Indiantown exchange and, through flat rate extended area service (EAS), to all stations bearing the designation of the Stuart exchange.
- b. A map showing the Indiantown Exchange (local calling area) has been filed and made a part of this tariff as Sheet 1.3, Section 3. The boundaries of the Stuart exchange are shown in the Southern Bell Telephone and Telegraph Company tariff.
- c. A map showing the elimination of six subdivision lots in the Sunlight Ranch Subdivision in the northeast quarter of Section 4, Township 40 South, Range 40 East, Martin County, Florida, and the transfer of the lots to AT&T Florida, approved by the Commission by Order No. PSC-08-0106-PAA-TL, Docket No. 070738-TL, issued February 19, 2008, was filed by the Company on April 8, 2008.

3.2 RATES AND APPLICATION

3.2.1 Within the local calling area monthly access line charges are as follows:

Residence Access Line	- \$ 9.71
Cable Pair (Off Premise Extension)	- \$ 8.02
Business Access Line	- \$22.82
Trunk Line (Key System)	- \$31.20
Trunk Line (PBX)	- \$45.02

I

I

EFFECTIVE DATE: NOV 01 2009

ISSUED BY: Jeff Leslie, President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
Original Sheet 1.1

BASIC LOCAL EXCHANGE SERVICE

3.2 RATES AND APPLICATION

3.2.2 Operator Assistance charges within the local (N)  
calling area

1. Billing Surcharges

Nonrecurring  
Charges

- |  |        |
|--|--------|
| (a) Station-to-Station customer dialed calling card (credit card) calls, each  | \$0.75 |
| (b) Station-to-Station operator assisted sent-paid, collect, third number and non-customer dialed credit card calls, each  | 1.00   |
| (c) Person-to-Person operator assisted calls, each   | 2.50   |
| 2. Operator Dialed Surcharge. Note 1   |        |
| (a) 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, each | .60    |
| (b) In addition to any surcharges, all local coin calls utilizing operator-handling services will be billed at the local coin rate of  | .25    |

Note 1: An Operator Dialed Surcharge is in addition to any applicable billing surcharge.

(N)

-----  
EFFECTIVE DATE: SEP 23 1995

ISSUED BY:

ROBERT M. POST, JR.  
PRESIDENT

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
Original Sheet 1.2

BASIC LOCAL EXCHANGE SERVICE

3.2 RATES AND APPLICATION (Cont'd)

3.2.3 The following Operator Assisted Local Calls are exempted from the service charge:

1. Calls to designated Company numbers for official telephone business.
2. Emergency calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
  - (a) Reestablish a call which has been interrupted after the called number has been reached.
  - (b) Reach the called telephone number where facility problems prevent customer dial completion.
  - (c) Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

(N)

(N)

-----  
EFFECTIVE DATE: SEP 23 1995

ISSUED BY:

ROBERT M. POST, JR.  
PRESIDENT

FPSC TARIFF NO. 2  
SECTION 3  
ORIGINAL SHEET 1.3

# ITS Service Territory in Martin County

St. Lucie County

Range 37 East

Range 38 East

Range 39 East

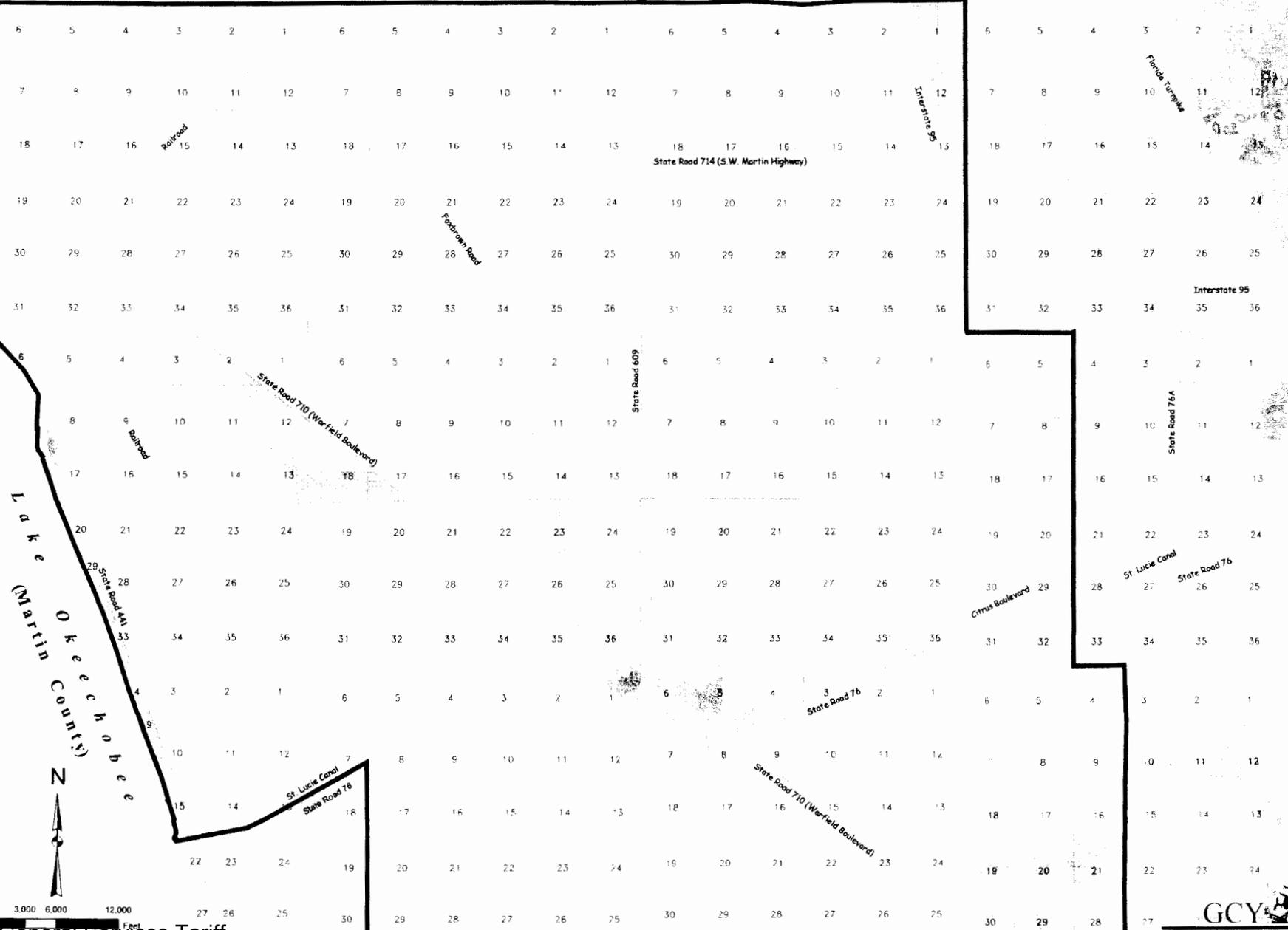
Range 40 East

Okeechobee County

Township 38 South

Township 39 South

Township 40 South



0 3,000 6,000 12,000 Feet



TL712 General Services Tariff  
Map Date: January 9, 2014  
This is a General Tariff  
Scan Verified 8/5/2014

P a y B e a c h C o u n t y



GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
Fourth Revised Sheet 2  
Cancels Third Revised Sheet 2

**BASIC LOCAL EXCHANGE SERVICE**

3.3 DIRECTORY ASSISTANCE SERVICE

3.3.1 GENERAL

- a. The company furnishes Directory Assistance Service whereby subscribers may request assistance in determining telephone numbers.
- b. The rates set forth below apply when subscribers of the Company request assistance in determining telephone numbers of subscribers (1) who are located in the same local service area, or (2) who are not located in the same local service area but who are located within the State of Florida.

3.3.2 RATES

a. Local Directory Assistance

There is no charge for directory assistance calls for individuals with disabilities, for calls placed from a telephone access service line or over Hotel/Hospital Message Rate Trunk Lines. All others will be charged \$.95 for each Directory Assistance call (411).

- (1) Call allowances are not transferable between separate accounts of the same subscriber.
- (2) A subscriber may obtain a maximum of two (2) telephone numbers per call.
- (3) A subscriber may ask for Local Directory Call Completion Service and have the Directory Assistance Operator system dial the number the subscriber has requested for an additional charge per completed call of \$.30.

I  
D

T

---

EFFECTIVE DATE: DEC 23 2009

ISSUED BY:  
Jeffrey S. Leslie  
President/CEO

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
Second Revised Sheet 3  
Cancels First Revised Sheet 3

BASIC LOCAL EXCHANGE SERVICE

3.3 DIRECTORY ASSISTANCE SERVICE (continued)

3.3.2 RATES (continued)

a. (continued)

(3) (continued)

- (a) Individual message detail is not included as a part of this Local Directory Call Completion service.
- (b) Local Directory Call Completion service may be blocked by calling the local company business office.
- (c) Local Directory Call Completion service is furnished subject to all applicable regulations in Section 2 of this tariff.

N  
|  
N  
D

(4)

b. Long Distance Directory Assistance

A charge will be applied for all calls to Long Distance Directory Assistance (1-555-1212) including those calls made from a telephone access service line.

T

Note: The substance of §3.3.2a(4) on First Revised Sheet 3 has been moved to and combined with §3.3.2a on Third Revised Sheet 2.

EFFECTIVE DATE **MAY 22 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
Original Sheet 3.1

PUBLIC LOCAL EXCHANGE SERVICE

3.4 VERIFICATION AND EMERGENCY INTERRUPT SERVICE

3.4.1 Emergency Interrupt Service

- a. The company furnishes emergency interrupt service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
- b. A subscriber originated request for emergency interrupt other than to an emergency agency number is a chargeable request.

M  
|  
M

Note: §3.4.1 was previously located on First Revised Sheet 3.

EFFECTIVE DATE: **MAY 22 1997**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 3  
First Revised Sheet 4  
Cancels Original Sheet 4

BASIC LOCAL EXCHANGE SERVICE

3.4 VERIFICATION AND EMERGENCY INTERRUPT SERVICE (continued)

3.4.2 Verification

- a. The company furnishes verification service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local subscriber line.
- b. A subscriber originated request for verification of a local number other than an emergency agency number is a chargeable verification request if it is determined that the line is in use.

3.4.3 Application of Charges.

- a. No charge will apply if the requesting customer identifies that the call is to or from the official public emergency agency.
- b. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.

3.4.4 Charges

- a. Verification Request  
Each Request \$4.50 (I)
- b. Emergency Interrupt<sup>(1)</sup>  
Each Request \$9.00 (I)

<sup>(1)</sup>A charge for a verification request also applies.

---

EFFECTIVE DATE: JAN 3 1 2009

ISSUED BY:  
Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC tariff No. 2  
SECTION 3  
Original Sheet 5

LOCAL EXCHANGE SERVICE

3.5 TELECOMMUNICATIONS ACCESS SYSTEM ACT OF 1991

3.5.1 GENERAL

Pursuant to passage of the Telecommunications Access System Act of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all local exchange telecommunication company subscribers on an individual access line basis, except that such surcharge shall not be imposed on more than twenty-five (25) basic telecommunications access lines per account bill rendered.

3.5.2 RATES

The Florida Public Service Commission shall determine the amount of the surcharge; however, in no case shall the amount exceed twenty-five cents (\$.25) per line per month. The surcharge shall appear on the initial bill to the subscriber and be itemized at least once annually.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

BASIC LOCAL EXCHANGE SERVICE

3.6 LIFELINE ASSISTANCE

3.6.1 GENERAL

- a. The Interstate Subscriber Line Charge Waiver and Matching Program adopted by the Florida Public Service Commission is a Lifeline Assistance Program and provides for a federal credit and a state portion provided through the ratemaking process to qualified subscribers. The federal and Company credits are applied to the local service bills for qualified residential recipients of public assistance who apply for the credits. A subscriber may qualify for the credit through participation in one or more of the following programs: Supplemental Security Income (SSI), Food Stamps, Medicaid, Federal Public Housing Assistance, Low Income Home Energy Assistance Program or Temporary Assistance to Needy Families (TNF). Lifeline Assistance is available for one telephone line per residence at the subscriber's principal place of residence.

3.6.2 Application and Regulations

Guidelines for implementation of this program are as follows:

a. Certification Procedures

All applications for this service must receive public assistance from a government agency or agencies.

b. Processing Procedures

The Company will process all applications and apply the appropriate credit on the subscriber's monthly bill.

EFFECTIVE DATE:

**JAN 01 1998**

ISSUED BY:

Robert M. Post, Jr.  
President

ITS Telecommunications  
Systems, Inc.

GENERAL SUBSCRIBER SERVICE TARIFF

FPSC Tariff No. 2  
SECTION 3  
Second Revised Sheet 7  
Cancels First Revised Sheet

BASIC LOCAL EXCHANGE SERVICE

3.6 LIFELINE ASSISTANCE

3.6.2 (CON'T)

c. Verification Procedures

The Company will confirm eligibility periodically with the public agencies that provide assistance. The credit will be discontinued on the bill following written notification to the subscriber of ineligibility.

d. The secondary service order charge described in Section 4 does not apply when an existing customer converts their service to Lifeline Assistance.

e. Subscribers of Lifeline may request toll blocking, at no charge, in lieu of a deposit.

f. Subscribers of Lifeline will not be disconnected for non-payment of toll charges.

3.6.3 Rates and Charges

a. Monthly credit eligible recipients.

(1) Federal Credit           \$7.00

(2) Company Credit         \$3.50

N

EFFECTIVE DATE: **APR 01 1998**

ISSUED BY  
Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 3  
Original Sheet 8

BASIC LOCAL EXCHANGE SERVICE

3.7 TRANSITIONAL LIFELINE ASSISTANCE PROGRAM

3.7.1 General

- a. Transitional Lifeline Assistance is a state program which provides a 30% reduction of the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline Assistance Program.

3.7.2 Regulations

- a. A Lifeline Assistance subscriber who requests this service will receive the discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

---

EFFECTIVE DATE: **JUL 08 1998**

ISSUED BY:

Robert M. Post, Jr.  
President

**CROSS REFERENCE**

**SECTION 4**

FPSC Tariff No. 2

Prior Tariff

**4.3 APPLICATION OF CHARGES**

4.3.1	General			New
4.3.2	Categories of Work			New
a.	Receiving Information and Scheduling Activity			New
b.	Establishing Service	Section 7,	Sheet 6	
c.	Moving Service	Section 7,	Sheet 7a	
d.	Disconnecting Service	Section 7,	Sheet 7	
e.	Restoring Service	Section 7,	Sheet 4	
f.	Rearranging Facilities	Section 7,	Sheet 6	
g.	Changing Numbers			New
h.	Visiting Subscriber's Premises	Section 7,	Sheet 4	
i.	Locating Trouble	Section 7,	Sheet 6	
j.	Dealing with Dishonored Checks	Section 4,	Sheet 7	

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

**JAN 31 1992**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Contents  
Sheet 1

SERVICE CHARGES

CONTENTS

<u>4.1</u>	<u>DEFINITIONS</u>	<u>Sheet No.</u>
	a. Access Line	1
	b. Access Line Charge	1
	c. Connecting Apparatus	1
	d. Connection	1
	e. Cost	1
	f. Premise Visit Charge	1
	g. Primary Service Order Charge	1
	h. Rearrangement Charge	1
	i. Restoration Charge	2
	j. Returned Check Charge	2
	k. Secondary Service Order Charge	2
	l. Service Charge	2
	m. Service Order Charge	2
	n. Terminal Equipment	2
	o. Trouble Location Charge	2
	p. Trouble Location Plan	2
<u>4.2</u>	<u>SCHEDULE OF CHARGES</u>	
4.2.1	General	3
4.2.2	Type and Level of Charges (Non-recurring)	3
	a. Access Line Charge	3
	b. Premise Visit Charge	3
	c. Primary Service Order Charge	3
	d. Rearrangement Charge	3
	e. Restoration Charge	3
	f. Returned Check Charge	3
	g. Secondary Service Order Charge	3
	h. Trouble Location Charge	3

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Contents  
Sheet 2

CONTENTS

4.2.3	Type and Level of Charges (Recurring)	3
	a. Trouble Location Plan	3, 7
4.3	<u>APPLICATION OF CHARGES</u>	<u>Sheet No.</u>
4.3.1	General	4
4.3.2	Categories of Work	4
	a. Receiving Information and Scheduling Activity	4
	b. Establishing Service	4
	c. Moving Service	5
	d. Disconnecting Service	5
	e. Restoring Service	5
	f. Rearranging Facilities	6
	g. Changing Numbers	6
	h. Visiting Subscriber's Premises	6
	i. Locating Trouble	7
	j. Dealing with Dishonored checks	7

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Sheet 1

SERVICE CHARGES

4.1 DEFINITIONS

- a. Access Line - The service line between the central office and the subscriber's premises.
- b. Access Line Charge - A charge for work required to establish the circuit or connection between the central office and the customer's premises up to and including the station protector.
- c. Connecting Apparatus - the terminal block or standard jack to which the single line station or terminal equipment may be connected.
- d. Connection - The establishment of telephone service. A move of existing service to different premises requires a connection.
- e. Cost - The expense to the Company of rendering service, which includes materials, labor, supervision and other overhead expenses.
- f. Premises Visit Charge - A charge for a required visit to subscriber's premises to perform work other than to disconnect an access line.
- g. Primary Service Order Charge - A charge to cover the expense of company work for initial connection of a new service.
- h. Rearrangement Charge - A charge for the rearrangement of a drop wire, outside circuit and/or protector.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Sheet 2

SERVICE CHARGES

4.1 DEFINITIONS (continued)

- i. Restoration Charge - A charge for restoral of service following a temporary suspension of such service.
- j. Returned Check Charge - A charge to a subscriber made if a subscriber's check to the Company is dishonored by the bank upon which it is drawn.
- k. Secondary Service Order Charge - A charge to cover the expense of Company work for anything other than installation of a new service.
- l. Service Charge - A non-recurring charge for work required due to a subscriber's request, which may be made up of various component charges for categories of work functions, such as premise visit charges or access line charges or service order charges.
- m. Service Order Charge - A charge for receiving information and taking action in connection with a subscriber's or applicant's request. Service order charges are classified as either primary or secondary.
- n. Terminal Equipment - Equipment at the subscriber's end of a communication circuit.
- o. Trouble Location Charge - A charge for dispatching an employee to a customer's premises, made only in cases where trouble is determined not to be the fault of the Company equipment or facilities.
- p. Trouble Location Plan - A plan with a recurring monthly charge that authorizes company employees to be dispatched to a subscriber's premises at subscriber's request, without imposition of a trouble location charge.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Tenth Revised Sheet 3  
Cancels Ninth Revised Sheet 3

SERVICES CHARGES

4.2 SCHEDULE OF CHARGES

4.2.1 General

- a. Each category of work has a cost to the Company.
- b. The cost to the Company to perform work is recovered by applying charges designed to recover all or a portion of the cost of the work.

4.2.2 Type and Level of Charges (Non-recurring)

a.	Access Line Charge	\$18.00	
b.	Premise Visit Charge	\$ 6.00	
c.	Primary Service Order Charge	\$15.00	
d.	Rearrangement Charge	\$10.00	
e.	Restoration Charge	\$15.00	I
f.	Returned Check Charge		
	face value of check under \$50	\$25.00	
	face value of \$50 to under \$300	\$30.00	
	face value \$300 or more	\$40.00 or 5% of the check, Whichever is greater.	
g.	Secondary Service Order Charge	\$18.00	
h.	Trouble Location Charge	\$85.00	I

4.2.3 Type and Level of Charges (Recurring)

a.	Trouble Location Plan	\$1.40/month	I
----	-----------------------	--------------	---

---

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Sheet 4

SERVICE CHARGES

4.3 APPLICATION OF CHARGES

4.3.1 General

- a. Charges apply for the categories of work described herein.
- b. More than one type of charge may be applicable to work that is done by the Company.

4.3.2 Categories of Work

- a. Receiving Information and Scheduling Activity - Whenever subscribers request action, the Company must receive information and schedule activity, which requires a service order. Service orders are either primary or secondary.
- b. Establishing Service - Whenever subscribers request the establishment of service or the move of an existing service to different premises, work is usually required. To establish service or move service to different premises, the Company will charge:
  - 1) a primary service order charge
  - 2) a premise visit charge\* and
  - 3) an access line charge\*The premise visit charge will be applied only if it is necessary to actually visit the subscriber's premises.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Sheet 5

SERVICE CHARGES

4.3 APPLICATION OF CHARGES (continued)

4.3.2 Categories of Work (continued)

- c. Moving Service - Whenever subscribers request that existing service be moved to different premises the Company will charge:
  - 1) a second day service order charge
  - 2) a premise visit charge, if necessary to visit the customers premises, and
  - 3) an access line charge.
- d. Disconnecting Service - Whenever subscribers request disconnection, work may be required. Even so, unless specified otherwise in other sections of this tariff, there will be no charge applied by the Company.
- e. Restoring Service - After suspension of service for non-payment of charges, work may be required whenever a subscriber requests restoration of such service and meets the criteria for restoration, by paying all charges due or, at the discretion of the Company, a substantial portion thereof. Whenever service is so restored, the Company will charge a restoration fee.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 4  
Original Sheet 6

SERVICE CHARGES

4.3 APPLICATION OF CHARGES (continued)

4.3.2 Categories of Work (continued)

- f. Rearranging Facilities - Whenever subscribers request rearrangement of a drop wire, outside circuit and/or protector, the Company must perform certain tasks. In order to recover the cost of the work, the Company will charge:
- 1) a secondary service order charge
  - 2) a premise visit charge
  - 3) a rearrangement charge
- g. Changing Numbers - Whenever subscribers request a change in the telephone number of their local exchange access line, the Company must accomplish certain tasks. In order to recover the cost of the work, the Company will charge a secondary service order charge.
- h. Visiting Subscriber's Premises - Action requested by subscribers may require a visit to subscriber's premises to perform work. If a visit is made, the Company will charge a premise visit charge, unless the purpose of the visit is to locate trouble reported to the Company, which is found to be in the terminal equipment, or if the visit is to repair, maintain or disconnect Company facilities.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

## GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC TARIFF NO. 2  
SECTION 4  
Second Revised Sheet 7  
Cancels First Revised Sheet 7

### SERVICE CHARGES

#### 4.3 APPLICATION OF CHARGES (continued)

##### 4.3.2 Categories of Work (continued)

- i. Locating Trouble - Whenever trouble is reported to the company, it must be investigated, and Company employees may need to be dispatched to the subscriber's premises. If, after arrival, the trouble is determined not to have been caused by Company equipment or facilities, the subscriber will be so notified, and the Company will charge a trouble location charge, and such charge will not cover any repair, maintenance or materials. In order to avoid the assessment of a trouble location charge, the subscriber may join a Trouble Location Plan by paying the Company a monthly recurring charge per access line.
- j. Dealing with Dishonored Checks - Whenever subscribers issue a check to the Company which is returned dishonored by the bank upon which it is drawn, the Company must take certain action and may take the steps permitted by Section 823.07, Florida Statutes. The steps include levying a returned check charge.
- k. All persons applying for residential service shall be informed of the availability of the Company's installment plan for the payment of service connection charges. The information will be provided at the time of initial contact and shall include, but not be limited to information on rate amounts and installment time periods and procedures. Residential customers are permitted to pay service connection charges in equal monthly installments over a period of three (3) months. A monthly service fee of \$1.00 will be charged to applicants who elect to pay the service connection charge in installments.

T

---

EFFECTIVE DATE: JUN 08 2006

ISSUED BY:  
Robert M. Post, Jr.  
President

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

**SECTION 5**

FPSC Tariff No. 2

Prior Tariff

5.1 CONSTRUCTION CHARGES

Section 15 & 29

5.1.1	General	Section 15, Sheet 1
5.1.2	Construction on Private Property	Section 15, Sheet 2
5.1.3	Rearrangement of Existing Plant	Section 15, Sheet 3
5.1.4	Construction Required for Temporary Service	Section 15, Sheet 3

5.2 CHARGES FOR UNUSUAL INSTALLATION

Section 15 & 29

5.2.1	Special Types of Installation	Section 15, Sheet 2
5.2.2	Temporary Facilities	Section 15, Sheet 3

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 5  
First Revised Contents Sheet 1  
Cancels Original Contents Sheet 1

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONTENTS

Sheet No.

5.1	<u>CONSTRUCTION CHARGES</u>	
5.1.1	Extension of Facilities	1
5.1.2	Construction on Private Property	1
5.1.3	Rearrangements of Existing Plant	3
5.1.4	Construction Required for Temporary Service	3
5.2	<u>CHARGES FOR UNUSUAL INSTALLATIONS</u>	
5.2.1	Special Types of Installation	4
5.2.2	Temporary Facilities	4
5.3	<u>CONTRACT SERVICE ARRANGEMENTS</u>	
5.3.1	General	5

---

EFFECTIVE DATE: APR 01 1997

ISSUED BY:

Robert M. Post, Jr.  
President

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES

5.1.1 Extension of Facilities

- a. The Company may require a reasonable deposit from the applicant(s) before construction is commenced in order to guarantee performance. The deposit shall be returnable to the applicant on a pro-rata basis at either quarterly or annual intervals on the basis of installation of service to new subscribers. If returned on a quarterly basis, no interest will be paid; but if refunded annually, the refundable portion shall bear interest at a rate equivalent to the then-current prime interest rate.
- b. Any amount due The Company under Rule 25-4.093 may be withheld when the deposit is being returned to the applicant.
- c. Any portion of the deposit remaining unrefunded five (5) years from the date The Company is first ready to render service from the extension will be retained by the utility as liquidated damages and credited to an appropriate account.

5.1.2 Construction on Private Property

- a. Subdivisions and multiple occupancy buildings.

NOTE: Material previously appearing on this sheet now appears on sheet 1.1

EFFECTIVE DATE:

JAN 29 1997

ISSUED BY: JAN 29 1997

Robert M. Post  
President

ITS Telecommunications  
Systems, Inc.

GENERAL SUBSCRIBER SERVICES TARIFF

FPSC Tariff No. 2  
SECTION 5  
Original Sheet 1.1

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (Cont'd)

5.1.2 Construction on Private Property (Cont'd)

- (1) Extensions of telephone distribution lines to all structures within a new residential subdivision or to a new multiple occupancy building shall be made underground. The Company shall construct, own, operate and maintain all such underground facilities and such facilities shall be located only upon rights-of-way or easements granted to the Company without cost or paid for by the applicant.
- (2) The Company will install facilities at no cost to the applicant, except that the applicant must do the following:
  - (a) Obtain any required rights-of-way or easements at applicant's cost and convey them to the Company at no cost;

M  
M

NOTE: Material appearing on this sheet previously appeared on sheet 1.

EFFECTIVE DATE:  
JAN 29 1997

ISSUED BY: JAN 29 1997  
Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 5  
Original Sheet 2

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (continued)

5.1.2 Construction on Private Property (continued)

a. (continued)

(2) (continued)

- (b) Clear all easements of all trees, stumps and other obstructions, stake property lines and final grade, grade to within 6 inches of final grade and maintain during construction;
- (c) Furnish suitable conduit for the placement of service entrance facilities to multiple occupancy buildings;
- (d) Cooperate with the Company in order to keep the cost of construction as low as possible;
- (e) Coordinate utility construction so that joint trenching can be used where feasible.

b. Long Individual Drops

Extensions of long telephone drop lines to serve individuals on private property will be made under the following conditions:

- (1) The Company will bear construction cost equal to five times the annual revenue from the service to be installed, and the

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 5  
Original Sheet 3

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.1 CONSTRUCTION CHARGES (continued)

5.1.2 Construction on Private Property (continued)

b. (continued)

(1) (continued)

individual applicants must pay the Company any excess construction costs over that amount;

(2) The individual must grant the Company an easement and clear that easement of all trees, stumps and other obstructions and maintain the easement during construction;

(3) The individual must acknowledge Company ownership of all facilities located in the easement, after which the Company will maintain such facilities at Company cost.

5.1.3 Rearrangements of Existing Plant

When the Company is requested to move or change existing plant for which no specific charge is quoted in this tariff, the person at whose request such move or change is made may be required to bear the cost incurred.

5.1.4 Construction Required for Temporary Service

When construction is required for temporary service and there is no immediate prospect of reusing the plant provided, the subscriber may be required to bear all or a portion of the cost of such construction.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President/Operations

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.2 CHARGES FOR UNUSUAL INSTALLATIONS

5.2.1 Special Types of Installation

Where a special type of installation is desired by a subscriber or where the individual requirements of a particular situation make the installation unusually expensive, the subscriber is required to bear the excess cost of such installation.

5.2.2 Temporary Facilities

When temporary facilities are required for service and there is no immediate prospect of reusing the facilities provided, the subscriber may be required to bear all or a portion of the cost of such facilities, over and above all the other regular charges for service.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 5  
Original Sheet 5

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 CONTRACT SERVICE ARRANGEMENTS

5.3.1 General

- A. Contract service arrangements may be offered to meet offerings by any competitive provider of the same, or functionally equivalent, non-basic services in a specific geographic market or to a specific customer.
- B. Rates, Charges, Terms and additional regulations, if applicable, for the contract service arrangements will be developed on an individual case basis, and will include all relevant costs, plus an appropriate level of contribution.
- C. Costs for the contract service arrangements will include one or more of the following items:
  - 1. Labor, engineering and materials
  - 2. Operating expenses, e.g., maintenance, administration, etc.
  - 3. Return on investment
  - 4. Taxes
  - 5. Depreciation
  - 6. Any other identifiable associated cost
- D. Unless otherwise specified, the regulations for contract service arrangements are in addition to the applicable regulations and rates specified in other sections of this Tariff.
- E. Contract Service Arrangements may be offered on any non-basic service in this Tariff that satisfies the requirements specified in this section of the Tariff. Contract Service Arrangements may be offered for a basic service only if the basic service is offered as part of a package with non-basic services.

Effective Date:

APR 01 1997

Issued by:

Robert M. Post, Jr.  
President

5 SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 5  
Original Sheet 6

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

5.3 CONTRACT SERVICE ARRANGEMENTS (continued)

5.3.1 General (continued)

- F. Contract Service Arrangements are furnished by the Company to a subscriber only for communications in which the subscriber has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received by him from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. Contract Service Arrangements will not be offered to other Common Carriers (OCC's) or other parties for the purposes of resale and/or shared use.
- G. The subscriber and the Company may elect to enter into an agreement where certain rates and/or charges for contract service arrangements are applicable for a fixed period of time. The Company will continue to offer such contract service arrangements without change in the applicable rates and/or charges unless mutual consent has been reached between the Company and the subscriber to undertake such changes. The Florida Public Service Commission will not adjust contract service arrangement rates and/or charges during this period. At the completion of this period, the agreement may be renewed at the option of the Company and the subscriber. Revised rates and/or charges may apply to any renewed agreement.

Effective Date:

APR 01 1997

Issued by:

Robert M. Post, Jr.  
President

**CROSS REFERENCE**

**SECTION 6**

<u>FPSC Tariff No. 2</u>	Cancelled Tariff
6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTING	Section 13
6.2 BUSINESS LISTINGS	Section 13, Sheet 4.6
6.2.1 General	
6.2.2 Business Designations	Section 13, Sheets 2-6
6.2.3 Trade Names	Section 13, Sheet 4.
6.3 RESIDENCE LISTINGS	Section 13, Sheet 6-7
6.3.1 Special Residence Designations	Section 13, Sheet 6
6.3.2 Dual Names Listings	Section 13, Sheet 7
6.4 NON-PUBLISHED NUMBER SERVICE	Section 13, Sheet 3
6.4.1 General	Section 13, Sheet 3
6.4.2 Rates and Charges	Section 13, Sheet 3
6.4.3 Exceptions	Section 13, Sheet 3
6.5 NON-LISTED NUMBER SERVICE	Section 13, Sheet 3
6.5.1 General	Section 13, Sheet 3
6.5.2 Rates and Charges	Section 13, Sheet 3
6.5.3 Exceptions	
6.6 ADDITIONAL LISTING CHARGES	Section 13, Sheet 2
6.7 MISCELLANEOUS LISTINGS	Section 13, Sheet 8-12
6.7.1 Reference Listings	Section 13, Sheet 8
6.7.3 Foreign Listings	Section 13, Sheet 9
6.7.3 Indented Listings	Section 13, Sheet 9-10
6.7.4 Caption Listings	Section 13, Sheet 9-10
6.7.5 Additional Listings for Names Spelled More Than One Way	Section 13, Sheet 10-11
6.7.6 Alternate Listings	Section 13, Sheet 11-12
6.7.7 Temporary Listings	New

JAN 31 1992

**CROSS REFERENCE**

SECTION 6

<u>FPSC Tariff No. 2</u>	<u>Prior Tariff</u>
6.8 PRIVATE BRANCH EXCHANGE LISTINGS	Section 13, Sheet 7
6.9 TELEPHONE DIRECTORIES	Section 13, Sheet 1
6.9.1 Telephone Directory Availability	Section 13, Sheet 1
6.9.2 Directory Listing Preceding Service Installation	New
GENERAL SUBSCRIBER SERVICES TARIFF	

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2

**JAN 31 1992**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Contents Sheet 1

**DIRECTORY LISTINGS**

**CONTENTS**

Sheet No.

6.1	REGULATIONS APPLICABLE TO DIRECTORY LISTINGS	1
6.2	BUSINESS LISTINGS	4
6.2.1	General	
6.2.2	Business Designations	6
6.2.3	Trade Names	7
6.3	RESIDENCE LISTINGS	8
6.3.1	Special Residence Designations	8
6.3.2	Dual Name Listings	8
6.4	NON-PUBLISHED NUMBER SERVICE	11
6.4.1	General	11
6.4.2	Rates and Charges	12
6.4.3	Exceptions	13
6.5	NON-LISTED NUMBER SERVICE	14
6.5.1	General	14
6.5.2	Rates and Charges	14
6.5.3	Exceptions	14
6.6	ADDITIONAL LISTING CHARGES	15
6.7	MISCELLANEOUS LISTINGS	16
6.7.1	Reference Listings	16
6.7.2	Foreign Listings	16
6.7.3	Indented Listings	16
6.7.4	Caption Listings	17
6.7.5	Additional Listings for Names Spelled More Than One Way	18
6.7.6	Alternate Listings	19

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Contents Sheet 2

DIRECTORY LISTINGS

CONTENTS

	Sheet No.
6.7 MISCELLANEOUS LISTINGS (continued)	
6.7.7 Temporary Listings	20
6.8 PRIVATE BRANCH EXCHANGE LISTINGS	21
6.9 TELEPHONE DIRECTORIES	22
6.9.1 Telephone Directory Availability	22
6.9.2 Directory Listing Preceding Service Installation	22

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

DIRECTORY LISTINGS

6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS

- a. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscribers' telephone numbers and as an aid to the use of telephone service.
- b. The listing of subscribers either without charge or at the rate specified herein for additional listings in the alphabetical section of the directory does not contemplate special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in its directories.
- c. Listings must conform to the Company's specifications with respect to its directories. The Company reserves the right to reject listings when in its judgement such listing would tend to delay or impede the use of the service.
- d. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when in its judgement the clearness of the listing and the identification of the subscriber is not impaired thereby.
- e. Each of the following types of services is entitled to one listing which is included in the monthly charge for service:
  - (1) Individual access lines, each main station

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 2

DIRECTORY LISTINGS

6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS (continued)

e. (continued)

(2) Private branch exchange directly connected to a central office, each system

(3) Shared tenant service arrangements, each system

(4) Semi-public telephone service, each station

f. Street numbers, followed by the names of streets, will be used in identifying the location of the subscriber, except when in the judgement of the Company, names of buildings, apartment houses or communities serve as a better means of identification. Corner addresses are undesirable and will be used only where the street number is not available. The use of floor, room or suite numbers of buildings or apartment houses, or other such designations is not permitted.

g. Listings are not provided in connection with public telephone service except when in the judgement of the Company, the listing will facilitate the operations of the Company. No additional listings are permitted. Listings in connection with semipublic telephone service are furnished under the same rates and regulations as other business service.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 3

DIRECTORY LISTINGS

6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS (continued)

- h. When in the judgement of the Company the use of reference or other listings, in excess of the number of listings permitted without extra charge, as previously outlined, are needed for better identification of the subscriber or governmental offices, or to facilitate the Company's operations, such listings may be provided without charge.
- i. In connection with individual line service where there is more than one main station and the telephone numbers of such stations are consecutive and are connected for rotary service, only one listing is regularly furnished, but additional name listings which would otherwise be available at the regular rate for additional listings may be obtained without charge, provided they do not exceed the number of main station lines or auxiliary lines. Additional listings on consecutive numbers usually bear the call number of the first line, but at the customer's request they may bear any of the consecutive numbers.
- j. No listing, with or without charge, will be permitted where such listing is a repetition of any other listing furnished the subscriber.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 4

---

DIRECTORY LISTINGS

6.1 REGULATIONS APPLICABLE TO DIRECTORY LISTINGS (continued)

- k. Listing charges date from the day the information records are posted and are payable monthly in advance. Information records are posted at the time the application for the listing is made.
- l. Errors or omissions should be promptly reported to the Business Office.

6.2 BUSINESS LISTINGS

6.2.1 General

- a. Generally, business listings consist of a name, a designation descriptive of the subscriber's business, if not self-explanatory, the address at which service is rendered, and the business telephone number. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which the business is regularly conducted, but may be that of a second party designated by the subscriber. Additional listings may be furnished in the names of partners, or members of the firm, if the subscriber is a partnership or firm; the names of officers of the corporation where the subscriber is a corporation, and for any business establishment, the names of associates or employees of the subscriber. Business

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 5

DIRECTORY LISTINGS

6.2 BUSINESS LISTINGS (continued)

6.2.1. General (continued)

a. (continued)

additional listings may also be the bona fide names of individuals, firms or corporations which the subscriber owns or controls or is duly authorized to represent. Listings which include names other than these are furnished only subject to the rates and regulations specified in this tariff.

- b. All listings of a subscriber's services which are located on the same premises must bear the same address. In the case of off-premise extensions, the address of the off-premise location may be shown.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 6

DIRECTORY LISTINGS

6.2 BUSINESS LISTINGS (continued)

6.2.2 Business Designations

- a. The designation in a business listing consists of a word or phrase, abbreviated where necessary, that describes the general character of the subscriber's business. Designations will not be used where the name under which the subscriber is doing business is sufficient to indicate the character of the business. The listing of an individual, together with his title and the name of the business with which he is associated or represents, in lieu of a designation of the general character of the business, is not permitted. Likewise, the listing of the name of a firm or corporation, followed by the name or name and title of an individual connected therewith, in lieu of a business designation, is not permitted.

Example of listings not permitted:

Smith, J. G., Mgr., Lewis Grocery Co., 14 Jackson  
337-1212

Lewis Grocery Co., Smith, J. G., Mgr., 14 Jackson  
337-1212

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 7

DIRECTORY LISTINGS

6.2 BUSINESS LISTINGS (continued)

6.2.2 Business Designations (continued)

- b. Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc., may for purposes of identification include abbreviated designation of titles. Also the title of "Mrs.", "Ms." or "Miss" is permitted. Degrees are permitted when they serve as a means of better identification. Titles and designations will be omitted when a degree is used which conveys adequate information.

6.2.3 Trade Names

A trade name created by adding a term such as Company, Agency, Shop, Works, etc. to the name of a commodity or service will be accepted as a listing only if the subscriber shows satisfactory evidence that he is authorized to do business under the trade name. The Company reserves the right to reject listings which appear to be designed primarily to give publicity to the commodity or service, or which in its judgement are otherwise objectionable or unnecessary for identification purposes.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 8

-----  
D I R E C T O R Y   L I S T I N G S

6.3 RESIDENCE LISTINGS

Residence listings consist of a name, the address of the premises at which service is rendered, and the telephone number. The primary listing is ordinarily the name of the individual who subscribes for the service, but the listing may be in the name of a second party so designated by the subscriber. Additional listings may be furnished in the names of relatives, including those by marriage, domestic employees of the subscriber, or other persons residing in the subscriber's home who are recognized as a part of the subscriber's domestic establishment.

6.3.1 Special Residence Designations

Listings of clergymen, physicians, surgeons, dentists, veterinary surgeons, professors, government officials, etc. may, for the purpose of identification, include abbreviated designations of titles. Also, the title "Mrs.", "Ms." or "Miss" is permitted.

6.3.2 Dual Name Listings

- a. Dual-name listings are defined as a combination of names and/or initials of two persons who share the same surname and reside at the same address or of one person known by two sets of first and/or middle names and/or initials.
- b. The following examples illustrate the format options for dual-name listings:

-----  
(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 9

DIRECTORY LISTINGS

6.3 RESIDENCE LISTINGS (continued)

6.3.2 Dual Name Listings (continued)

b. (continued)

(1) Primary Listings

Jones, John & Mary 123 Jackson Street  
337-1212

or

Jones, Mary & John 123 Jackson Street  
337-1212

Jones, John T. & Mary F. 123 Jackson St.  
123-4567

or

Jones, Mary F. & John F. 123 Jackson St.  
123-4567

Jones, John T. (Tex) 123 Jackson St.  
123-4567

Jones, Mary F. (Mrs. John T) 123 Jackson  
St. 123-4567

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 10

DIRECTORY LISTINGS

6.3 RESIDENCE LISTINGS (continued)

6.3.2 Dual Name Listings (continued)

b. (continued)

(2) Primary with Additional Listing

Jones, John & Mary 123 Jackson St.  
123-4567

Jones, John T. 123 Jackson St. 123-4567

Jones, Mary F. & John T 123 Jackson St.  
123-4567

Jones, John T. (Tex) 123 Jackson St.  
123-4567

Jones, Tex (John T.) 123 Jackson St.  
123-4567

- c. Dual-name listings are available only for residence subscribers.
- d. Dual-name listings may be provided as the primary listing with a non recurring charge for the addition of the second name to the listing.
- e. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 11

DIRECTORY LISTINGS

6.3 RESIDENCE LISTINGS (continued)

6.3.2 Dual Name Listings (continued)

- f. The secondary service order charge applies for:
- (1) Changing a primary single-name listing to a primary dual-name directory listing.
  - (2) Changing the primary or additional dual-name directory listing once established.
- g. No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

6.4 NON-PUBLISHED NUMBER SERVICE

6.4.1 General

- a. Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests when presented in writing may be fulfilled through the assignment of a non-published telephone number subject to the regulations outlined below. Such requests are discouraged as far as possible, and the subscriber is required to sign a written statement releasing the company from all responsibility for losses arising from such an arrangement.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

## GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Ninth Revised Sheet 12  
Cancel Eighth Revised Sheet 12

### DIRECTORY LISTINGS

#### 6.4 NON-PUBLISHED NUMBER SERVICE (continued)

##### 6.4.1 (continued)

- b. Incoming calls to non-published telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish non-published number service does not create any relationship or obligation, direct or indirect, to any person other than the subscriber.
- c. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-published telephone in the directory or disclosing said number to any person shall attach to the Company. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published telephone number or the disclosing of said number to any person.

##### 6.4.2 Rates and Changes

A monthly rate of \$2.00 applies for each non-published telephone number.

I

---

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 13

DIRECTORY LISTINGS

6.4 NON-PUBLISHED NUMBER SERVICE (continued)

6.4.3 Exceptions

- a. Non-published service will not be furnished in connection with certain automatic announcement, automatic answering and recording, or recorder coupler service.
- b. The rate in Section 6.4.2 does not apply:
  - (1) To additional service furnished to the same subscriber at the same address.
  - (2) To business subscribers who have their primary telephone number published in the Company's directories for the territory in which the subscriber is located, as they may have other telephone numbers associated with the same business deleted from the Company's directories at no additional charge.
  - (3) Where a subscriber living in a hotel, apartment house, boarding house, or a club is listed under the number of the service furnished the hotel, apartment house, boarding house, or club.
  - (4) To service used primarily by a deaf person for communication by means of teletypewriter equipment.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Ninth Revised Sheet 14  
Cancels Eighth Revised Sheet 14

DIRECTORY LISTINGS

6.5 NON-LISTED NUMBER SERVICE

6.5.1 General

Upon request a subscriber's listing may be "Non-Listed." Non-Listed numbers are omitted from the directory but otherwise posted on the information records, and connections will be handled in the same manner as with other service.

6.5.2 Rates and Charges

A \$1.25 per month charge will apply for each Non-Listed number.

I

6.5.3 Exceptions

The foregoing rate does not apply:

- (1) To additional service furnished to the same subscriber at the same address.
- (2) Where the subscriber has other listed service in the alphabetical directory for the territory in which the subscriber is located, provided the service is of the same class and in the same name.
- (3) To service used primarily by a deaf person for communication by means of teletypewriter equipment.

---

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
First Revised Sheet 15  
Cancels Original Sheet 15

DIRECTORY LISTINGS

6.6 ADDITIONAL LISTING CHARGES

- a. Additional name listings in excess of those permitted without extra charge are furnished at \$.75 per month. Additional line matter and directional calling information, where permitted, are furnished at \$.75 per month. I I
- b. The subscriber to the service assumes responsibility for all charges for additional listings associated with his service.
- c. Listing charges are automatically discontinued upon termination of the main contract for service and additional listing charges may be discontinued upon request after the expiration of the initial contract period for additional listings. Charges for additional listings of those other than the subscriber may be discontinued upon request from the subscriber in case the listed party becomes a subscriber to exchange service, similar in classification, i.e., business or residence, as that under which such party already is listed, or in case of death of the listed party or in case the listed party moves from the premises at which the exchange service listed is furnished.
- d. No Sales Solicitation Calls

Residential customers desiring to be placed on a "no sales solicitation calls" list may notify the Division of Consumer Services of the Department of Agriculture and be placed on a list for a charge of \$10.00, renewable annually for \$5.00. Section 501.059, Florida Statutes. The expression of a desire not to receive telephone solicitation may no longer be listed in the Company's directory.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
First Revised Sheet 16  
Cancels Original Sheet 16

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS

6.7.1 Reference Listings

Reference listings may be furnished to subscribers who change their names, absorb other business or subdivide their business and have the authority to continue the use of the old name, and in other cases, when in the judgment of the Company they are considered necessary and are not intended for advertising purposes.

Such listings are furnished at the regular rate for additional listings. Following is an example of such a listing:

Long Lumber Company..... See South Lumber Co.

6.7.2 Foreign Listings

Listings in the alphabetical section of the directory may be furnished to non-subscribers at the following rates:

	<u>Per Month</u>
a) Residence	\$ .75
b) Business	\$ 1.00
c) Government Agency	\$ 1.00

6.7.3 Indented Listings

Indented listings are employed where a subscriber has more than one listing for service under the same name at one or more locations.

---

EFFECTIVE DATE: JAN 16 1996

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 17

..... DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS (continued)

6.7.3 Indented Listings (continued)

Jones A B Atty. 179 Madison Ave.....334-1221  
Res. 122 Linwood.....336-2345

Jones, A B Contrs 220 Madison Ave.....344-1622  
Branch 83 S Pryor.....344-2822  
Garage 80 S Pryor.....334-2611

6.7.4 Caption Listings

- a. Listings may be indented under a caption or sub-caption at no additional charge for the caption arrangement when in the judgment of the Company the captions will facilitate the use of the service.
- b. The captions must be an essential part of the indented listings which follow and may include names of departments, branches of the business or titles of officials.

For example:

Standard Oil Co  
Main Ofc Fultn Nat Bk Bk .....334-1234  
City Mag 1080 Bankhd Ave NW.....334-2345

Service Stations  
1060 Palmetto .....334-3456  
1558 Palmetto NW.....334-4567  
City Mgr.'s Residence .....334-3312

- c. Listings that are variations of the same general line of business or which in the judgment of the Company appear to advertise

.....  
(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 18

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS (continued)

6.7.4 Caption Listings (continued)

c. (continued)

the extent of the subscriber's business are not permitted to be indented under captions. Names of individual are not permitted to be indented under caption listings.

6.7.5 Additional Listings for Names Spelled More than One Way

- a. Subscribers whose names may commonly be spelled in more than one way, may arrange for additional listings of their names as alternately spelled at the regular rate for an additional listing.

For example:

Smithe AB 291 Jackson.....636-2377

and as listed under "Smith"

Smith AB 291 Jackson.....636-2377

- b. Listings of alternate spelling are not allowed when in the judgment of the Company they are desired for the purpose of securing a preferential position in the directory or for advertising purposes.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUE BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 19

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS (continued)

6.7.6 Alternate Listings

Subscribers may obtain listings which refer calling parties to certain other telephone numbers. Alternate listings are of two general types as described below:

a. Nights, Sundays and Holidays

- (1) This type of alternate listing refers calling parties to an alternate telephone number to be used after business hours and on Sundays and holidays or on special calling instructions. The monthly rate for such listing is the same as the additional listing rate for the first line, and the additional line rate for each line thereafter.
- (2) Names of individuals are not permitted in listings of this type; however, telephone numbers may be shown of those entitled to use the service, in connection with which the alternate listing is to be provided, and who are agreeable to the use of their numbers in such alternate listing.

Examples:

Southgate Water & Sewer Co.  
2045 Moreno.....337-1176  
Nights and Sundays call .....636-5374

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 20

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS (continued)

6.7.6 Alternate Listings (continued)

a. (continued)

(2) (continued)

Fort Myers Hardware 2200 First....332-1181  
After 5 PM, Sundays & Holidays call  
Service Manager.....636-6628

Fort Myers Plumbing Co.1205 Allen.337-2661  
If no answer call.....694-2365

b. If no answer call

Alternate listings which refer calling parties to other telephone numbers in case no answer is received at the preceding listed telephone may indicate the telephone numbers of subscribers who are agreeable to the use of their numbers in such listings. This type of alternate listing is charged for at the additional listing rate and appears in the directory as follows:

Phillips John E Atty 1224 Jackson St..334-8719  
If no answer call.....334-4211

6.7.7 Temporary Listings

- a. Residence subscribers who lease their premises for periods of nine months or less and who request the Company to render service to their tenants without a change in the subscriber billing, may arrange for listing of such tenants on "Information" records only.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

DIRECTORY LISTINGS

6.7 MISCELLANEOUS LISTINGS (continued)

6.7.7 Temporary Listings (continued)

- b. A charge for an additional listing applies with a minimum charge for any listing period of six months. All charges including such additional listing charges will continue to be rendered in the name of the subscriber, who shall continue to remain responsible for all such charges.

6.8 PRIVATE BRANCH EXCHANGE LISTINGS

- a. In connection with private branch exchange service, additional listings may be furnished without extra charge when, in the judgment of the Telephone Company, they are necessary to properly identify the subscriber or would be helpful to his service, provided they do not exceed the number of trunk lines. All of the listings, with or without extra charge, usually bear the call number of the first trunk line but at the customer's request they may bear any of the consecutive numbers including listings of those numbers employed in making calls when the private branch exchange operator is not on duty. The listing of a trunk line number of a separate rotary series of trunk lines may be arranged to meet special conditions.
- b. When in the judgment of the company the use of reference or other listings in excess of the number of listings permitted without extra charge, as set out above, are needed for better identification in order to facilitate the Company operations, such listings may be provided without charge.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 6  
Original Sheet 22

DIRECTORY LISTINGS

6.9 TELEPHONE DIRECTORIES

6.9.1 Telephone Directory Availability

Each subscriber served by a directory shall be furnished one copy of that directory for each access line. If available, additional directories shall be provided by the Company at cost.

6.9.2 Directory Listing Preceding Service Installation

A residence or business subscriber may request that the Company include a directory listing before service is required if necessary to insure publication in the next directory.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

**CROSS REFERENCE**

**SECTION 7**

FPSC Tariff No. 2

Prior Tariff

7.1 Reserved for future use

7.2 Reserved for future use

7.3 PAY TELEPHONE SERVICE  
(NON-LEC PROVIDED)

Section 23, Sheets 4-7

7.3.1 General

Section 22, Sheet 4

7.3.2 Responsibility of the Non-  
LEC Pats Provider

Section 22, Sheets 4-5

7.3.3 Violations of Regulations

Section 22, Sheet 7

7.3.4 Rates and Charges

Section 22, Sheets 6-7

7.3.5 Billing and Collection of  
Charges

7.4 Reserved for future use

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Contents Sheet 1  
Cancels First Revised Contents Sheet 1

**PAY TELEPHONE SERVICE**

**CONTENTS**

	<u>Sheet No.</u>	
7.1		D
7.2		D
7.3	5	
7.3.1	5	
7.3.2	7	
7.3.3	10	
7.3.4	11	
7.3.5	14	
7.4		D

---

**EFFECTIVE DATE:**  
**APR 15 1997**

**ISSUED BY: Robert M. Post, Jr.**  
**President**

**GENERAL SUBSCRIBER SERVICES TARIFF**

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

D

D

---

**EFFECTIVE DATE:**  
**APR 15 1997**

**ISSUED BY: Robert M. Post, Jr.**  
**President**

**GENERAL SUBSCRIBER SERVICES TARIFF**

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Fourth Revised Sheet 2  
Cancels Third Revised Sheet 2

D

D

---

**EFFECTIVE DATE:**  
**APR 15 1997**

**ISSUED BY:** Robert M. Post, Jr.  
President

**GENERAL SUBSCRIBER SERVICES TARIFF**

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Sheet 3  
Cancels First Revised Sheet 3

D

D

**EFFECTIVE DATE:**

**APR 15 1997**

**ISSUED BY: Robert M. Post, Jr.  
President**

**GENERAL SUBSCRIBER SERVICES TARIFF**

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Third Revised Sheet 4  
Cancels Second Revised Sheet 4

D

D

---

**EFFECTIVE DATE:**  
**APR 15 1997**

**ISSUED BY: Robert M. Post, Jr.**  
**President**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Third Revised Sheet 5  
Cancels Second Revised Sheet 5

PAY TELEPHONE SERVICE

7.2.

D

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED)

7.3.1 General

- a. Public Telephone Service may be provided by non LEC's (NPATS providers) through customer owned paystations.
- b. Access for NPATS providers paystations must be obtained from the Company.
- c. The carriage and completion of local and 0+ and 0- intraLATA toll messages must be provided by the Company.

---

EFFECTIVE DATE:  
**APR 15 1997**

ISSUED BY: Robert M. Post, Jr.  
President

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 6

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

T

7.3.1 General (continued)

- d. Access for NPATS owned paystations is provided subject to the condition that telephone messages (local and long distance) placed from stations which are accessible to the public are completed over LEC or interexchange carrier lines as required. Where NPATS owned pay station access is furnished, any type or grade of business service offered regularly at that location may be furnished in addition, provided such business service is for use of the business subscriber.
- e. NPATS provided pay telephones may not be attached to other types of access lines. A provider must order a separate line for each paystation installed and will be billed the tariffed rate for each line.
- f. Non-LEC provided pay telephone service will only be provided as Two-Way service and must allow incoming calls to be received, except in penal institutions, hospitals, schools and in locations where specific exemptions have been granted by the Florida Public Service Commission.

T

T

T

T

T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

T

7.3.1 General (continued)

- g. Suspension of service, offered in 2.3.11, is not available to NPATS access lines unless all factors indicate that the NPATS instrument is located within an establishment which is temporarily closed and the instrument will be totally inaccessible to the general public during the suspension period. In all cases, the decision to permit temporary suspension of service rests with the Company.

T

T

7.3.2 Responsibility of the Non-LEC PATS Provider (NPATS)

T

- a. The NPATS shall be responsible for the installation, operation and maintenance of any telephones used in connection with this service.
- b. The NPATS shall be responsible for payment of a trouble location charge as covered in Section 4 of this Tariff for each visit by the Company to the premises of the NPATS, where the service difficulty or trouble report results from the use of equipment or facilities provided by the subscriber.

T

T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 8

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued) T

7.3.2 Responsibility of the Non-LEC NPATS Provider  
(continued)

c. NPATS telephones must be properly connected to the Company network and have the following operational characteristics: T

- (1) Must be able to access local Directory Assistance (411) at no charge to the calling party.
- (2) Must be able to access 911 Emergency Service, where available, at no charge. Where not available, must be able to access a local exchange company Operator ("0") at no charge.
- (3) Must have appropriate emergency number (Operator/911) clearly posted at each location.
- (4) Must clearly display information consisting of the name and free telephone number where a caller can obtain assistance in the event that the NPATS telephone malfunctions in any way. Must clearly indicate procedures for obtaining a refund from the NPATS provider and that the NPATS instrument is not being provided or maintained by the Company. (The Company is not responsible for refunds of coins deposited in NPATS telephones.) T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued) T

7.3.2 Responsibility of the Non-LEC PATS Provider  
(continued)

c. (continued)

- (5) Must be equipped with automatic coin return capability for incomplete calls. T
- (6) Must display the telephone number of the line and all dialing instructions.
- (7) Must be capable of providing access to all locally available long distance companies certified to do business in Florida.
- (8) Must be capable of completing local calls and interexchange toll calls. T

- d. The Non-LEC PATS provider is responsible for meeting all federal, state and local requirements with respect to provision of NPATS telephones to the hearing impaired and physically handicapped. T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 10

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued) T

7.3.2 Responsibility of the Non-LEC PATS Provider  
(continued)

- e. The Non-LEC PATS provider is responsible for insuring that NPATS instruments are installed in compliance with all Public Service Commission accepted telecommunications industry standards and current safety codes. T
- f. The owners of an NPATS instrument must obtain an operating certificate from the FPSC before obtaining an access line from the Company.
- g. The Non-LEC PATS provider is required to provide lighting for outdoor public pay-stations during the hours of darkness when light from other sources is not adequate to read instructions and use the instrument.
- h. The Non-LEC PATS provider shall be responsible for payment of charges for all toll messages originating from and accepted at each instrument, unless blocking and screening services have been purchased from the Company. T

7.3.3 Violation of Tariff

- a. Where any NPATS instrument is used and/or connected in violation of this tariff, the Company will promptly notify the violator in writing of the violation and will take immediate action, including the disconnection of service, as necessary. T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued) T

7.3.3 Violation of Tariff (continued)

- b. A violator shall discontinue use of the telephone or correct the violation and shall notify the Company in writing immediately upon correction of the violation. T
- c. Failure of the violator to discontinue use or to correct a violation will result in the suspension of the service until such time as the violator has complied with the provisions of this tariff and paid all charges that have arisen by virtue of the violation. T  
N

7.3.4 Rates and Charges

- a. Service charges, as specified in this tariff, apply in addition to other charges specified for Non-LEC PATS provided service. T
- b. Flat rates as shown herein apply for access lines. When available, measured rates will apply. T
- c. The Non-LEC PATS providers may not charge users of the instrument for calls to local Directory Assistance, nor will such charges be applied by the Company. T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.4 Rates and Charges (continued)

d.

D

- e. NPATS providers may choose to charge for calls in 15 minute increments at a rate not to exceed \$.25 for each 15 minute segment, but only if there is a clear announcement of intention to collect more money at least 30 seconds prior to disconnection and there is a warning sign on the instrument itself which clearly explains the rules.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JUN 01 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 7  
Eleventh Revised Sheet 13  
Cancels Tenth Revised Sheet 13

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.4 Rates and Charges (continued)

f. Monthly services to Non-LEC PATS providers is available at either of the two following rate options:

- (1) Flat Rate Service per month per line at the Business Access Line Rate, with blocking screening and ECS calls charged at the Business Access Line Rate.
- (2) Flat Rate Service per month per line at the Business Access Line Rate, with blocking, screening and ECS calls charged at the NPATS rates that were being charged at the time of issuance of Order No. PSC-95-1237-FOF-TL.
- (3) Central Office Blocking and Billed Number and Operator Screening Services are available to both Business Access Lines and NPATS Lines, at the following monthly charges:

- (a) Central Office Blocking  
Per Line \$ 4.75 I
- (b) Billed Number and  
Operator Screening  
Per Line \$ 3.14 I

---

EFFECTIVE DATE: JAN 3 1 2009

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 7  
Original Sheet 13.1

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.4 Rates and Charges (continued)

g. Coin Signaling

- (1) Coin Signaling consists of Coin Collect and Coin Return functions. Coin Collect is used when a call has been completed and and Coin Return is used if a no answer or a busy condition is encountered.
- (2) This optional feature may be purchased by the PATS provider subscribing to either flat rate service option in Section 7.3.4.f (1) or (2) of this tariff.
- (3) Rates and Charges

	<u>Monthly Rate</u>
Per Line	\$4.50

---

EFFECTIVE DATE: **SEP 18 1998**

ISSUED BY:

Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Third Revised Sheet 14  
Cancels Second Revised Sheet 14

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.5 Billing and Collection of Charges

a. General

- (1) A "set use" charge of \$.25 will be billed to and collected from end users by the Company on behalf of NPATS providers on each call subject to the charge. The "set use" charge applies to 0+ and 0-local and IntraLATA Intrastate completed toll messages which originate from NPATS telephones.
- (2) The Company will produce a record of the number of billed messages subject to the "set use" charge, and the Company will bill and collect the "set use" charge in addition to the toll and operator service charges in effect.
- (3) The Company will send a monthly check to the NPATS provider which will equal the billed charges minus an amount determined by applying a bad debt experience factor to the billed charges to cover all adjustments and uncollectibles.
- (4) Service may be denied to the NPATS provider for nonpayment of the charges billed.

N,R

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: March 1, 1994

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 15

PAY TELEPHONE SERVICE

- 7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued) T
- 7.3.5 Billing and Collection of Charges (continued) T
- a. General (continued)
- (5) Billing and Collection Service will be provided under the following conditions:
- (a) The procedures utilized for the application of federal, state or local sales, use, excise, gross receipts or other taxes or tax-like fees to be imposed on an NPATS provider for Pay Telephone Service applicable to its end user shall be mutually agreed to by the Company and the NPATS provider. When the NPATS provider is required to provide the Company with notification of tax changes or new taxes applicable to service provided by the NPATS provider or with any direction, information, or advice concerning performance of any tax related service, the NPATS provider will indemnify the Company and hold it harmless from and against liability or loss of whatever kind which may result from the NPATS providers failure to comply with such requirements. Should any federal, state, or local jurisdiction determine that sales, use, excise, T

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operation

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 16

PAY TELEPHONE SERVICE

- 7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued) T
- 7.3.5 Billing and Collection of Charges (continued) T
- a. General (continued)
- (5) (continued)
- (a) (continued)
- gross receipts or any other taxes (including interest, penalties and surcharges thereon) are due by the NPATS provider as a result of the Company's billing of the surcharge for the provider, the Company will advise the provider and the provider shall be liable for any such tax, interest, penalties and sucharges, and the provider shall immediately reimburse the Company the amount of such tax, interest, penalties and surcharges paid by the Company. T
- (b) The provider shall notify the Company in writing at least thirty (30) days in advance of the implementation, alteration or cancellation of the surcharge on a line. The implementation, alteration or cancellation of the service shall start at the beginning of the next billing period following the expiration of the thirty (30) day notice. T

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUE BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Sheet 17

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.5 Billing and Collection of Charges (continued)

a. General (continued)

(5) (continued)

(c) The Company shall not be responsible for calls that cannot be completed as a result of difficulties on Company facilities and equipment. T

(d) The Company report of the number of toll messages and operator handled local messages completed from each Non-LEC Pay Telephone instrument will serve as the document upon which remittance will be made. In the event that tapes are lost or damaged, or if recording systems fail, the Company will estimate the volume of lost messages and associated charges based on previously known values. In such event, the extent of the Company's liability for damages shall be limited to the granting of a corresponding credit adjustment to the amounts due to the NPATS Provider to account for the unbillable revenue. T

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JUN 01 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Sheet 18

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.5 Billing and Collection of Charges (continued)

a. General (continued)

(5) (continued)

(e) When the Company notifies the NPATS provider that due to an error, omission, or incomplete data on the number of completed toll messages, operator handled local messages and associated charges that estimates have been provided to the NPATS, the Company will make every reasonable effort to locate and/or recover the data. If the data cannot be recovered, the extent of the Company's liability for damages shall be limited as set forth in (d), preceding.

T

T

(f) In the absence of willful misconduct, no liability for damages to the NPATS provider shall attach to the Company for its action in providing Billing and Collection service.

T

(g) The Company reserves the right to provide to the general public, upon specific request, the complete address and telephone number of the NPATS provider in response to inquires and comments referring to the NPATS provider's services.

T

T

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JUN 01 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Sheet 19

PAY TELEPHONE SERVICE

7.3 PAY TELEPHONE SERVICE (NON-LEC PROVIDED) (continued)

7.3.5 Billing and Collection of Charges (continued)

a. General (continued)

(5) (continued)

(h) If service is disconnected, all remittance money due the NPATS may be credited or applied to the final bill issued for the recurring charges associated with this tariff. T

b. Rates and Charges

(1) A one time charge to establish Billing and Collection Service.

Nonrecurring  
Charge

(a) each line \$23.35

(2) The cost of billing and collection of the "set use" charge for NPATS providers is considered as part of the interconnection rates (Order No. 24101). Therefore, no additional charge applies to this service. N

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JUN 01 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 20

PAY TELEPHONE SERVICE

- |       |   |  |   |   |
|-------|---|--|---|---|
| 7.3   | <u>PAY TELEPHONE SERVICE (NON-LEC PROVIDED)</u> | (continued)  | T | M |
| 7.3.5 | Billing and Collection of Charges               | (continued)  | T |   |
|       | b.  | Rates and Charges (continued)  |   |   |
|       | (3)   | Service Charges as covered in Section 4 of this tariff are applicable in addition to the charge in (1) and (2) above.  | T |   |
|       | (4)   | The factor used to adjust the provider's remittance check for adjustments and uncollectibles will be the percent Bad Debt and Adjustments to Total Current Billing from the Collection Report. | T |   |

MATERIAL ON THIS SHEET PREVIOUSELY ON SHEET 22

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

**GENERAL SUBSCRIBER SERVICES TARIFF**

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
Second Revised Sheet 21  
Cancels First Revised Sheet 21

D

D

---

**EFFECTIVE DATE:**

**APR 15 1997**

**ISSUED BY: Robert M. Post, Jr.  
President**

GENERAL, SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 22  
Cancels Original Sheet 22

PAY TELEPHONE SERVICE

M

MATERIAL PREVIOUSELY ON THIS SHEET NOW ON SHEET 20

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 7  
First Revised Sheet 23  
Cancels Original Sheet 23

PAY TELEPHONE SERVICE

M

M

MATERIAL PREVIOUSELY ON THIS SHEET NOW ON SHEET 21

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: FEB 10 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 8  
Original Contents Sheet 1

**CONTENTS**

8.1 Reserved for Future Use

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 8  
Original Sheet 1

8.1 Reserved for Future Use

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 9

FPSC Tariff No. 2

Prior Tariff

9.1 FOREIGN EXCHANGE SERVICE

Section 30

9.1.1 Concurrence

Southern Bell  
Telephone & Telegraph  
Tariff

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations



---

FOREIGN EXCHANGE SERVICE

9.1.1 General Description

- a. Foreign Exchange service is exchange service furnished to a subscriber from an exchange other than the one from which the subscriber would normally be served.
- b. The service is provisioned via dedicated facilities from the subscriber's premises to the foreign office. The service allows subscribers to have local presence and two-way communications in an exchange different from their own.
- c. Foreign Exchange service is provided as a voice grade service and is not represented as suitable for satisfactory transmission of data. Transmission characteristics may vary depending on the distance and routing required to originate or complete the switched portion of the call at the open (dial-tone) end.

9.1.2 Definitions

Certain terms used generally throughout this tariff are defined as follows:

CLOSED END

The term "Closed End" denotes the station end of the Foreign Exchange service which is located in the subscriber's Serving Wire Center.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 2

---

FOREIGN EXCHANGE SERVICE

9.1.2 Definitions (Cont'd)

HOME WIRE CENTER

The term "Home Wire Center" denotes the wire center from which a customer or authorized user would normally be served for local exchange service.

OPEN END

The term "Open End" denotes the dial-tone end of the Foreign Exchange service which is located in the foreign exchange and where network switching of calls occurs.

9.1.3 Regulations

- a. Foreign Exchange service may only be provided where all facilities and serving points are located in the same LATA.
- b. This service may be furnished on a link (partial channel) basis; however, in these situations the Exchange Access rate element as well as the Foreign Exchange usage charges will continue to apply regardless of any substitutions (partial or otherwise) with respect to the Local Channel and/or Interoffice channel.
- c. Other services, equipment or facilities used in connection with Foreign Exchange service, except as otherwise indicated in this tariff, are furnished subject to rates and regulations applying in the exchange in which the foreign office is located.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

---

FOREIGN EXCHANGE SERVICE

9.1.3 Regulations (Cont'd)

- d. Foreign Exchange service is furnished subject to the same restrictions as to the use of the service by other than the subscriber and his representatives as apply in connection with other classes of service.
- e. Subscribers to Foreign Exchange service are not required to subscribe to other services in the exchange from which they would normally be served.
- f. When service is interrupted due to causes other than the negligence of the customer, or to the failure of facilities furnished by the customer, a credit allowance will be made upon request as set forth in B2.4 of the Private Line Service Tariff, as appropriate.
- g. This service is not offered in conjunction with optional extended area local calling plans.
- h. Resale of this service is not permitted.

9.1.4 Rate Categories

a. Service Configuration

There are two types of service configurations which can be provided. These are described as follows:

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 4

---

FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

a. Service Configuration (Cont'd)

(1) Single-Point Service

(a) A single-point service connects a subscriber's premises to a central office other than the one from which the subscriber would normally be served.

(2) Multipoint Service

(a) Multipoint (extension) service provides foreign office dial-tone for more than one customer premises.

(b) Multipoint bridging can be provided out of the foreign office or the subscriber's serving wire center.

b. Types of Rates and Charges

(1) Monthly Rates

Monthly rates are recurring charges that apply each month or fraction thereof that a service is provided. For billing purposes, each month is considered to have 30 days.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 5

---

FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

b. Types of Rates and Charges (Cont'd)

(2) Nonrecurring Charges

Nonrecurring Charges are one-time-charges that apply for a specific work activity.

(a) Installation of Service

The charges for the installation of services are set forth in Section 30 E. following as nonrecurring charges for the Local Channel and Interoffice Channel rate elements.

Nonrecurring Charges apply for each service terminated at the subscriber's premises. When more than one of the same type of service, between the same locations and for the same customer, is ordered and installed at the same time, one local channel at each location is billed at the First Service Installed rate and the others are billed at the Additional Service Installed rate.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 6

---

FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

b. Types of Rates and Charges (Cont'd)

(2) Nonrecurring Charges (Cont'd)

(b) Service Rearrangements

1. Service rearrangements are changes to existing (installed) services which do not result in a change in the physical location of the point of termination at a customer premises. Changes in the physical location of the point of termination are treated as moves and are described and charged for as set forth in 3. following.

The charge to the customer for the service rearrangement is dependent on whether the change is administrative only in nature or involves actual physical change to the service.

Administrative changes will be made without charge(s) to the customer. Such changes require the continued provision and billing of the Foreign Exchange service to the same entity (i.e., customer remains responsible for all outstanding indebtedness for the service). Administrative changes are as follows:

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 7

---

FOREIGN EXCHANGE SERVICE

- 9.1.4 Rate Categories (Cont'd)  
b. Types of Rates and Charges (Cont'd)  
(2) Nonrecurring Charges (Cont'd)  
(b) Service Rearrangements (Cont'd)  
1. (Cont'd)

-Change of customer name (i.e., the customer of record does not change but rather the customer of record changes name).

-Change of customer or customer's premises address when the change of address is not a result of a physical relocation of equipment.

-Change in billing data (name, address or contact name or telephone number).

2. All other service rearrangements will be charged for as follows:

-If the change involves the addition of other customer designated premises to an existing multipoint service, the nonrecurring charge for the local channel rate element will apply. The charges will apply only for the location(s) that is being added.

-For all other changes a charge equal to a Local Channel rate element nonrecurring charge will apply. Only one such charge will apply per service, per change.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 8

---

FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

b. Types of Rates and Charges (Cont'd)

(2) Nonrecurring Charges (Cont'd)

(b) Service Rearrangements (Cont'd)

3. A Telephone Number Change Charge, as set forth in Section 7 of this tariff, applies to any subscriber requested change of telephone number.

4. Service Charges as specified in Section 7 of this tariff may also be applicable.

(3) Usage Charges

In addition to the monthly and nonrecurring charges, the subscriber will pay a Flat Rate Usage Charge each month.

c. Moves

(1) A move involves a change in the physical location within the subscriber's serving wire center, of one of the following:

(a) The point of interface at the subscriber's premises.

(b) The subscriber's premises.

(2) The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 9

---

FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

c. Moves (Cont'd)

(2) (Cont'd)

(a) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring for the local channel.

(b) To a Different Building

The nonrecurring charge for the local channel will apply for moves to a different building.

d. Basic Rate Elements

Following are the basic rate elements which apply to Foreign Exchange service:

(1) Local Channel

(a) The primary local channel provides for a communications path between a subscriber's premises and the home wire center of that premises. One local channel applies per channel termination.

(b) Where multipoint service is provided, the secondary local channel provides a communications path between an additional subscriber's premises and the home wire center of that premises.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 10

---

FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

d. Basic Rate Elements (Cont'd)

(2) Interoffice Channel

- (a) This rate element provides for the transmission facilities between the subscriber's home wire center and the foreign office.

Interoffice mileage is portrayed in mileage bands. A fixed rate and a rate per mile applies to each band.

- (b) Interoffice mileage to be used to determine the monthly rate for this rate element is calculated on an airline distance as follows, regardless of how the service is physically routed:

1. For the primary leg - between the subscriber's serving wire center and the foreign office.

- (c) The V & H coordinates method is used to determine mileage.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

----- SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 11

-----  
FOREIGN EXCHANGE SERVICE

9.1.4 Rate Categories (Cont'd)

d. Basic Rate Elements (Cont'd)

(3) Bridging Equipment Charge

(a) This rate element provides for multipoint bridging for each bridges local channel. Bridging will be provided for each bridged local channel at one of the following locations as appropriate:

1. The serving wire center of the primary local channel, or
2. The foreign office of the service.

(4) Exchange Access

(a) This rate element provides dial tone at the foreign office. Usage charges also apply as described in e. following.

(5) Foreign Exchange Usage Charges

(a) This rate element provides traffic sensitive switching for all calls originated by the subscriber and terminating within the local calling area of the foreign exchange subscriber.

(b) Rates and charges for the closed end of the service include local channel(s), interoffice mileage, and , where appropriate, bridging charges as set forth in Section 30.F following.

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 12

---

FOREIGN EXCHANGE SERVICE

9.1.5 Billing of Foreign Exchange Service Provided by Multiple Companies

- a. Each company will bill for the portion of the service provided by their respective tariff based on their regulations, rates and charges as appropriate.
- b. The charges billed by each company for the interoffice channel between telephone company central offices are determined as follows:
  - (1) The total mileage for the service is computed using the V & H coordinates set forth in the National Exchange Carrier Association, Inc. (NECA) Tariff F.C.C. No. 4.
  - (2) A billing factor is determined from the NECA Tariff No. 4. This factor represents the percentage of the distance between exchange telephone company central offices that will be billed by each company. The billing factor is multiplied by the total charge for all of the miles to determine the amount to be billed by the Company.

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 13

FOREIGN EXCHANGE SERVICE

9.1.5 Billing of Foreign Exchange Service Provided by Multiple Companies (Cont'd)

b. (Cont'd)

- (3) For the fixed recurring rate elements and the nonrecurring charge associated with the interoffice channel between exchange telephone company central offices, 50 percent of each company's rate will apply for each end of the interoffice channel provided. If the company does not bill for either end of the interoffice channel, then the fixed recurring charge and nonrecurring charge shall not apply.

9.1.6 Rates and Charges

a. Basic Rate Elements

(1) Local Channel

	Monthly Rate	<u>Nonrecurring Charge</u>	
		First	Additional
(a) Primary	\$21.15	\$435.00	\$149.00
(b) Secondary	21.15	435.00	149.00

(2) Interoffice Channel

	Fixed Monthly Charge	Monthly Charge Per Mile	Nonrecurring Charge Per Channel
(a) 1-8 miles	\$28.50	\$1.65	\$85.00
(b) 9-25 miles	28.50	1.60	85.00
(c) Over 25 miles	28.50	1.55	85.00

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 9  
Original Sheet 14

---

FOREIGN EXCHANGE SERVICE

9.1.6 Rates and Charges (Cont'd)

a. Basic Rate Elements (Cont'd)

(3) Bridging Equipment Charge

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(a) Per Local Channel	\$8.00	\$30.00

(4) Exchange Access

(a) Per Line	\$45.00	\$19.50
--------------	---------	---------

(5) Usage Charges

(a) Flat Rate	\$45.00	N/A
---------------	---------	-----

---

ISSUED: May 10, 1991

EFFECTIVE: February 10, 1992

BY: Charles L. Dennis, Vice President - Operations

GENERAL SUBSCRIBER SERVICES TARIFF  
ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 10  
Original Contents Sheet 1

---

CONTENTS

10.1 Reserved for Future Use

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 10  
Original Sheet 1

10.1 Reserved for Future Use

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

**CROSS REFERENCE**

SECTION 11

FPSC Tariff No. 2

Prior Tariff

11.1 GENERAL

Section 35, Sheet 14.1

11.2 TRUNK LINES

Section 35, Sheet 14

11.3 DIRECT-IN-DIALING (DID) TO  
CUSTOMER-PREMISES

Section 35, Second  
Revised Sheet 15

11.3.1 General

Section 35, Second  
Revised Sheet 15

11.3.2 Concurrence

Southern Bell  
Telephone and  
Telegraph Tariff

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

**JAN 31 1992**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 11  
Original Contents Sheet 1

PRIVATE BRANCH EXCHANGE SERVICE

CONTENTS

	Sheet No.
11.1 GENERAL	1
11.2 TRUNK LINES	1
11.2.1 General	1
11.2.2 Special Access Services Capable of Using the Local Exchange Network	1
11.3 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES LOCATED SWITCHING SYSTEMS	3
11.3.1 General	3
11.3.2 Rates - Concurrence	5

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
Section 11  
First Revised Sheet 1  
Cancels Original Sheet 1

PRIVATE BRANCH EXCHANGE SERVICE

11.1 GENERAL

- a. The rates quoted herein for private branch exchange service contemplate the use of standard equipment. When equipment of a special type is used, the determination of the rates to apply is based upon the individual requirements of each case.
- b. All operation at the subscribers's premises is performed at the expense of the subscriber and is required to conform with the rules and regulations the Company may adopt as necessary in order to maintain a proper standard of general service.
- c. The rates specified hereinafter apply for service provided to stations located within the same building as the switchboard.

11.2 TRUNK LINES

11.2.1 General

- a. The monthly rate per trunk line is \$42.03. (T)

11.2.2 Special Access Services Capable of Using the Local Exchange Network

- a. Exchange services (i.e. PBX or B-1 Lines) that are associated with devices capable of interconnecting intrastate interexchange private lines, or interLATA special access lines or private bypass facilities to the local exchange network will carry a charge as follows in addition to the charges shown in 11.2.1, above.

---

(See Cross Reference Sheets for historical derivations.)

EFFECTIVE DATE: MAR 23 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 11  
Original Sheet 2

PRIVATE BRANCH EXCHANGE SERVICE

11.2 TRUNK LINES (continued)

11.2.2 Special Access Services Capable of Using The Local Exchange Network

a. (continued)

(1) Measured Rate \$.03/min. in offices with measurement capability

(2) Message Rate \$.12/msg.

b. When an interexchange private line, special access line or private bypass facility is connected to a device capable of interconnecting the interexchange private line, special access line or private bypass facility to the local exchange network, and the customer does not certify that the facility does not leak, the exchange service rate associated with that device (e.g. the PBX trunk in the case of a PBX) will be rated as message or measured service.

c. Under the conditions of (b) above mandatory measured/message rate service is imposed on the IXC's customer to assure that they are not using private lines to complete long distance calls over the switched network; i.e. that they do not have a "leaky PBX."

d. The additional charge will not apply when a customer certifies that toll calls are not completed over these private lines. Refer to the Florida Access Tariff, E7.4.2. and the

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 11  
Original Sheet 3

PRIVATE BRANCH EXCHANGE SERVICE

11.2 TRUNK LINES (continued)

11.2.2 Special Access Services Capable of Using The Local  
Exchange Network (continued)

d. (continued)

Florida Private Line tariff, B2.14.(b). Where facilities are not available for measured rate, the message rate will apply at the company's discretion.

e. The charge can be avoided if the customer will certify, in writing, that he or she does not use private lines to access the local network.

11.3 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES  
LOCATED SWITCHING SYSTEMS

11.3.1 General

- a. Direct-In-Dialing Service is furnished subject to the availability of facilities and telephone numbers.
- b. The service includes the central office switching equipment necessary for in-dialing from the exchange and toll network directly to the stations associated with switching equipment located at the customer's premises.
- c. The service must be provided on all lines in a trunk group arranged for inward service.
- d. The customer must subscribe to trunks in sufficient number, as determined by the Company, to prevent degradation of service.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 11  
Original Sheet 4

PRIVATE BRANCH EXCHANGE SERVICE

11.3 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES  
LOCATED SWITCHING SYSTEMS (continued)

11.3.1 General (continued)

- e. The rates for the service are based on the use of standard Company equipment and serving arrangements. When equipment or a serving arrangement of a special type is requested and provided, rates and charges are based on the costs incurred to meet the individual requirements of each case.
- f. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company authorized user, make obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.
- g. Customer-provided switching systems must provide for the intercepting of assigned numbers.
- h. The operational characteristics of interface signals between any connecting arrangements which may be required and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.
- i. Directory listings will be provided in accordance with the regulations found in Section 6.8 of this tariff for PBX trunks. (DID numbers furnished herein are not entitled to free directory listings.)

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL, SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 11  
Original Sheet 5

PRIVATE BRANCH EXCHANGE SERVICE

11.3 DIRECT-IN-DIALING (DID) TO CUSTOMER-PREMISES  
LOCATED SWITCHING SYSTEMS (continued)

11.3.2 Rates - Concurrence

Indiantown Telephone System, Inc. concurs with the rates and charges governing DID to Customer Premises Located Switching Systems contained in the General Subscriber Services Tariff as filed by Southern Bell Telephone and Telegraph Company and amendments thereto authorized by the Florida Public Service Commission or applicable law.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

CROSS REFERENCE

SECTION 12

Tariff

Prior Tariff

12.1      CENTREX

Section 16

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Contents  
Sheet 1

CENTREX SERVICES

CONTENTS

	Sheet No.
12.1.1 General	1
12.1.2 Service Features	2
12.1.3 Rates and Charges	10

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 1

CENTREX SERVICE

12.1 CENTREX SERVICE

12.1.1 General

- a. Centrex service is provided through a digital central office. It provides the customer with features normally associated with key telephone systems or switchboards.
- b. The service is offered subject to the availability of facilities and provided the customer's serving central office is a digital central office equipped with the necessary software.
- c. The service does not include terminal equipment on the customer's premises. Provision of the telephone instruments or other equipment is the responsibility of the customer.
- d. Directory listings are furnished in accordance with the rates and regulations specified in Section 6 of this tariff.
- e. Service charges as specified in Section 4 of this tariff apply to the services offered in this section.
- f. The customer must subscribe to a minimum of two Centrex Service lines.
- g. The minimum service period for Centrex Service with 10 lines or less is one (1) month.
- h. The minimum service period for Centrex Service with 11 lines or less is one (1) month.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 2

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.1 General (continued)

- i. Directory Assistance charges as specified in Section 7 of this tariff apply to the services offered in this section.

12.1.2 Service Features

- a. The features listed are station and/or attendant console related. The basic rate includes all features, but the number of features actually used depends upon the customer's operating procedures and the terminal equipment selected. The customer may utilize station features only or both station and attendant console features.

- b. Features

1. Call Forward - All Calls

Allows a station user to have all incoming calls to a station automatically forwarded to a predetermined telephone number.

2. Call Forward - Busy

Feature allows incoming calls to be transferred automatically to a predetermined line within the Centrex customer group if the Centrex line is busy.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 3

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

3. Call Forward - No Answer

This feature allows incoming calls to be transferred automatically to a predetermined line within the Centrex customer group if the Centrex line is busy.

4. Call Hold

Allows a station user to place a call on hold by flashing the switchhook and dialing a code.

5. Call Pick-up

Allows a station user to answer incoming calls to another station within a defined call pick-up group by dialing a code.

6. Call Transfer

Allows a station user to hold and transfer incoming, or outgoing calls within an intragroup call.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 4

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

7. Call Waiting

Called busy station may acknowledge the incoming caller and place the existing caller on hold, then alternate the callers or abandon one of the calls. (This feature will not function when Busy Transfer is activated.)

8. Direct Connect

Provides an automatic connection between a calling station that goes off hook and a predetermined location. This feature can be set up to connect immediately or with a time delay.

9. Deny Originating

This feature allows the line terminating calls only.

10. Three-Way Calling

This feature allows the station user to place an existing call on hold, then originate a call to another party with the party on hold being excluded from the conversation until the station user flashes the switchhook and conferences all parties.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 5

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

11. Deny Terminating

This feature allows the line originating calls only.

12. Directory Number Hunting

This feature allows a call to advance to another number when the original number called is used.

13. Intercom Dialing

This feature provides intra Centrex group communications by dialing 1-to-3-digits.

14. Speed Calling 8

Allows a user to place calls to a previously designated list of 8 frequently dialed numbers.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

15. Speed Calling 30

Allows a user to place calls to a previously designated list of 30 frequently dialed numbers.

16. Station-To-Station Dialing

This feature allows Centrex to operate like a PBX with station-to-station dialing, and requires "9" access to place outside calls.

17. Toll Denied

This feature restricts the station from originating toll calls.

18. DO NOT DISTURB

This feature allows you to divert incoming calls to a busy tone or optional announcement indicating that the phone is in the DO NOT DISTURB status.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 7

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

19. DO NOT DISTURB (with PIN number)

This feature allows you to divert incoming calls to a busy tone or optional announcement indicating that the phone is in the DO NOT DISTURB status. Selected callers can override the do not disturb status by entering a personal identification number.

20. Cancel Call Waiting

Allows you to deactivate call waiting for the duration of the telephone call in progress.

21. Directed Call Pickup Non Barge-In

This feature allows you to dial an access code and the telephone number of a ringing phone to answer a call directed to another call.

22. Universal Call Forwarding Deactivation

This feature is used to cancel all active customer controlled call forwarding features on a line.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 8

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

23. Voice/Data Protection

This feature allows you to dial an access code to inhibit intrusions while the line is in use.

24. Stop Hunt Key

This feature forces idle line hunting action to stop when the line associated with the stop hunt key is reached.

25. Make Busy Key

This feature causes the associated line or group of lines (maximum of 32) to appear busy to incoming calls. Incoming calls are routed to an overflow telephone number.

a. Feature Selected Per Group

1. The following features are selected for use by the entire Centrex group:

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL, SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 9

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.2 Service Features (continued)

b. Features (continued)

a. Feature Selected Per Group (continued)

1. (continued)

a. Group Speed Calling

This feature allows the Centrex Customer group to establish a 30 number speed call list. It is group-assignable and accessed by line. Group Speed Call can be accessed by anybody in the group.

b. Simulated Facility Trunk

Simulated Facility Trunks (SFTs) for in and out calls provide the capability of restricting the number of simultaneous calls to and from a business group. SFTs are administered by the Telephone Company, as needed, according to the projected calling patterns of a business group. Essentially, SFTs emulate the physical connection between a PBX and central office. SFTs do not restrict intercom calls.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED DATE:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 10

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.3 Rates and Charges

a. Centrex Service lines will be furnished at the following rates. The monthly rate depends upon the number of lines in service. The monthly rate does not include the Subscriber Line Charge (SLC). The Subscriber Line Charge may be calculated using the trunk equivalency table shown in 12.1.3d. If the trunk equivalency table is used to calculate the SLC, the number of simultaneous conversations allowed on the system will be the number shown in the equivalent number of trunks column. If the customer elects to use a greater number of trunks, the regular SLC applies to each additional trunk.

b. Centrex Service line Rates

No. Lines	Monthly Rate
2-6	22.00
7-15	21.50
16-25	21.00
26-50	20.25
51-100	19.75
101-150	19.00
151-200	18.50
201-and up	17.25

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 11

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.3 Rates and Charges (continued)

c. Regulations rates and charges specified herein are based on service being provided out of a digital Central Office in the standard servicing arrangement. Other service arrangements will be considered on a case by case basis.

d. Trunk Equivalency Table for Subscriber Line Charge (SLC)

(1) To achieve SLC's based on a trunk equivalency basis, the customer's SLC will reflect the rates shown in the trunk equivalency table. The SLC is in addition to the monthly rate for the access line.

(2) Trunk Equivalency Table

No. of Lines	Equivalent No* Trunks	SLC Equivalent Monthly Rates
1	1	\$ 6.00
2-6	2	12.00
7-15	3	18.00
16-21	4	24.00
22-28	5	30.00
29-36	6	36.00
37-45	7	42.00
46-54	8	48.00
55-64	9	54.00
65-75	10	60.00
76-86	11	66.00
87-98	12	72.00

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 12  
Original Sheet 12

CENTREX SERVICE

12.1 CENTREX SERVICE (continued)

12.1.3 Rates and Charges (continued)

d. Trunk Equivalency Table for Subscriber Line Charge (SLC) (continued)

(2) Trunk Equivalency Table (continued)

No. of Lines	Equivalent No* <u>Trunks</u>	SLC Equivalent <u>Monthly Rates</u>
99-111	13	78.00
112-125	14	84.00
126-139	15	90.00
140-155	16	96.00
156-171	17	102.00
172-189	18	108.00
190-207	19	114.00
208-225	20	120.00
226-243	21	126.00
224-262	22	132.00
263-281	23	138.00
282-300	24	144.00
Each Add'l 15 lines	+1	\$ 6.00

\*The number of simultaneous conversations is limited to the number of equivalent trunks.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 13

<u>FPSC Tariff No. 2</u>	<u>Prior Tariff</u>
13.1      AUTOMATIC TIME/TEMPERATURE/WEATHER ANNOUNCEMENT SYSTEM	Section 28, Sheets 1-3 Section 2, Sheet 9
13.2      TONE CALLING SERVICE	Section 36, Sheet 3
13.3      CUSTOM CALLING FEATURES	Section 36, Sheet 1-2
13.4      SPECIAL REVERSED CHARGE TOLL SERVICE	Section 27, Sheet 1
13.5      REMOTE CALL FORWARDING (RCF)	Section 36, Sheet 4-6
13.6      CALL TRACING	Section 36, Sheet 7
13.7      LINK UP FLORIDA (LUF)	Section 36, Sheet 8
13.8      SELECTIVE CLASS OF CALL SCREENING	Section 36, Sheet 10
13.9      BILLED NUMBER SCREENING	Section 36, Sheet 9
13.10     CUSTOMIZED CALLING RESTRICTIONS (CCR)	Section 36, Sheet 11
13.11     EXTENSION STATIONS	Section 35, Sheet 8

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2. **JAN 31 1992**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Contents Sheet 1  
Cancels Original Contents Sheet 1

MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

		Sheet No.
13.1	<u>AUTOMATIC TIME/TEMPERATURE/WEATHER ANNOUNCEMENT SYSTEM</u>	1
13.2		
13.3	<u>CUSTOM CALLING FEATURES</u>	1
	13.3.1 General	1
	13.3.2 Rates	4
	13.3.3 Packaged Services	4
13.4	<u>SPECIAL REVERSED CHARGE TOLL SERVICE</u>	5
	13.4.1 General	5
	13.4.2 Rates	6
13.5	<u>REMOTE CALL FORWARDING (RCF)</u>	7
	13.5.1 General	7
	13.5.2 Rates	8
13.6	<u>CALL TRACING</u>	10
	13.6.1 General	10
	13.6.2 Regulations	10

D  
|  
D

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JUL 04 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 2  
Cancels Original Sheet 2

MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

		<u>Sheet No.</u>	
13.7	<u>LINK UP FLORIDA (LUF)</u>	11	
	13.7.1 General	11	
	13.7.2 Regulations	12	
13.8	<u>SELECTIVE CLASS OF CALL SCREENING</u>	13	
	13.8.1 Application	13	
	13.8.2 Rates and Charges	13	
13.9	<u>BILLED NUMBER SCREENING</u>	14	
	13.9.1 General	14	
	13.9.2 Limitations	14	
	13.9.3 Rates and Charges	15	
13.10	<u>CUSTOMIZED CALLING RESTRICTIONS (CCR)</u>	16	
	13.10.1 General	16	
	13.10.2 Options	16	
	13.10.3 Rates and Charges	17	
13.11	<u>EXTENSION STATIONS</u>	18	
	13.11.1 Location of Stations	18	
	13.11.2 Number of Stations	19	
13.12	<u>ADVANCED CALLING FEATURES</u>	20	N
	13.12.1 General	20	N
	13.12.2 Rates	22	N

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 01 1994

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Second Revised Sheet 3  
Cancels First Revised Sheet 3

MISCELLANEOUS SERVICE ARRANGEMENTS

CONTENTS

	<u>Sheet No.</u>	
13.13	25	<u>PACKAGED SERVICE OFFERINGS</u>
13.13.1	25	General
13.13.2	26	Description
13.13.3	26	Rates and Changes
13.14	27	<u>BUNDLED LOCAL SERVICE</u>
13.14.1	27	Restricted Local Telephone Service Plan
13.14.2	30	Connect Plus Service Plan
13.14.3	31	ITS Residential High Speed Internet Options

(D)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 1  
Cancels Original Sheet 1

MISCELLANEOUS SERVICE ARRANGEMENTS

13.1 AUTOMATIC/TIME/TEMPERATURE/WEATHER ANNOUNCEMENT SYSTEMS

13.1.1 The Company does not currently provide facilities for customers for their use in providing automatic announcements by telephone.

13.2 RESERVED FOR FUTURE USE

C  
D  
D

13.3 CUSTOM CALLING FEATURES

13.3.1 General

- a. Custom Calling features consist of optional central office features which can be obtained.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE:

ISSUED BY: APR - 1 1992

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 2

MISCELLANEOUS SERVICE ARRANGEMENTS

13.3 CUSTOM CALLING FEATURES

13.3.1 General (continued)

- b. Custom Calling services are furnished only from central offices which have been arranged to provide these services. These services are provided subject to the availability of facilities.
- c. Custom Calling services are furnished to all types of services.
- d. When Custom Calling features are furnished, charges apply for each access line.
- e. The following features are available:
  - (1) Call Forwarding - This provides an arrangement for transferring incoming calls to another telephone number in the local calling area by dialing a code and the number of the service to which calls are to be transferred.

NOTE: The subscriber, not the calling party, is billed for any toll charges when the forward-to-number is outside the subscriber's local area.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 3

MISCELLANEOUS SERVICE ARRANGEMENTS

13.3 CUSTOM CALLING FEATURES (continued)

13.3.1 General (continued)

e. (continued)

- (2) Three-Way Calling - Permits an existing call to be held while a second telephone call is dialed and added to the connection.
- (3) Call Waiting - Alerts a user of a telephone with a tone signal when another caller is trying to reach that station. Permits putting the first call on hold so that the incoming second call can be answered.
- (4) Speed Calling - Provides for the calling of a telephone number by dialing an abbreviated code.
- (5) Wake-Up Service - Allows programing a telephone to ring at any time designated. When the telephone is answered a recorded message will indicate a wake-up call.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY"

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Tenth Revised Sheet 4  
Cancels Ninth Revised Sheet 4

MISCELLANEOUS SERVICE ARRANGEMENTS

13.3 CUSTOM CALLING FEATURES (continued)

13.3.2 Rates

INDIVIDUAL FEATURES

MONTHLY RATES  
PER ACCESS LINE

	<u>Residence</u>	<u>Business</u>	
a. Call Forwarding	\$2.75	\$3.40	I, I
b. Speed Calling (8-No. Option)	2.75	3.39	I
c. Speed Calling (30-No. Option)	4.75	5.53	
d. Call Waiting	4.75	6.35	I
e. Three-Way Calling	4.75	6.35	I
f. Call Forwarding – Busy Line	1.78	5.64	
g. Call Forwarding – No answer	1.78	5.64	
h. Call Forwarding – Remote Access	8.35	9.50	I, R

13.3.3 Packaged Services

	<u>Residence</u>	<u>Business</u>
a. Call Waiting, Call Forwarding, and Speed Calling (8-No. Option)	\$7.15	\$9.99
b. Call Waiting, Call Forwarding, and Speed Calling (30-No. Option)	9.10	12.13
c. Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling (8-No option)	9.93	14.37
d. Call Waiting, Call Forwarding, Three-Way Calling and Speed Calling (30-No. Option)	11.11	15.73

EFFECTIVE DATE: JUN 30 2011

ISSUED BY: Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No 2  
SECTION 13  
Ninth Revised Sheet 5  
Cancels Eighth Revised Sheet 5

MISCELLANEOUS SERVICE ARRANGEMENTS

13.3 CUSTOM CALLING FEATURES (continued)

13.3.3 Packaged Services (continued)

	<u>Residence</u>	<u>Business</u>	
e. Call Forwarding, Three-Way Calling, Voice Mail	11.32	19.61	I, I
f. Service Connection Charge			
A secondary service order charge of \$18.00 will apply for requests for custom calling features.			I

13.4 SPECIAL REVERSED CHARGE TOLL SERVICE

13.4.1 General

- a. Special Reversed Charge Toll Service is an arrangement whereby charges for toll messages will be reversed to the called customer without specific request of the calling party. It is not available for calls to a semi-public or public telephone.

---

EFFECTIVE DATE: JAN 31 2009

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 6

MISCELLANEOUS SERVICE ARRANGEMENTS

13.4 SPECIAL REVERSED CHARGE TOLL SERVICE (continued)

13.4.1 General (continued)

- b. The Telephone Company assigns a special call number designation for the use of patrons in each exchange in which the service is to be furnished. One directory listing in the alphabetical section is provided without charge for each such exchange.
- c. Calls for the special number designation are accepted only on a station-to-station basis and when originated at telephones located in the exchange to which the special number has been assigned. Only those toll calls placed by calling the special number are considered as coming within the scope of service.
- d. Customers contracting for the Special Reversed Charge Toll Service assume all charges for completed calls made to their special numbers.

13.4.2 Rates

- a. Each completed call is charged for at the established rate for a completed sent-paid station-to-station call.
- b. In addition, a monthly service charge of \$4.00 applies for each exchange in connection with which the service is furnished. Additional directory listings may be provided at charges shown in the DIRECTORY LISTINGS Section of this tariff.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 7

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 REMOTE CALL FORWARDING (RCF)

13.5.1 General

- a. Remote Call Forwarding (RCF) is a service whereby a call placed from an originating station to an RCF subscriber's telephone number in one exchange is automatically forwarded by Company central office equipment to another station designated by the RCF subscriber which is located in a different exchange.
- b. RCF service will be provided subject to the following limitations:
  - (1) RCF service is offered subject to availability of suitable facilities.
  - (2) RCF service is not offered where the termination station is a public telephone.
  - (3) The Company will not provide identification of the originating telephone number to the RCF subscriber.
  - (4) Call Forwarding will not be available as a feature on the RCF terminating number.
  - (5) RCF will not be provided when the terminating station is within the Local Calling Area of the RCF central office.
- c. One listing in the alphabetical section of the directory covering the exchange in which the RCF central office is located is provided without additional charge.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Ninth Revised Sheet 8  
Cancels Eighth Revised Sheet 8

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 REMOTE CALL FORWARDING (RCF) (continued)

13.5.2 Rates

- a. The following charges are for the Remote Call Forwarding feature and additional access facilities only and are in addition to applicable charges for service with which it is used:

		<u>Monthly Charge</u>	
(1)	Per feature arranged	\$27.00	I
(2)	Per additional access facility	\$27.00	I

- b. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; a charge for that portion of the call from the originating station to the RCF location, and a charge for that portion of the call from the RCF location to the terminating station. The respective charge for each portion shall be as follows:

- (1) Between the originating station and RCF location. The charge shall be the charge specified in this tariff for the type of call involved, if any.
- (2) Between the RCF location and the terminating station, the RCF subscriber is responsible for the applicable customer-dialed station-to-station charges specified in the Long Distance Message.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 9

MISCELLANEOUS SERVICE ARRANGEMENTS

13.5 REMOTE CALL FORWARDING (RCF) (continued)

13.5.2 Rates (continued)

b. (continued)

(2) (continued)

Telecommunications Service or Wide Area Telecommunications Service (WATS) tariffs. These charges apply to all calls answered at the terminating station, including person-to-person and collect calls, even though such calls might not be accepted at the answering location.

c. Service charges as shown in Section 4 of this tariff apply as follows:

- (1) For the initial or subsequent installation of RCF features, the Service Ordering Charge for connecting new or additional service shall apply.
- (2) For the subsequent addition of additional access facilities (RCFs) to an existing RCF service, the Service Ordering Charge associated with the move or change of existing service shall apply.
- (3) To change the number at the RCF location, the number for the terminating location or both numbers on the same order, the Service Ordering Charge associated with the move or change of existing service shall apply.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 10  
Cancels Original Sheet 10

MISCELLANEOUS SERVICE ARRANGEMENTS

13.6 CALL TRACING

13.6.1 General

Call Tracing is a service of attempting to trace and identify the source or origin of obscene, harassing, and/or other nuisance-type telephone calls, which will be provided upon the terms and conditions set forth in Section 13.6.2 and Section 13.12.

13.6.2 Regulations

- a.
- b. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offender will be furnished only to the appropriate law enforcement agency pursuant to a signed disclosure authorization by the offended subscriber.
- c. In the event a call trace is unsuccessful, the subscriber will be given the option of changing telephone numbers at no additional charge.
- d. The Company shall not be liable for any damages for injury to property or individuals which may result from the provision of this service. The Company shall be indemnified and saved harmless by the subscriber or subscribers

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: MAY 17 1994

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 11  
Cancels Original Sheet 11

MISCELLANEOUS SERVICE ARRANGEMENTS

13.6 CALL TRACING (continued)

13.6.2 Regulations (continued)

d. (continued)

against claims resulting from the provision of this service by the Company and against all other claims arising out of any act or omission of the subscriber in connection with the service provided by the Company.

e.

D

13.7 LINK UP FLORIDA (LUF)

13.7.1 General

Link Up Florida \* (hereinafter LUF) is a connection fee subsidy program offered in all exchanges to qualifying applicants. It is intended to promote subscribership among low income households by providing a credit to the connection charges applicable to providing residential service.

\* Link Up Florida is designed to qualify under the FCC program known as Link Up America.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: MAY 17 1994

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 12

MISCELLANEOUS SERVICE ARRANGEMENTS

13.7 LINK UP FLORIDA (LUF) (continued)

13.7.2 Regulations

- a. A credit of 50% or \$30.00 (whichever is less) will be applied to the nonrecurring charges for the establishment of service for a single telephone line per household at the principal place of residence of eligible applicants.
- b. The applicant/subscriber must not be a dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- c. The applicant/subscriber must be currently on the Florida Medicaid or Food Stamp Programs, or certified by the Department of Health and Rehabilitative Services as eligible for one of these programs.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 13  
Eighth Revised Sheet 13  
Cancels Seventh Revised Sheet 13

MISCELLANEOUS SERVICE ARRANGEMENTS

13.8 SELECTIVE CLASS OF CALL SCREENING

13.8.1 Application

- a. Selective Class of Call Screening Service allows a customer to permit outgoing toll calls to be made only if they are charged to the called telephone, a third number or a credit card account.
- b. Selective Class of Call Screening Service will permit local calls, calls to Company repair service, Directory Assistance Service and emergency agencies (911).
- c. Selective Class of Call Screening Service is available to hospitals, hotels, motels and other establishments only where facilities permit.

13.8.2 Rates and Charges

- a. The Company will charge a Secondary Service Order Charge of \$18.00 to establish service. I
- b. The following monthly rates are applicable for Selective Class of Call Screening:
  - (1) Per toll access line equipped \$3.14 I

---

EFFECTIVE DATE: JAN 31 2009

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 14

MISCELLANEOUS SERVICE ARRANGEMENTS

13.9 BILLED NUMBER SCREENING

13.9.1 General

Billed Number Screening (BNS) is a service offering providing for the automatic blocking of third number billing, collect billing or both. The BNS feature is established for a particular billing number via service order.

13.9.2 Limitations

a. Special equipment serving the originating caller's location is required to make this feature operable.

(1) When such equipment is installed:

Call attempts which have been screened will not be completed. The operator will advise the calling party that alternate billing arrangements will have to be made before the call can be completed.

(2) When such equipment is not installed:

Call attempts on a third number basis will complete but not bill. Therefore, all subscribers to Billed Number Screening are advised that calls so completed will be thoroughly investigated as fraudulent calls. The party placing these calls will be expected to make full restitution and will be legally responsible for them.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 13  
Eighth Revised Sheet 15  
Cancels Seventh Revised Sheet 15

MISCELLANEOUS SERVICE ARRANGEMENTS

13.9 BILLED NUMBER SCREENING (continued)

13.9.2 Limitations (continued)

a. (continued)

(2) (continued)

When call attempts on a collect basis are accepted at the subscribers location, the subscriber will be fully responsible for those charges and payment for these calls will be expected.

13.9.3 Rates and Charges

a. The following monthly rates are applicable for Billed Number Screening, except for non-LEC PATS providers, as reflected in Section 7.3.4 f. (3) (b) of this tariff.

(1) Option A - No Collect or Third Number Billing

(a) Per billing line screened \$ 1.55 I

(2) Option B - No Third Number Billing

(a) Per billing line screened \$ .90 I

(3) Option C - No Collect Billing

(a) Per billing line screened \$ .90 I

---

EFFECTIVE DATE: JAN 3 1 2009

ISSUED BY:

Jeffrey S. Leslie  
President

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 16

MISCELLANEOUS SERVICE ARRANGEMENTS

13.10 CUSTOMIZED CALLING RESTRICTIONS (CCR)

13.10.1 General

- a. Customized Calling Restrictions (CCR) provide options for blocking outgoing calls.
- b. Customized Calling Restrictions will be available to residence, business and PBX customers.
- c. The Company shall not be liable to any person for damages of any nature or kind arising out of, resulting from, or in connection with the provision of Customized Calling Restrictions offered herein, including, without limitation the ability of the station user to access the operator for any purpose and any of the other restricted codes specified in the dialing plan options listed hereunder.

13.10.2 Customized Calling Restrictions Options

- a. Option #1 (Toll Restricted)

Restricted codes:

Operator 0-  
Operator 0+  
DDD 1 +

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Tenth Revised Sheet 17  
Cancels Ninth Revised Sheet 17

MISCELLANEOUS SERVICE ARRANGEMENTS

13.10 CUSTOMIZED CALLING RESTRICTIONS (CCR) (continued)

13.10.2 Customized Calling Restrictions Options (continued)

b. Option #2(900 Blocking)

Restricted codes:

1 + 900 and/or  
1 + 976 and/or 976

c. Option #3 (Special Number Blocking)

Restricted codes:

Area Code  
Office Code  
Specific Number

13.10.3 Rates and Charges

	<u>Non- Recurring</u>	<u>Monthly Charges</u>	
a. Option #1			
(1) Residence line	*	\$ 3.15	I
(2) Business line	*	\$ 4.75	
(3) PBX trunk	*	\$ 7.91	
b. Option #2			
(1) Residence line	NC	NC	
(2) Business line	NC	NC	
(3) PBX trunk	NC	NC	

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS TELECOMMUNICATIONS  
SYSTEMS, INC.

FPSC Tariff No. 2  
SECTION 13  
Eighth Revised Sheet 18  
Cancels Seventh Revised Sheet 18

MISCELLANEOUS SERVICE ARRANGEMENTS

13.10 CUSTOMIZED CALLING RESTRICTIONS (CCR) (continued)

13.10.3 Rates and Charges (continued)

c. Option #3

(1) Residence line	\$3.14	I
(2) Business line	\$4.75	I
(3) PBX trunk	\$7.91	I

\* Secondary Service Order Charge when applicable.

13.11 EXTENSION STATIONS

13.11.1 Location of Stations

- a. Extension stations must be located on the same premises of the subscriber on which the main station is located and are restricted to the use of the subscriber, his representatives and associates, or to members of the subscriber's immediate family or domestic establishment, except that in the case of individual line subscriber's service extensions may be located on some other premises of the subscriber or premises of someone other than the subscriber under the following conditions; provided facilities are available and technical equipment limitation in each specific case permit:

---

EFFECTIVE DATE: **JAN 3 1 2009**

ISSUED BY:

Jeffrey S. Leslie  
President

MISCELLANEOUS SERVICE ARRANGEMENTS

13.11 EXTENSION STATIONS (continued)

13.11.1 Location of Stations (continued)

a. (continued)

- (1) Where two or more "premises" of the same customer are used in the conduct of one establishment or business

OR

- (2) Where the extension is located on other than the subscriber's premises for the purpose of answering calls at such a time as the subscriber is not available at the main station, provided, that separate exchange service is also provided on these other premises.

- b. The provision of circuits required to connect main and extension stations is subject to the regulations and charges as shown in this General Exchange Tariff.

13.11.2 Number of Stations

The number of extension stations which may be permitted with any main station is limited to such number as, in the judgement of the Telephone Company, will not interfere with the efficient operation of the Service.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

MISCELLANEOUS SERVICE ARRANGEMENTS

13.12 ADVANCED CALLING FEATURES

13.12.1 General

- a. Advanced Calling Features are optional central office features of a technologically advanced nature that subscribers can obtain in addition to ordinary custom calling features described in Section 13.3 of this tariff.
- b. Advanced Calling Features are available to residential and business subscribers.
- c. When Advanced Calling Features are furnished, charges apply for each access line.
- d. Advanced Calling Features consist of the following named and described features:
  - (1) Repeat Dialing - This feature provides automatic re-dialing of busy numbers with notification to the subscriber upon completion of the call.
  - (2) Call Return - This feature automatically re-dials missed phone numbers.
  - (3) Call Tracing - This feature allows the subscriber to initiate a trace of harrassing, threatening or obscene calls by dialing a code to have the calling number printed out in the Company's central office. The Company will not furnish the results of a successful call trace to the subscriber. Results will be furnished only to law enforcement officials.

---

EFFECTIVE DATE: JAN 01 1994

ISSUED BY:

Charles L. Dennis  
Vice President

MISCELLANEOUS SERVICE ARRANGEMENTS

13.12      ADVANCED CALLING FEATURES (continued)

13.12.1    General (continued)

d.      Advanced Calling Features consist of the following named and described features:  
(continued)

- (4)      Priority Ringing - This feature allows the subscriber to hear the difference between calls from designated callers and other callers through the use of special ringing patterns that are determined by having the subscriber input a list of designated callers.
- (5)      Call Screening - This feature allows subscribers to selectively reject calls from designated numbers.
- (6)      Preferred Call Forwarding - This feature allows a subscriber to designate those calls which will be forwarded to another number.
- (7)      Special Call Acceptance - This feature allows a subscriber to selectively accept calls only from designated numbers.
- (8)      Call ID - This feature allows subscribers with a special display unit to see the telephone number of the calling party.

---

EFFECTIVE DATE: JAN 0 1 1994

ISSUED BY:

Charles L. Dennis  
Vice President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Ninth Revised Sheet 22  
Cancels Eighth Revised Sheet 22

MISCELLANEOUS SERVICE ARRANGEMENTS

13.12 ADVANCED CALLING FEATURES (continued)

13.12.1 General (continued)

d. Advanced Calling Features consist of the following named and described features: (continued)

(9) Calling Number Delivery Blocking – Permanent – This feature is available upon request to the following entities (including lines located at the residence of their employees or volunteers over which the business of the agency is conducted):

(a) Established shelters of domestic violence intervention agencies.

(b) Law enforcement agencies.

(10) Calling Number Delivery Blocking – Per Call – This feature is available to all subscribers subject to availability of facilities and where technically feasible.

13.12.2 Rates

a.	<u>Individual Features</u>	<u>Monthly Rates</u> <u>Per Access Line</u>		I
		<u>Residence</u>	<u>Business</u>	
(1)		\$3.15	\$4.75	

---

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Tenth Revised Sheet 23  
Cancels Ninth Revised Sheet 23

MISCELLANEOUS SERVICE ARRANGEMENTS

13.12 ADVANCED CALLING FEATURES (continued)

13.12.2 Rates (continued)

a. <u>Individual Features</u> (Cont.)		<u>Monthly Rates</u> <u>Per Access Line</u> (cont.)		
		<u>Residence</u>	<u>Business</u>	
(2)	Call return	\$ 3.15	\$ 4.70	I, R
NOTE:	(3) Call Tracing (Non-subscription)	Non-recurring charge per successful trace	5.53	
	(4) Priority	3.93	4.75	
	(5) Call Screening	3.93	4.75	
	(6) Preferred Call Forwarding	3.93	4.75	
	(7) Special Call	3.93	4.75	
	(8) Call ID	7.90	9.55	I, I
	(9) Caller ID Deluxe	10.60	16.30	R
	(10) Caller ID – Calling Number Delivery Blocking – Per Call -\nNo Charge			
	(11) Toll Control With PIN	3.95	4.75	I
	(12) Residential Intercom	3.93	4.75	
	(13) Call Hold	3.93	4.75	

EFFECTIVE DATE: JUN 30 2011

ISSUED BY:

Jeffrey S. Leslie  
President

**GENERAL SUBSCRIBER SERVICES TARIFF**

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Fifth Revised Sheet 24  
Cancels Fourth Revised Sheet 24

**MISCELLANEOUS SERVICE ARRANGEMENTS**

**13.12 ADVANCED CALLING FEATURES (continued)**

**13.12.2 Rates (continued)**

	<u>Residence</u>	<u>Business</u>	
(14) Distinctive Ring Number	5.95	11.90	I
(15) Anonymous Call Rejection	4.75	4.75	
(16) Hot Line Service	0.50	0.50	R, R
(17) Warm Line Service	0.50	0.50	R, R

**b. Discounts (NOTE)**

	<u>Number of Features Taken</u>	<u>Amount of Discount Per Month</u>
(1) Two (2) features		\$ .56
(2) Three (3) features		\$1.68
(3) Four (4) or more features		\$3.37

**c. Flexible pricing rules and regulations**

- (1) Rates may be reduced in varying amounts to the minimum rate.
- (2) Rates may be increased in varying amounts to the maximum rate.
- (3) Rates may be changed at any time after they have been in effect for 30 days upon 30 days notice.
- (4) Appropriate customer notification of rate changes will be made.

**NOTE:** These discounts apply only to Advanced Calling Features in Section 13.12 and are not applicable to Custom Calling Features in Section 13.3. Neither Calling Number Delivery Blocking nor Call Tracing per Successful Trace is includable for determining discounts.

**EFFECTIVE DATE: JUN 30 2011**

**ISSUED BY:**

Jeffrey S. Leslie  
President

**MISCELLANEOUS SERVICE ARRANGEMENTS**

13.13 PACKAGED SERVICE OFFERINGS

13.13.1 General

- a. The following packaged offering is only available to qualifying existing or new residential end users residing in areas where the Company is the contracted service provider through the applicable Home Owner's Association ("HOA").
- b. All requests for service are subject to the General Regulations found in Section 2 of this General Subscriber Services Tariff.
- c. Applicable service charges as specified in Section 4 of this General Subscribers Services Tariff apply unless otherwise indicated herein.
- d. This package cannot be used to qualify the end user for any other tariff feature package.
- e. The services are furnished only where adequate and suitable facilities permit.
- f. Features included in Packaged Service Offerings described below are subject to the descriptions and regulations specified for such features in other areas of this tariff.

N

N

Effective Date: OCT 31 2006

ISSUED BY:  
Jeffrey S. Leslie  
Vice President

**MISCELLANEOUS SERVICE ARRANGEMENTS**

13.13 PACKAGED SERVICE OFFERINGS

13.13.2 Description

a. Original HOA Bundle

The Original HOA Bundle includes the following:

- Residential Local Exchange Access Line
- Caller ID Deluxe
- Call Waiting
- Remote Call Forwarding
- Three-Way Calling

13.13.3 Rates and Charges

- a. The rates quoted in this section are for periods of one month, payable in advance and provide unlimited flat rate calling within the local calling scope.
- b. Rates shown herein do not include charges for required customer premises equipment or applicable taxes, fees and surcharges as may be mandated or governed by other Company tariffs.
- c. The Company will waive applicable service charges associated with requests for initial installation of the Original HOA Bundle by new residents of the HOA.
- d. Monthly Rates

Original HOA Bundle .....\$23.42

N  
N

Effective Date: **OCT 31 2006**

ISSUED BY:  
Jeffrey S. Leslie  
Vice President

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.1 Restricted Local Exchange Telephone Service (RLETS)

A. General

The Restricted Local Exchange Telephone Service (RLETS) bundle will be offered to Residential customers only where facilities and telephone numbering resources are available;

- The RLETS bundle allows the Company's customers to subscribe to High Speed Data service without subscribing to the Company's full basic local service, and allows customers to have the reliability of wireline access to all of the services delineated below. (C)

- The RLETS bundle will be subject to technical, provisioning and activation considerations. (C)

- The RLETS bundle consists of the local access line and the following three components:

1. High Speed Data Service, provided via Digital Subscriber Line technology, a non-regulated service provided by an affiliate of the Company, and;

2. Inbound Unlimited inbound traffic.

3. Outbound-Emergency Line Service - 911 & 611 calls (N)

- 5 free local calls per month, and each subsequent local call shall be billed on a per call basis at rates indicated in Section E below.

- Directory Assistance will be allowed at the normal cost per call

- Access to Operator Services

- Third number calls and collect calls will be blocked and Toll limitation is available for qualifying low-income customers (N)

B. High Speed Data Service

1. High Speed Data (HSD) service is provided over the Company's Digital Subscriber Line (DSL) network, and is considered a non-regulated Internet access service. (C)

2. For purposes of the RLETS bundle, HSD service is only provided in conjunction with Restricted Line service pursuant to the rates and charges as indicated on the RLETS Bundle Price List. (C)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 28  
Cancels Original Sheet 28

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.1 Restricted Local Exchange Telephone Service (RLETS) (Cont'd)

C. Emergency Line Service

1. Emergency Line service provides the Company's customer with access to emergency services (911) and with the ability to call the Company's customer service and repair centers (611).

D. Long Distance Service

1. Long Distance Service can be added to the RLETS bundle.
2. ITS Long Distance Company must be the selected Presubscribed Interexchange Carrier used to provide long distance service in conjunction with the RLETS Bundle.
3. Long Distance Service rates associated with the RLETS bundle are assessed on a per-minute-of-use basis, and are posted in the ITS Long Distance Company Tariff and the RLETS Bundle Price List.

E. Rates and Charges

1. The RLETS Access line rate associated with bundled services is \$5.62.
2. Local calls are billed at \$0.50 per call after the first five (5) calls each month.

(C)

(C)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 29  
Cancels Original Sheet 29

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.1 Restricted Local Exchange Telephone Service (RLETS) (Cont'd)

E. Rates and Charges (Cont'd)

2. All relevant taxes and surcharges will apply;
3. All relevant service charges, connection fees, and other non-recurring charges will apply;
4. All applicable promotions and discounts currently available at the time the customer subscribes to the RLETS bundle will be offered.
5. Additional HSD upload speeds are available to customers for an additional charge on all RLETS bundles with down/up speeds of 6mb/1mb and higher, as denoted on the RLETS Bundle Price List.
6. Customers purchasing any RLETS bundle will receive monthly billing credits based upon the terms of their contract, as denoted on the RLETS Bundle Price List.

(C)  
|  
(C)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
Original Sheet 30

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.2 Connect Plus

A. Features associated with Connect Plus –

1. Local telephone line:
  - Unlimited local calls
  - 100 minutes of intrastate/interstate Long Distance
  - \*\*8.9 cpm LD over 100 minutes no minimum fee

2. Calling Features Included:

- (a) \*Premium Voice Mail
- (b) Call Return
- (c) \*Premium Caller ID
- (d) 3 Way Calling
- (e) \*Premium Call Waiting
- (f) Conference Calling
- (g) \*Premium Call Forward
- (h) Water and Sewer Emergency Notify

B. Optional – Unlimited Long Distance bundled with Connect Plus

C. Rates and Charges

- |                            |                   |
|----------------------------|-------------------|
| 1. Connect Plus            | \$34.95 per month |
| 2. Unlimited Long Distance | \$15.00 per month |

\*Most Premium features can be managed and scheduled online

\*\*CPM denotes cents per minute

All Bundles may include both regulated voice and non-regulated data services

Effective: May 20, 2010

Issued: May 19, 2010

Jeff Leslie  
President

(N)

(N)

GENERAL SUBSCRIBER SERVICE TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 31  
Cancels Original Sheet 31

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.3 ITS Residential High Speed Internet Options

(D)

(D)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 32  
Cancels Original Sheet 32

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.3 ITS Res. High Speed Internet Options (Cont'd)

(D)

(D)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

GENERAL SUBSCRIBER SERVICE TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 13  
First Revised Sheet 33  
Cancels Original Sheet 33

MISCELLANEOUS SERVICE ARRANGEMENTS

13.14 Bundles Local Service

13.14.3 ITS Res. High Speed Internet Options (Cont'd)

(D)

(D)

Effective: July 16, 2010

Issued: July 15, 2010

Jeff Leslie  
President

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 14

FPSC Tariff No. 2

Prior Tariff

14.1      Equipment for the  
            Hearing Impaired

Section 35, Sheet 20A

This sheet is not part of the tariff but is included to  
provide historical continuity between FPSC Tariff No. 1 and FPSC  
Tariff No. 2.

**JAN 31 1992**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 14  
Original Contents Sheet 1

AUXILIARY EQUIPMENT

CONTENTS

	<u>Sheet No.</u>
14.1      Equipment for the Hearing Impaired	1

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 14  
Original Sheet 1

AUXILIARY EQUIPMENT

14.1 EQUIPMENT FOR THE HEARING IMPAIRED

4.1.1 The equipment listed below is designated to be utilized as telecommunications devices for the deaf or hearing impaired.

The Company will allow for the sale or lease of the following equipment:

PURCHASE*:	1. Visual Ring Signaler	-\$ 9.37
	2. Volume Control Handset	-\$ 59.00
	3. Audible Ring Signaler	-\$ 21.99
	4. Minicom 4	-\$202.00
	5. Printer	
	(for use w/TDD)	-\$245.00

36 MONTH  
PURCHASE  
OPTION:

1. Visual Ring Signaler	-
	\$ .34 per month
2. Volume Control Handset	-
	\$ 2.14 per month
3. Audible Ring Signaler	-
	\$ .80 per month
4. Minicom 4	-
	\$ 7.31 per month
5. Printer (for use w/TDD)	-
	\$ 8.87 per month

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 14  
Original Sheet 2

AUXILIARY EQUIPMENT

14.1 EQUIPMENT FOR THE HEARING IMPAIRED (continued)

14.1.1 (continued)

<u>LEASE:</u>		
1.	Visual Ring Signaler	-
		\$ .27 per month
2.	Volume Control Handset	-
		\$ 1.69 per month
3.	Audible Ring Signaler	-
		\$ .63 per month
4.	Minicom 4	-
		\$ 5.80 per month
5.	Printer (for use w/TDD)	-
		\$ 7.03 per month

\*Prices shown do not include taxes, shipping or handling, and may vary depending on the manufacturer's price at time of purchase or the specific model requested.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 15

FPSC Tariff No. 2

Prior Tariff

15.1 GENERAL PROVISIONS

15.1.1	General	Section 2, Sheet 7
15.1.2	Responsibility of the Customer	New
15.1.3	Responsibility of the Company	New
15.1.4	Recording of Two-Way Telephone Conversations	Section 35, Sheets 40, 41
15.1.5	Violations of Regulations	New

15.2 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED  
COMMUNICATIONS SYSTEMS

15.2.1	General Provision	New
15.2.2	Responsibility of the Customer	New

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
Original Contents Sheet 1

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

CONTENTS

Sheet No.

15.1 GENERAL PROVISIONS

15.1.1	General	1
15.1.2	Responsibility of the Customer	1
15.1.3	Responsibility of the Company	2
15.1.4	Recording of Two-Way Telephone Conversations	3
15.1.5	Violations of Regulations	5

15.2 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED  
COMMUNICATIONS SYSTEMS

15.2.1	General Provision	6
15.2.2	Responsibility of the Customer	6

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
Original Sheet 1

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.1 GENERAL PROVISIONS

15.1.1 General

- a. Terminal equipment and communications systems provided by the customer may be connected at the customer's premises to telecommunications services furnished by the Company where such connections are made in accordance with the provisions of this Section.
- b. No customer owned terminal equipment will be connected to telecommunication services furnished by the Company, except equipment approved by the FCC.
- c. The 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 customers and not caused solely by the negligence of the Company.

15.1.2 Responsibility of Customer

- a. The customer shall be responsible for the installation, operation and maintenance of any customer-provided terminal equipment or communications system. No combinations of customer-provided terminal equipment or communications systems shall require change in or alteration of the equipment or services of

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
Original Sheet 2

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.1 GENERAL PROVISIONS (continued)

15.1.2 Responsibility of Customer (continued)

a. (continued)

the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction to Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment or communication systems, his calling or called party. Upon notice from the Company that a customer-provided terminal equipment or communications system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.

- b. The customer shall be responsible for the payment of a Trouble Location Charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report is made and customer-provided terminal equipment or a communications system turns out to be the cause of the service problem.

15.1.3 Responsibility of Company

Telecommunications services are not represented as adapted to the use of customer-provided terminal equipment or communications systems. Where customer-provided terminal equipment or communications systems are used with telecommunications services, the responsibility

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
First Revised Sheet 3  
Cancels Original Sheet 3

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.1 GENERAL PROVISIONS (continued)

15.1.3 Responsibility of Company (continued)

of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for (i) the through transmission of signals generated by the customer-provided terminal equipment or communications systems or for the quality of, or defects in, such transmission, or (ii) the reception of signals by customer-provided terminal equipment or communication systems, or (iii) address signaling where such signaling is performed by customer-provided signaling equipment.

15.1.4 Recording of Telephone Conversations

C

- a. When customer-provided voice recording equipment is connected with telecommunications services, one of the following conditions must apply.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: OCT 08 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
First Revised Sheet 4  
Cancels Original Sheet 4

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.1 GENERAL PROVISIONS (continued)

15.1.4 Recording of Telephone Conversations (continued) C

a. (continued)

(1) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or orally at the start of and as a part of the recording.

D

b. Requirements for the warnings specified above preceding are not required when recording is permitted without notice by governing law.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: OCT 08 1993

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
Original Sheet 5

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.1 GENERAL PROVISIONS (continued)

15.1.5 Violation of Regulations

When any customer-provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in this section, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the terminal equipment or communications system or correct the violation and shall confirm in writing to the Company within ten 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 Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 15  
Original Sheet 6

CONNECTIONS WITH CERTAIN FACILITIES AND/OR EQUIPMENT OF OTHERS

15.2 CONNECTIONS OF OTHER COMMON CARRIER PROVIDED COMMUNICATIONS SYSTEMS

15.2.1 General Provision

Communications systems provided by Other Common Carriers, (OCC), may be connected with the facilities furnished by the Company for exchange, Long Distance Message Telecommunications Service (MTS) and Wide Area Telecommunications Service (WATS).

15.2.2 Responsibility of the Customer

- a. Where exchange, MTS, and WATS are available under this tariff for use in connection with OCC-provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Company. Upon notice from the Company that the OCC-provided system is causing interference, the customer shall arrange with the OCC to make such change as shall be necessary to remove such interference.
- b. The customer shall be responsible for payment of a Trouble Location Charge, as set forth in Section 4, preceding, for each visit by the Company to the premises of the customer where the service difficulty turns out to be from the use of equipment, facilities, or services provided by an OCC.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 16

FPSC Tariff No. 2

16.1 Reserved for Future Use.

Prior Tariff

Section 33

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No. 1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 16  
Original Contents Sheet 1

CONTENTS

Sheet No.

16.1 Reserved for future use.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 16  
Original Sheet 1

DATA SERVICE

16.1 Reserved for Future Use.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 17  
Original Contents Sheet 1

**CONTENTS**

17.1 Reserved for Future Use.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 17  
Original Sheet 1

17.1 Reserved for Future Use.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 18

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

FPSC Tariff No. 2

18.1 CONCURRENCE

Prior Tariff

Section 37, Sheet 1

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No.1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
First Revised Contents Sheet 1  
Cancels Original Contents Sheet 1

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

CONTENTS

	<u>PAGE NO.</u>	
18.1 <u>APPLICATION</u>	1	T
18.2 <u>GENERAL</u>	1	N
18.3 <u>TWO-POINT SERVICE</u>	1	
18.3.1 Service Between Land Wire Telephones	1	
18.4 <u>CONFERENCE SERVICE</u>	10	
18.4.1 General	10	
18.4.2 Rate and Charge Application	11	
18.4.3 Rates and Charges	12	
18.5 <u>AIRLINE MILEAGE BETWEEN RATE CENTERS</u>	12	
18.5.1 General	12	
18.5.2 Rate Centers, Airline Miles and Rate Bands	12	
18.6 <u>DIRECTORY ASSISTANCE SERVICE</u>	13	
18.6.1 General	13	
18.6.2 Rates	14	
18.7 <u>INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY     <u>INTERRUPT SERVICE</u></u>	14	
18.7.1 General	14	
18.7.2 Application of Rates and Charges	16	N

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Second Revised Sheet 1  
Cancels First Sheet 1

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.1 APPLICATION

This Tariff applies to intrastate long distance message telecommunications service which originates in the certificated territory of the Company and terminates at another point in the Southeast Local Access and Transport Area (LATA) which is outside the certificated territory of the Company.

18.2 GENERAL

- a. Long distance message telecommunications service is the furnishing of facilities for communications between stations in different rate centers for either two-point or conference service.
- b. Rates for service between points are based on airline mileage between Indiantown and other rate centers within the Southeast LATA. Airline mileage between Indiantown and other rate centers is set forth in Section 18.5. Rate centers are synonymous with the telephone exchanges bearing the same name, and such exchanges may contain other small towns or communities.

18.3 TWO-POINT SERVICE

18.3.1 Service Between Land Wire Telephones

a. Classes of Service

Service is offered on a direct dial or operator handled basis. The per minute charge for each schedule is listed in Section 18.3.1.h.1. There are additional charges for certain types of calls on a charge per call basis. See Section 18.3.1.h.2.

---

EFFECTIVE DATE:

**DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 2  
Cancels Original Sheet 2

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE

18.3.1. Service Between Land Wire Telephone (Cont'd)

a. Classes of Service (Cont'd)

1. Direct Dial Calls

(a) Direct Dial call rates apply to all sent-paid, direct dial type telephone communications, except those made from Company pay stations. See Section 18.3.1.e. T

(b) Direct Dial type telephone communication denotes a call dialed, billed to and completed by the customer from a residence or business telephone without the assistance of an operator, except that an operator will: T

(1) Reestablish a call which has been interrupted after the called number has been reached. T

(2) Record the originating telephone number where automatic recording equipment fails to record the number. T

(3) Place a call for a calling party who has identified himself as being handicapped and unable to dial the call because of his handicap. T

EFFECTIVE DATE:  
**DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL, SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 3  
Cancels Original Sheet 3

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1. Service Between Land Wire Telephones (Cont'd)

a. Classes of Service (Cont'd)

2. Operator Handled Calls

- (a) Operator assistance in the making of a call other than assistance described in Section 18.3.1.a.1.b, above, or assistance in making a person-to-person call will incur a charge in addition to the per minute of use charge. See Section 18.3.1.h.2.a.1.b T
- (b) Customer Dialed Calling Card is a service where the person originating the call dials and completes the call with or without the assistance of an operator to record the Company Calling Card number. Such calls will incur a charge in addition to the per minute of use charge. See Section 18.3.1.h.2.a.1.a. T
- (c) Person-to-Person Calls T
  - (1) Person-to-Person calls are calls where the person originating the call specifies to the operator a particular person to be reached, a particular mobile station to be reached through a Miscellaneous Common Carrier operator or a particular station, department or office to be reached through a branch exchange attendant. T

EFFECTIVE DATE **DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

AL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 4  
Cancels Original Sheet 4

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1. Service Between Land Wire Telephones (Cont'd)

a. Classes of Service (Cont'd)

2. Operator Handled Calls (Cont'd)

(c) Person-to-Person Calls (Cont'd)

(2) When, after a telephone Miscellaneous Common Carrier mobile radio system, or branch exchange system called has been reached, the person originating the call requests or agrees to talk to any other person, mobile unit, station, department or office other than the one specified, the classification of the call remains Person-to-Person.

b. Initial, Additional Minutes and Discounts

1. The Regular Schedule Section

18.3.1.h.1(a) rates are quoted in terms of initial and additional periods of one minute each. T

2. Any fractional period will be rounded up to the next minute.

3. The rate set forth in Section 18.3.1.h.1(a) is the Day Rate. T

4. Additional amounts are as shown under Section 18.3.1.h.2. for Operator Handled, Credit Card and Person-to-Person calls.

5. Discounts apply to the Regular Schedule rates in Section 18.3.1.h.1.(a). T

(a) The fractional amount resulting from the application of a discount will be rounded to the lower cent. T

EFFECTIVE DATE:

**DEC 11 1997**

ISSUED BY:

Robert M. Post, Jr.  
President

ITS Telecommunications  
Systems, Inc.

GENERAL SUBSCRIBER SERVICES TARIFF

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 5  
Cancels Original Sheet 5

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1 Service Between Land Wire Telephones (Cont'd)

b. Initial Additional Minutes and Discounts  
(Cont't)

5. Discounts (Cont'd)

(b) The applicable discount level for each rate period is shown in Section 18.3.1.h.5.

(c) Discounts do not apply to the additional charges shown in Section 18.3.1.h.2.

c. Timing of Messages

1. In cases where a message begins in one rate period and ends in another, charges for the rate periods will be made using appropriate discounts.
2. On direct dial calls, chargeable time begins when connection is established between the calling telephone station and the called telephone station.
3. On Person-to-Person calls, chargeable time begins when connection is established between the calling person and the particular person or station specified or an agreed alternate.
4. Chargeable time ends with release of the network connection.
5. Chargeable time does not include time lost because of defects in the service.

EFFECTIVE DATE:  
**DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 6  
Cancels Original Sheet 6

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1. Service Between Land Wire Telephones (Cont'd)

d. Reversal of Charges (Collect Calls)

1. Collect calls are operator handled calls or Person-to-Person calls.
2. The Operator handled and Person-to-Person additional charges apply to such calls. See Section 18.3.1.h.2.

e. Collection of Charges at Coin Telephones

Charges for sent paid calls to be collected at coin box telephones will be the total per minute charge as provided in Section 18.3.1.h.1.(a) rounded upward to the nearest multiple of \$.05. T

f. Holiday Rates

Christmas Day (December 25), New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the Evening rate is applicable, unless Lower rate applies.

g. Rates for Hearing or Speech Impaired Persons

1. Rates for certain MTS calls are reduced for hearing or speech impaired persons who meet the following requirements:
  - (a) The person is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication. T
  - (b) The person uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications. T

EFFECTIVE DATE: **DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

ITS Telecommunications  
Systems, Inc.

GENERAL SUBSCRIBER SERVICES TARIFF

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 7  
Cancels Original Sheet 7

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1. Service Between Land Wire Telephones (Cont'd)

g. Rates for Hearing or Speech Impaired Persons  
(Cont'd)

1. Rates (Cont'd)

(c) The person makes written application to  
the Company for the reduced MTS rates. T

(d) The person designates to the Company one  
and only one telephone number associated  
with that person's service and  
telecommunications device. Reduced  
rates apply only to calls originated  
from this telephone number. T

2. Rates for certain MTS calls are reduced for  
an agency or business that assists hearing or  
speech impaired persons under the following  
conditions:

(a) The agency or business provided non-  
voice telecommunications equipment (TDD)  
solely for the use of hearing or speech  
impaired persons or persons who  
communicate with hearing or speech  
impaired persons. T

(b) The agency or business makes written  
application to the Company for the  
reduced MTS rates. T

(c) The reduced rates are given as a credit  
on a subsequent bill. T

EFFECTIVE DATE **DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 8  
Cancels Original Sheet 8

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1. Service Between Land Wire Telephones (Cont'd)

g. Rates for Hearing or Speech Impaired Persons  
(Cont'd)

3. Rates for certain MTS calls are reduced for individuals equipped with TDD's for communicating with hearing or speech impaired persons under the following conditions:

(a) The individual uses the TDD or other non-voice equipment for communication with other TDD's or non-voice equipment. T

(b) The individual makes written application to the Company for reduced MTS rates. T

(c) The reduced rates are given as a credit on a subsequent bill. T

4. Applicable Discounts

A discount of 25% from rates specified in Section 18.3.1.h.1.(a) will be applied to calls originating from persons, agencies or businesses identified and certified in Section 18.3.1.e. T

h. Rate Tables

Rates shown in the following tables are applicable to intraLATA intrastate business for calls which originate in the Indiantown Exchange and terminate at a point in the Southeast LATA to which the Company does not provide EAS. D  
T

EFFECTIVE DATE **DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

ITS Telecommunications  
Systems, Inc.

GENERAL SUBSCRIBER SERVICES TARIFF

FPSC Tariff No. 2  
SECTION 18  
Second Revised Sheet 9  
Cancels First Revised Sheet 9

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)  
18.3.1. Service Between Land Wire Telephones (Cont'd)

h. Rate Tables (Cont'd)

1. Basic Rates

(a) Regular Schedule

Rate Band	Rate Mileage	Day	
		Initial 1 Minute	Each Additional Minute
A	0 - 10	N/A	N/A
B	11 - 22	\$ .18	\$ .12
C	23 - 55	.19	.19
D	56 - 124	.20	.20
E	125 - 292	.20	.20

(b) Optional Schedules

(1) Schedule 10 - Residence

Residential customers may elect this schedule to be applied by the Company to rate all calls in lieu of the rates specified in Section 18.3.1.h.1.(a), above.

Class of Service	Rate Per Minute	Monthly Service Charge
Intrastate	\$.10	\$4.50

(2) Schedule 15 - Residence/Business

Residential customers and business customers may elect this schedule to be applied by the Company to rate all calls in lieu of the rates specified in Section 18.3.1.h.1.(a) above.

Class of Service	Rate per Minute	Monthly Charge
Intrastate	\$.15	None

EFFECTIVE DATE:  
**DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

ITS Telecommunications  
Systems, Inc.

GENERAL SUBSCRIBER SERVICES TARIFF

FPSC Tariff No. 2  
SECTION 18  
First Revised Sheet 9.1  
Cancels Original Sheet 9.1

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1 Service Between Land Wire Telephones (Cont'd)

h. Rate Tables (Cont'd)

2. Additional Charges

(a) The following charges are in addition to the Basic Rate Table when the call is placed using the following operator service:

(1) Station			T
	Charge		
	Per Call		T
Customer Dialed Calling Card	\$ .75		
Other Operator Assistance	1.00		T

(2) Person			
All Calls	\$2.50		T, M

3. Operator Dialed Surcharge. Note 1. M

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, each \$ .60

Note 1: An Operator-Dialed Surcharge is in addition to any applicable billing surcharge. M

Note 2: Material indicated by "M" was previously located on First Revised Sheet 9 and Original Sheet 9.1

EFFECTIVE DATE:  
**DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

LOCAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 9.2

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1 Service Between Land Wire Telephones (Cont'd)

h. Rate Tables (Cont'd)

4. The following operator assisted toll calls are exempted from the service charge:

(a) Emergency calls to recognizable authorized civil agencies.

(b) Operator assistance to

(1) Reestablish a call which has been interrupted after the called number has been reached.

(2) Reach the called telephone number where facility problems prevent customer dial completion.

(3) Place a non-coin, sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

Note 1: Material indicated by "M" was previously located on Original Sheet 9.1.

EFFECTIVE DATE **DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Second Revised Sheet 10  
Cancels First Revised Sheet 10

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.3 TWO-POINT SERVICE (Cont'd)

18.3.1 Service Between Land Wire Telephones (Cont'd)

h. Rate Tables (Cont'd)

5. Discounts and Applicable Rate Periods

(a) Discounts apply equally to the total Regular Schedule charges set forth in Section 18.3.1.h.1.(a) for all messages with fractional amounts rounded down to the lower cent. Discounts do not apply to additional charges for operator handled credit card or person-to-person charges shown in Section 18.3.1.h.2 or any Optional Rate Schedules set forth in Section 18.3.1.h.1.(b).

	<u>Applicable Discounts</u>						
	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
8:00 AM	Full	Full	Full	Full	Full	40%	40%
-5:00 PM	Rate	Rate	Rate	Rate	Rate	Disc	Disc
5:00 PM	20%	20%	20%	20%	20%	40%	40%
-11:00 PM	Disc	Disc	Disc	Disc	Disc	Disc	Disc
11:00 PM	40%	40%	40%	40%	40%	40%	40%
-8:00 AM	Disc	Disc	Disc	Disc	Disc	Disc	

(b) Day Rate Period = Full Rate  
Evening Rate Period = 20% Discount  
Night, Weekend Rate Period = 40% Discount

18.4 CONFERENCE SERVICE

18.4.1 General

a. Long distance message telecommunications conference service is that of furnishing connections between three or more land telephone numbers within the Southeast LATA on one connection at the same time.

b. Service is furnished where and to the extent that facilities permit.

EFFECTIVE DATE: **DEC 11 1997**

ISSUED BY: Robert M. Post, Jr.  
President

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 11

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.4 CONFERENCE SERVICE (Cont'd)

18.4.1 General (Cont'd)

- c. All stations on a conference connection are interconnected so that each may communicate with all the others, or arrangements may be made whereby one station will be the transmitting station and all others receiving stations.
- d. Only person to person operator handled service is offered whether the call is to specified persons or specified station.
- e. The Company, upon request, will arrange for the establishment of a conference call at a specified time.

18.4.2 Rate and Charge Application

- a. The initial period is one minute or any fraction thereof and the additional period is one minute or any fraction thereof.
- b. Rate airline distances are determined as provided in Section 18.5.
- c. Timing of Messages
  - 1. Timing of messages as specified in Section 18.3.1.c. will apply for conference service except:
    - a. Chargeable time begins when the connection is established between all the persons or specified stations on the conference call.
    - b. Chargeable time ends on a given two-point connection of a conference call when the connection is terminated by the originating station or the called party.
- d. Charges for conference calls may, upon request, be reversed, provided, the total charge will be billed against one called station and the charge is accepted at the designated station.

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 12

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.4 CONFERENCE SERVICE (Cont'd)

18.4.2 Rate and Charge Application (Cont'd)

- e. On Christmas Day (December 25) and on New Year's Day (January 1), Independence Day (July 4), Thanksgiving Day and Labor Day the rate basis will be discounted to the Evening rate, unless a Lower rate applies.

18.4.3 Rates and Charges

- a. The total charge for the conference connection is the sum of:
  - 1. The two-point initial minute and additional minute charges determined in accordance with 18.3.1.h.1. preceding for a call between the originating station and each called station.
  - 2. The Person Additional Charge as determined in Section 18.3.1.h.2. for each called station.

18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS

18.5.1 General

- a. The Company has computed airline mileage by using vertical and horizontal coordinates (V&H coordinates).
- b. Airline miles from Indiantown are listed alphabetically by rate center.

18.5.2 Rate Centers, Airline Miles and Rate Bands

Rate Center	<u>LATA</u>	<u>Airline Miles</u>	<u>Rate Band</u>
Belle Glade	Southeast	26	C
Big Pine	Southeast	171	E
Boca Raton	Southeast	52	C
Boynton Beach	Southeast	42	C
Coral Springs	Southeast	54	C
Deerfield Beach	Southeast	53	C

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 13

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.5 AIRLINE MILEAGE BETWEEN RATE CENTERS (Cont'd)

18.5.2 Rate Centers, Airline Miles and Rate Bands (Cont'd)

<u>Rate Center</u>	<u>LATA</u>	<u>Airline Miles</u>	<u>Rate Band</u>
Delray Beach	Southeast	46	C
Fort Lauderdale	Southeast	65	D
Fort Pierce	Southeast	31	C
FPL Substation	Southeast	83	D
Hobe Sound	Southeast	21	B
Hollywood	Southeast	72	D
Homestead	Southeast	107	D
Islamorada	Southeast	145	E
Jensen Beach	Southeast	22	B
Jupiter	Southeast	24	C
Key Largo	Southeast	127	E
Key West	Southeast	189	E
Marathon	Southeast	164	E
Miami	Southeast	87	D
North Dade	Southeast	78	D
North Key Largo	Southeast	117	D
Pahokee	Southeast	18	B
Perrine	Southeast	98	D
Pompano Beach	Southeast	58	D
Port St. Lucie	Southeast	21	B
Sebastian	Southeast	55	C
Stuart	Southeast	19	Local (EAS)
Sugarloaf Key	Southeast	178	E
Vero Beach	Southeast	43	C
West Palm Beach	Southeast	34	C

18.6 DIRECTORY ASSISTANCE SERVICE

18.6.1 General

The Company furnishes directory assistance for the purpose of aiding subscribers in obtaining telephone numbers.

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 14

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.6 DIRECTORY ASSISTANCE SERVICE (Cont'd)

18.6.1 General (Cont'd)

When Indiantown customers request assistance in obtaining telephone numbers of subscribers who are located outside their local calling area, but within the same Number Plan Area, the charges set forth in Section 18.6.2.a.1.(a) apply.

18.6.2 Rates

a. A charge is applicable for each call to directory assistance except as note below.

1. Directory Assistance Service

	<u>Rate</u>
(a) Each call	\$.25

(b) Maximum telephone numbers obtainable per call - two (2)

b. There shall be no charge for up to fifty calls per billing cycle from lines or trunks serving individuals with disabilities; however, the prevailing tariff rate shall be charged for every call in excess of 50 within a billing cycle.

18.7 INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY INTERRUPT SERVICE

18.7.1 General

Verification and Emergency Interrupt Service is furnished where and to the extent that facilities permit. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

RAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 15

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.7 INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd)

18.7.1 General (Cont'd)

a. Verification

1. The Company furnishes Verification Service for the purpose of aiding subscribers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a subscriber line within the intraLATA calling area but outside the local calling area.
2. A subscriber originated request for verification of an intraLATA long distance number other than an emergency agency number is a chargeable verification request if a Company operator determines that the line is in use. No charge applies if the line is out of order.

b. Emergency Interrupt Service

1. The Company furnishes Emergency Interrupt Service when a subscriber who has originated a verification request to a line which has been found in a busy talking state informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.
2. A subscriber originated request for Emergency Interrupt to an intraLATA long distance number other than an emergency agency number is a chargeable Emergency Interrupt request.

---

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 18  
Original Sheet 16

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

18.7 INTRALATA LONG DISTANCE VERIFICATION AND EMERGENCY INTERRUPT SERVICE (Cont'd)

18.7.2 Application of Rates and Charges

- a. No charge will apply if the requesting customer identifies that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency which is operated by the Federal, state or local government, or a private entity which has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include police, fire and hospitals.
- b. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- c. If the number verified is not in use, or as a result of interrupt the line is cleared, and, at the calling party's request, the operator completes the call, the charges as specified in 18.3.1.h.2. of this tariff apply in addition to the applicable verification and emergency interrupt charges.

Non-recurring Charge

1. Verification Request
  - (a) Each Request \$ .95
2. Emergency Interrupt Request
  - (a) Each Request 1.40

EFFECTIVE DATE: OCT 02 1993

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 19

WIDE AREA TELECOMMUNICATIONS

FPSC Tariff No. 2

Prior Tariff

19.1 CONCURRENCE

Section 37, Sheet 1

19.1.1 General

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No.1 and FPSC Tariff No. 2.

JAN 31 1992

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 19  
Original Contents Sheet 1

WIDE AREA TELECOMMUNICATIONS

CONTENTS

	<u>Sheet No.</u>
19.1 <u>CONCURRENCE</u>	1
19.1.1 General	1

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL, SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 19  
Original Sheet 1

WIDE AREA TELECOMMUNICATIONS

19.1 CONCURRENCE

19.1.1 General

- a. Indiantown Telephone System, Inc. concurs in the ALLTEL Florida, Inc., General Subscriber Services Tariff, Section 19, "Wide Area Telecommunications", issued March 31, 1989, and amendments thereto authorized by the Florida Public Service Commission and applicable Law.
- b. This service is provided at the same rates and charges and under the same terms and conditions as set forth therein.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

SECTION 20

FPSC Tariff No. 2

Prior Tariff

20.1 PRIVATE LINE SERVICE - CONCURRENCE

Section 34, Sheet 1

This sheet is not part of the tariff but is included to provide historical continuity between FPSC Tariff No.1 and FPSC Tariff No. 2.

JAN 31 1992

**PRIVATE LINE SERVICE AND CHANNELS**

**CONTENTS**

Sheet No.

20.1 PRIVATE LINE SERVICE - CONCURRENCE

1

---

(See Cross Reference sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 20  
Original Sheet 1

PRIVATE LINE SERVICE AND CHANNELS

20.1 PRIVATE LINE SERVICE - CONCURRENCE

Indiantown Telephone System, Inc., concurs in the Southern Bell Telephone and Telegraph Company tariff for local and interexchange private line service and channels.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 21  
Original Contents Sheet 1

**CONTENTS**

21.1 Reserved for Future Use.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

.L SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 21  
Original Sheet 1

21.1 Reserved for Future Use.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 22  
Original Contents Sheet 1

**CONTENTS**

22.1 Reserved for Future Use.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 22  
Original Sheet 1

22.1 Reserved for future use.

---

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

ITS Telecommunications  
Systems, Inc.

**CROSS REFERENCE**

**SECTION 23**

FPSC Tariff No. 2

Prior Tariff

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES

23.1.1	General	Section 19, Sheet 1
23.1.2	Limitations	Section 19, Sheet 2
23.1.3	Regulations	Section 19, Sheet 3
23.1.4	Shared Tenant Service Client Information	Section 19, Sheet 5
23.1.5	Shared Tenant Service Rate and Charges	Section 19, Sheet 6
23.1.6	Provision of Shared Service to Transient End Users	New
23.1.7	All Other Sharing Arrangements	New

This sheet is not part of the tariff but is included to  
provide historical continuity between FPSC Tariff No.1 and FPSC  
Tariff No. 2 **JAN 31 1992**

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Contents Sheet 1

**INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES**

**CONTENTS**

Sheet No.

23.1	<u>INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES</u>	
23.1.1	General	1
23.1.2	Limitations	4
23.1.3	Regulations	5
23.1.4	Shared Tenant Service Client Information	8
23.1.5	Shared Tenant Service Rate and Charges	10
23.1.6	Provision of Shared Service to Transient End Users	17
23.1.7	All Other Sharing Arrangements	19

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 1

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES

23.1.1 General

- a. Shared Tenant Service (STS) is a class of resold local exchange service furnished through a common switching or billing arrangement to commercial tenants within a single building by a provider other than an existing local exchange telephone company.
- b. The reseller, or STS provider, is a person, firm, partnership or corporation which has requested and received a proper Shared Tenant Service Certificate from the Florida Public Service Commission (FPSC). All other arrangements for resale or sharing of local exchange service are not permitted except as specified in 23.1.6 and 23.1.7 of this section of the tariff.
- c. In an STS arrangement, the company's subscriber of record/customer of record is the STS provider who orders service and is responsible for paying the telephone bill. The STS tenant, or end user, is a "client" of the STS provider. Service arrangements for the STS client must be made through the STS provider except as defined in 23.1.3.a. following.
- d. Requests to provide connection to the local exchange network for the purpose of reselling local service, i.e., establishing an STS system, must be provided to the Indiantown Telephone System, Inc. in writing.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 2

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.1 General (continued)

- (1) Such written requests must contain at a minimum, but are not limited to, the following information:
  - (a) Name and address of STS provider;
  - (b) Billing responsibility if different from (a);
  - (c) Florida Public Service Commission Certificate Number;
  - (d) STS technical advisor, if applicable and if different from (a);
  - (e) New Building or Retrofit;
  - (f) A forecast as to the anticipated local exchange access requirements for 60 months following initiation of the STS system;
  - (g) Number of suites/offices in building;
  - (h) The name of the agent or representative responsible for placing orders, if different from (a);

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: **JAN 31 1992**

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

, SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 3

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.1 General (continued)

(1) (continued)

- (i) A representative or agent for purposes of this tariff is one who is authorized to act on behalf of another--usually under legal contract. Changes to the STS system or directory listings will be accepted by the Company only from this authority.
- (2) All STS providers of local service through key systems must be certificated by the FPSC pursuant to Section 364.339, Florida Statutes.
  - (a) Key systems of seven (7) lines or more are required to pay the current rates and charges in effect for STS inter-connection. These key systems are subject to the same terms and conditions, specified in this section of the tariff, as STS providers which utilize PBX equipment. They are also required to file tariffs with the Commission reflecting the local rates charged to their clients.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 4

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.1 General (continued)

(2) (continued)

(b) Key systems of six (6) lines or less are not subject to the STS rates and charges and are not required to file tariffs reflecting the local rates they charge. However, when directly applicable, they are subject to the same terms and conditions specified in this section of the tariff.

23.1.2 Limitations

- a. Shared Tenant Service is limited to service of commercial tenants in a single building. The term "single building" means one structure under one roof. Separate buildings superficially connected, i.e., by a covered walkway, etc., shall not be considered as one building.
- b. If more than one building is served by a single PBX, the trunk groups serving each building must be partitioned, i.e., not shared by the other, and each requires certification.
- c. STS arrangements are limited to two-hundred fifty (250) trunks per PBX switch.
  - (1) This trunk limitation includes all inward, outward and combination trunks connected to the STS PBX switch regardless of whether the trunks are pooled or switched.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.2 Limitations (continued)

c. (continued)

(2) All outward and combination trunks connected to a switch which has shared trunks will be message rated trunks.

d. STS providers may arrange for sharing or "pooling" of STS trunks for use by their clients.

e. No intercommunication may take place behind the STS, PBX or key system between unaffiliated STS clients.

f. Suspension of service as provided in 23.1.4 is not permitted in connection with Shared Tenant Service.

23.1.3 Regulations

a. STS providers are required to guarantee access for the Company to any STS client requesting direct service from the Company.

(1) The Company must be able to gain access to all facilities up to the demarcation point of the building and/or the client's premises. The Company will retain responsibility and maintenance of the network up to that point.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 6

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.3 Regulations (continued)

a. (continued)

(2) The Company may construct facilities to directly serve the STS client; or, in lieu of Company-owned facilities, the Company may choose to utilize privately owned distribution facilities, including purchase or lease of such facilities from the STS provider.

(3) Should the Company choose to purchase or lease facilities from the STS provider, the Company will provide reasonable compensation, not to exceed what it would have cost the Company to construct its own facilities.

(4) In no case will the Company be a party to controversies between an STS provider and an STS client desiring direct service from the Company.

b. STS Providers must permit client access to the Company operators "zero" (0) for emergencies and to 911 where available. Unrestricted access must be provided to all locally available interexchange carriers and to the intraexchange toll service handled by the Company.

c. An STS provider may not provide shared Wide Area Telephone Service (WATS) unless granted additional authority to do so by the Florida Public Service Commission.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:  
Charles L. Dennis  
Vice President-Operations

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.3 Regulations (continued)

- d. Private bypass facilities, e.g. microwave towers, may not be constructed for interconnecting STS locations or systems. STS providers are also prohibited from establishing dedicated private line facilities to an interexchange carriers point of presence.
- e. STS providers may not authorize, arrange for or otherwise permit telephone intercommunication between unaffiliated commercial tenants.
  - (1) An affiliated entity, for purposes of this tariff, is defined as one that holds in excess of 50% of the stock of the entity which claims to be affiliated.
  - (2) An unaffiliated entity, therefore, is one that controls less than 50% of the other entities stock.
- f. Tie lines are restricted to the private use of a single STS client and cannot be used to access local exchange service in lieu of STS trunks.
- g. An STS system may not be connected through private lines to other communication systems which subscribe to flat rate exchange service.
- h. Customer premises equipment associated with STS and the provisioning thereof is the responsibility of the STS provider.

---

(Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 8

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.3 Regulations (continued)

h. (continued)

- (1) All repairs, rearrangements, moves and changes to the STS system beyond the Company's demarcation point or network interface will be the responsibility of the STS provider except as provided in 23.1.3.a.
- (2) The STS provider will be responsible for payment of a Trouble Location Charge for visits by the Company where a service difficulty or trouble report results from customer-provided equipment or facilities regardless of whether the trouble was reported to the Company Repair by the STS provider or an STS client.

23.1.4 Shared Tenant Service Client Information

- a. The rates and charges listed are those charged the STS provider for resale of local exchange service. The company will not retain nor provide to any caller the rates charged to the STS client by the STS provider. It is the STS provider's responsibility to disclose such information to the client(s).

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.4 Shared Tenant Service Client Information (continued)

- b. Each STS provider is required to inform STS clients of its current rates and charges for resold local service. The STS provider must also inform each client that the Florida Public Service Commission will not set rates or regulate the service quality standards of the providers of the STS system.
- c. The STS provider is responsible for establishing repair reporting procedures to be used by STS clients. The charge in 23.1.3.h will be applicable if an STS client reports trouble to Company Repair and a subsequent premises visit by a Company technician locates the trouble in the STS equipment or facilities.
- d. STS arrangements are provided one free directory listing. STS clients are allowed an additional directory listing at a charge of \$.35 per month. The STS provider is responsible for determining the clients desired listing arrangement and for conveying that information to the Company in a timely manner.
  - (1) The client's listing is provided under the rules and regulations specified in Section 6 of this tariff.

---

(See Cross Reference Sheets for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 10

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.4 Shared Tenant Service Client Information (continued)

d. (continued)

(2) The Company will not be a party to any controversies which may arise between an STS provider and client(s) due to misspellings, omissions, delays or misunderstandings about the desired listing.

(3) Additional directory listings may be furnished at rates and regulations as specified in Section 6.

23.1.5 Shared Tenant Service Rates and Charges

a. STS Trunk Rates and Charges

The following rates and charges are applicable only to certified Shared Tenant Service systems:

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(1) Service Establishment Charge*	\$300.00	
(2) PBX Trunks (per Trunk) or Key Systems of Seven		

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.5 Shared Tenant Service Rates and Charges (continued)

a. STS Trunk Rates and Charges (continued)

	<u>Installation Charge</u>	<u>Monthly Rate</u>
(2) (continued)		
of (7) Lines or More Flat Rate		\$52.50
(3) Service charges as specified in Section 4 apply as appropriate.		

\*NOTE: Applies only to key system or hybrid  
key system STS arrangements furnished after  
March 5, 1989.

b. Direct-Inward Dialing (DID) Service Associated  
with Sharing and Resale of Basic Local Exchange  
Service

- (1) DID service permits incoming calls to a  
PBX system to reach specific station lines  
without the assistance of an attendant.  
DID service is provided subject to the  
availability of facilities and telephone  
numbers and other conditions as specified  
in Section 11.3 of this tariff.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 12

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.5 Shared Tenant Service Rates and Charges (continued)

b. (continued)

- (2) The rates specified herein are in addition to the rates shown elsewhere in the tariff for the services with which this offering is associated (e.g., STS Trunk Rates and Charges, etc.)
- (3) DID service is optionally available and includes central office switching equipment necessary for indialing from the network directly to stations associated with customer premises switching equipment. Subscribers to DID service will be required to maintain an adequate number of DID trunks as determined by the Company in order to provide "quality" grade of service and prevent network degradation.
- (4) The service must be provided on all lines in a trunk group arranged for inward service. Where DID is required on more than one group of trunks or central office lines, each such group shall be considered as a separate DID service.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 13

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.5 Shared Tenant Service Rates and Charges (continued)

b. (continued)

- (5) The assignment of telephone numbers and the sequence of the numbers assigned to a DID service are made at the discretion of the Company. Where the equipment configuration requires the assignment of blocks of telephone numbers or where the customer requests additional blocks of telephone numbers held in reserve for future use, rates and charges as shown are applicable for each unused block of telephone numbers. The Company does not guarantee to provide DID numbers arranged in a consecutive manner.
- (6) When equipment or service of a special type arrangement is requested and provided, rates and charges are based on costs involved to meet the individual requirements of each case.
- (7) Operational characteristics of interface signals between the Company-provided facilities and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service as specified in other sections of this tariff.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUE BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 14

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.5 Shared Tenant Service Rates and Charges (continued)

b. (continued)

- (8) The Company shall not be responsible to the STS provider or client if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any of the facilities provided by a STS provider or client obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- (9) Directory listings will be provided in accordance with the rates and regulations of Section 23.1.4 D and Section 6 of this tariff. DID numbers furnished herein are entitled to one directory listing without charge. Additional listings are available as specified in Section 6 of this tariff.
- (10) All STS switching systems provided DID service must be arranged by the customer to provide for the intercepting of reserved and/or assigned but unused station numbers. Calls to such numbers will be routed to the customer-provided switching equipment for handling. On incoming calls from the network to invalid numbers, or restricted stations in DID

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 15

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.5 Shared Tenant Service Rates and Charges (continued)

b. (continued)

(10) (continued)

equipped STS systems, only two methods of intercept are acceptable: attendant or recorded announcement. Due to the network irregularities that can be caused, no form of tone intercept is permitted.

(11) At the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the customer's normal serving central office. Where a DID trunk group is served from a central office other than the customer's normal serving central office, the appropriate rates for Foreign Exchange or Foreign Central Office service per DID trunk will apply.

(12) In addition to the rates and charges specified, appropriate service connection, move and change charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.

(13) Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 16

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.5 Shared Tenant Service Rates and Charges (continued)

b. (continued)

(13) (continued)

type of customer premises switching equipment to another type of customer premises switching equipment with DID service. The following provisions apply:

- a. The customer must maintain at least the same level of DID service requirements.
- b. The replacement customer premises' equipment must be served by the same central office as the existing customer premises equipment.
- c. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.
- d. Rates and charges are applicable to additional DID service requirements which exceed the customer's existing level of DID arrangements.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 17

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.6 Provision of Shared Service to Transient End Users

- a. For purposes of this tariff, a transient end-user is considered to be one temporarily occupying the premises, with occupancy not to exceed nine months.
- b. By virtue of the transient nature of the end-user, certain other sharing arrangements are considered neither duplicative or competitive with the local exchange service provided by the Company. Therefore, existing rates and service conditions as specified in other sections of this tariff will continue to apply to the following sharing arrangements.
  - (1) Hospitals - sharing is permitted within a hospital for patient rooms and administrative offices due to the critical need for rapid communication of the hospital staff.
    - (a) Sharing may not be extended to physicians in private practice offices unless the hospital becomes a certificated STS provider.
    - (b) As an alternative, trunks serving physicians' individual private practice offices can be partitioned from the trunks serving the hospital administrative offices, patient rooms and other private practice offices.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 18

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.6 Provision of Shared Service to Transient End Users  
(continued)

b. (continued)

(2) Nursing Homes, Adult Congregate Living Facilities (ACLF's), Continuing Care Facilities (CCF's) and Retirement Homes - sharing is permitted in facilities which are intended to serve and/or care for the elderly population. Such sharing arrangements are permitted only when at least 75% of the occupants of the homes, communities or facilities are over age 62, or totally or permanently disabled, and the home community or facility has one or more of the following licensed or certificated components:

- (a) licensed as a nursing home pursuant to Part I, Chapter 400, Florida Statutes, or
- (b) licensed as an adult congregate living facility pursuant to Part II, Chapter 400, Florida Statutes, or exempted as an ACLF pursuant to Section 400.404, Florida Statutes, or
- (c) certificated as a continuing care facility pursuant to Chapter 651, Florida Statutes, or

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE:

ISSUED BY:

Charles L. Dennis  
Vice President-Operations

GENERAL SUBSCRIBER SERVICES TARIFF

ITS Telecommunications  
Systems, Inc.

FPSC Tariff No. 2  
SECTION 23  
Original Sheet 20

INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED TENANT SERVICES

23.1 INTERCONNECTION OF LOCAL EXCHANGE SERVICES TO SHARED  
TENANT SERVICES (continued)

23.1.7 All Other Sharing Arrangements (continued)

- b. Reservation service, sub-leased residence service, service to exhibitors in convention halls, service in clubs, yacht basins, time-share facilities, apartment hotels and student dormitories, and composite data services are considered to be in the category of "All Other Sharing Arrangements."
- c. Where residents of apartment houses or co-ops do not meet the criteria of "transient end-users", sharing arrangements are not permitted. Residents desiring telephone service must subscribe to service provided by the company.

---

(See Cross Reference Sheet for historical derivation.)

EFFECTIVE DATE: JAN 31 1992

ISSUED BY:

Charles L. Dennis  
Vice President-Operations