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TARIFF

GENERAL RULES AND REGULATIONS

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IURC TARIFF NO. 1 SECTION II SHEET NO. 2

# GENERAL RULES AND REGULATIONS

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#### APPLICATION

The Rules and Regulations specified herein are in addition to those contained in the Definitions, General Exchange Service, and the Message Toll Telephone Service sections. They apply to the intrastate service and facilities in Indiana by the Telephone Company. Failure on the part of the customer to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically give the Telephone Company the privilege of canceling the contract and discontinuing the furnishing of service.

In the event of conflict between any rate, rule, regulation or provision contained in these General Rules and Regulations and any rate, rule, regulation or provision contained in the Definitions, General Exchange Service, or the Message Toll Telephone Service sections, the rate, rule, regulation or provision contained in the specific section shall prevail, except when such rate, regulation, rule or provision is in conflict with existing Rules and Standards of Service for Telephone utilities of Indiana as adopted by the Indiana Utility Regulatory Commission which shall prevail in all cases.

These Rules and Regulations cancel and supersede all other exchange service Tariffs or General Rules and Regulations, excepting Message Toll Tariffs issued and effective prior to the effective date of this Tariff.

- I. Establishment and Furnishing of Service:
  - A. Application for Service:

Applications for service shall constitute a contract when accepted verbally or in writing by the Company or upon the establishment of service. The initial minimum period for which charges shall apply will be one month or more as otherwise may be specified elsewhere in the Tariff of the Company. An applicant who has no previous account with the Telephone Company, or whose financial responsibility is not a matter of common knowledge, may be required to make an advance payment at the

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- I. Establishment and Furnishing of Service: (Continued)
  - A. Application for Service: (Continued)

time application is made in an amount equal to the charges for one month's local service plus the service connection, installation, or construction charges that may be applicable. The advance payment will be applied to the first bill rendered to the customer by the Telephone Company. Security deposits may also be required of certain residential or business customers in amounts and under conditions prescribed in the Rules and Standards of Service currently in effect, revised, or as amended from time to time by the Indiana Utility Regulatory Commission.

The Telephone Company reserves the right to refuse service to any applicant who is found to be indebted to the Telephone Company for service previously rendered until satisfactory arrangements have been made for payment for such indebtedness. Any authorized change in rates and regulations will become effective without further notice.

B. Telephone Numbers:

The customer has no property right in the telephone number and the Telephone Company may change any number at any time whenever it deems it advisable in the conduct of its business.

C. Alterations:

The customer agrees to notify the Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring and the customer agrees to pay the Company's current charges if any for such changes.

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- I. Establishment and Furnishing of Service: (Continued)
  - D. Responsibility of Customer for Payment:

The customer is required to pay all charges for exchange services and facilities, and for toll messages in accordance with provisions contained elsewhere in this Tariff. The customer is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

- II. Establishment and Maintenance of Credit:
  - A. Establishment of Credit:

Consumer Rights and Standards Policies adopted and revised from time to time by the Indiana Utility Regulatory Commission will apply in treating an individual's or firm's obligation to make restitution for past service indebtedness.

Consumer Rights and Standards Policies will also apply when collecting deposits against future service indebtedness when an individual's or firm's credit must be partly substantiated by means of a cash deposit.

B. Deposit:

In order to insure the payment of all charges due for its service, the Telephone Company may require any applicant or customer to establish and maintain his credit by means of a cash deposit. Any such deposit shall be returned to the customer or credited to his account in accordance with the Rules and Standards policies set down by the Indiana Utility Regulatory Commission.

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# III. Obligation and Liability of the Telephone Company:

## A. Availability of Facilities:

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary poles, lines, circuits, equipment, etc.

## B. Interruptions of Service:

If service is interrupted for more than forty-eight hours other than by the negligence or willful act of the customer, an allowance at the minimum rate for the telephone facilities affected at the time of the interruption shall be made for the time such interruption continues.

Any adjustment shall apply only to the period the interruption continues beyond twenty-four hours after due notice of the interruption is received from the customer by the Telephone Company.

No other liability shall in any case be attached to the Telephone Company due to interruption(s) of service. In certain instances the Telephone Company will automatically make service interruption billing adjustments.

### C. Directory Errors and Omissions:

The Telephone Company issues directories to assist in furnishing prompt and efficient service to its customers. The Telephone Company does not guarantee to its customers or others the accuracy of any listings therein and accepts no liability for errors or omissions that may from time to time occur.

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# III. Obligation and Liability of the Telephone Company: (Continued)

## D. Transmitting Messages:

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages, the operator is deemed to be acting as the agent of persons involved and no liability shall attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between customers because of such errors.

## E. Use of Connecting Company Lines:

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

### F. Defacement of Premises:

The Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

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## IV. Payment for Services and Facilities:

Bills are rendered in advance of the service period. Charges for exchange service, long distance service, and auxiliary equipment are due when the bill for such services is rendered (date shown thereon) and becomes delinquent seventeen (17) days thereafter.

All bills are payable at the Telephone Company's business office, or authorized collection agency. Failure to receive a bill does not relieve the customer of the responsibility for paying promptly.

When warranted, in the judgment of the Telephone Company, special toll bills may be rendered. In such cases, the amounts billed are due and payable on demand.

In the event of default on payment of any sums due for either local exchange or toll services, the Telephone Company will exercise all options it has at its disposal for collecting past due accounts under the Rules and Standards of Service policies prescribed by the Indiana Utility Regulatory Commission, including the interruption of service.

## V. Telephone Directories:

Upon issuance, each customer served by a directory shall be furnished one (1) copy of that directory for each main station or trunk and, upon request, additional directories not to exceed the total number of extension stations furnished under the tariffs. Additional or foreign directories shall be provided by the Telephone Company at a reasonable fee, when available. A current copy of all directories shall be furnished to the Indiana Utility Regulatory Commission.

### VI. Use of Service and Facilities:

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Equipment, instruments and lines furnished by Telephone Co. on the premises of a

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## IV. Payment for Services and Facilities: (Continued)

## A. Ownership and Use of Equipment: (Continued)

customer are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises after having made reasonable attempts to secure permission of the occupant, agent or enforcement officer at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the equipment, instruments, and lines, or the purpose of making collection for coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments, lines and poles.

If the installation and maintenance of service is requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, to the public or to property, the Telephone Company may refuse to install and maintain such service, and if such service is furnished, may require the customer to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such service.

#### B. Use of Customer Service:

Customer telephone service, as distinguished from public and semi-public telephone service, is furnished only for use by the customer, his family, employees, or persons residing in the customer's household as a member of his family unit, and may not be resold or otherwise used for performing any part of the work of transmitting, delivering or collecting charges for any message where any toll or other consideration has been or is to be paid to any party other than the Telephone Company, without consent of the Telephone Company. The Telephone Company has the right to refuse to install customer service or permit such service to remain on premises of a public or semi-public character

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- VI. Use of Service and Facilities: (Continued)
  - B. Use of Customer Service: (Continued)

when the instrument is so located that the public in general or patrons of the customer may make use of the service. At such location, however, service may be installed, provided the instrument is so located that it is not accessible to public use.

In the event a customer's service is used by the public or other unauthorized persons, the customer is still responsible for any and all charges originating or billed to his telephone.

C. Tampering with Equipment.

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owned by the Telephone Company which shows any evidence of tampering, manipulating, or of operation , or use of any device whatsoever, for the purpose of obtaining telephone service without payment for the charges applicable to the service rendered.

D. Use of Profane Language or Impersonation of Another:

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive or profane language; or impersonates or permits others to impersonate any other individual with a fraudulent, malicious, or mischievous intent.

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- VI. Use of Service and Facilities: (Continued)
  - E. Governmental Objections to Service.

The Telephone Company may without liability refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made in writing by or on behalf of any law enforcement agency, acting within its jurisdiction, on the grounds that such service is or will be used for illegal purpose.

F. Abuse or Fraudulent Use of Service:

The Telephone Company reserves the right to discontinue or deny service because of the misuse or the fraudulent use of service. Misuse or fraudulent use of service includes the use of service or facilities of the Telephone Company to transmit a message or to locate a person or to otherwise give or obtain information without the payment of a message toll charge.

- VII. Connection of Customer-Provided Equipment:
  - A. General Provisions:

The only customer-provided equipment which may be directly connected to facilities furnished by the Telephone Company for exchange telecommunication services, as specified in this Tariff, is that equipment which complies with the current Federal Communications Commission's Rules and Regulations, Part 68, Connections of Terminal Equipment to Telephone Network.

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - A. General Provisions: (Continued)
    - 1. Conforming Answering Devices & Other Company Equipment:
      - (a) Answering devices incorporating an authorized protective connecting module meeting the technical specifications of the Bell System and approved by the Federal Communications Commission may be connected. Only those devices bearing the proper Conformance Number assigned by the manufacturer will be permitted to be so connected.
    - 2. Customer-provided equipment not meeting the provisions of Paragraph A and A1 above may be connected only through the use of a suitable coupler installed and maintained by the Telephone Company.
    - 3. Customer-provided equipment will not be used with semi-public service.
    - 4. The Telephone Company is not responsible for the repair, maintenance, or performance of customer-provided equipment and may temporarily discontinue service, upon advance notice, to equipment causing harm to the company's facilities and equipment.

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - A. General Provisions: (Continued)
    - 5. The customer shall pay a maintenance service call charge for each visit by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment.
  - B. Customer-Provided Terminal Equipment:
    - 1. General:

Connection of Customer-Provided Registered Protective Circuitry or Registered Terminal Equipment under Part 68 of the Federal Communications Commission Rules and Regulations

- (a) Customer-Provided Protective Circuitry or Terminal Equipment may be connected at the customer's premises to services furnished by the Telephone Company for use with local and Long Distance Message Telecommunications Service subject to the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations and the following regulations.
- (b) The use of customer-provided equipment shall not require change in, or alteration of, the equipment or other services of the Telephone Company.
- (c) The Telephone Company may make changes in its communications services, operations or procedures, where such action is not inconsistent with Part 68 of the Federal Communications Commission's Rules and Regulations.

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - B. Customer-Provided Terminal Equipment: (Continued)
    - 1. General: (Continued)
      - (d) All combinations of customer-provided registered terminal equipment, registered protective circuitry, and associated non-registered terminal equipment (including but not limited to wiring), shall be installed, operated and maintained so that the requirements of Subpart D of Part 68 of the Federal Communications Commmission's Rules are continually satisfied.

No combinations or customer-provided registered terminal equipment, registered protective circuitry, and associated non-registered equipment (including but not limited to wiring), shall cause electrical hazards to Telephone Company personnel, damage to Telephone Company equipment, malfunction of Telephone Company billing equipment, or degradation of service to persons other than the user of the subject terminal equipment, his calling or called party.

The Telephone Company may discontinue service for failure to comply with these provisions.

(e) A customer shall notify Telephone Company of each line to which protective circuitry of terminal equipment is to be connected in advance of such connection and shall notify the Telephone Company when such protective circuitry or terminal equipment is permanently disconnected. The customer shall provide the Telephone Company the Registration

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - B. Customer-Provided Terminal Equipment: (Continued)
    - 1. General: (Continued)
      - (e) (Continued)
      - (e) Number and Ringer Equivalence Number for the protective circuitry or terminal equipment.
      - (f) The customer shall not connect protective circuitry or terminal equipment to a Telephone Company line if: (i) the Ringer Equivalence of such equipment in combination with the total Ringer Equivalence of other equipment connected to the same line exceeds the allowable maximum for that line as determined by the Telephone Company, or (ii) the ringer type is not a ringer type designated by the Telephone Company as suited for that particular line.
      - (g) All connections of protective circuitry or terminal equipment to services furnished by the Telephone Company shall be made through Telephone Company provided standard jacks. The Telephone company will not be required to connect registered terminal equipment in hazardous or inaccessible locations.
      - (h) The customer will be responsible for all maintenance and repairs on any telephone equipment that is purchased or leased from a source other than the Telephone Company. The Telephone Company will provide maintenance at no extra charge only when the equipment is company owned.

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - B. Customer-Provided Terminal Equipment: (Continued)
    - 1. General: (Continued)
      - (i) Customer-owned terminal equipment may be plugged into a Telephone Company provided jack with no additional charge to the customer as long as the above regulations have been followed and the jack is located on the same premises as the main station. The Telephone Company will not issue any credit for customer-provided equipment. This would include the primary instrument.
  - C. Violations of Regulations:

Where any customer-provided equipment is used with exchange telephone communication service in violation of any of the provisions of this Tariff, or fails to adequately perform network control functions, the Telephone Company will take such immediate action as is reasonably necessary for the protection of the network. The customer, after he has been advised that a violation exists must discontinue use of the equipment from the Telephone Company's facilities. If the violation continues, the Telephone Company will notify the customer of the violation in writing. The customer then must confirm in writing within ten (10) days following the receipt of the Telephone Company's written notice that he has either corrected the violation or discontinued use of the equipment. Failure of the customer to respond to the warning or correct the problem within the time limit stated above shall result in the suspension of the customer's service until such time as the customer complies with the provisions of the Federal Communications Commission or the Indiana Utility Regulatory Commission's Rules and Regulations governing the Telephone Company's continued obligation in the provision of customer service.

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - D. Recording of Two-Way Telephone Conversations:

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided recording equipment may be connected directly, acoustically or inductively, with the telecommunications services subject to the following conditions:

Either a distinctive recorder tone (beep tone) that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electronically connected with services of the Telephone Company or; a consent to record is required prior to the recording or; by verbal notification which is recorded at the beginning, and as part of the call, by the recording party. The consent must be in writing or be part of the recording. These will not be required:

- 1. When used by a broadcast licensee provided at least one of the following requirements is met: (a) the licensee informs each party to the call of its intent to broadcast the conversation, (b) to broadcast the call, or (c) such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- 2. When used by the United States Secret Service of the Department of the Treasury for recording two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

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- VII. Connection of Customer-Provided Equipment: (Continued)
  - D. Recording of Two-Way Telephone Conversations: (Continued)
    - 3. When used for recording at United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to telecommunications services.
    - 4. When used for the recording patently unlawful purposes such as bomb threats, kidnap, ransom requests, obscene telephone calls and outgoing calls made in immediate response to such calls.
    - 5. When used for incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property and outgoing calls made in immediate response.
    - 6. When used with calls made by Federal, State or Local law enforcement authorities or federal intelligence authorities under the color of the law.
    - 7. When used by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its Operation Center for recording of two-way telephone conversations.

If the Company is required to investigate alleged non-consensual recordings which discloses a conflict between the parties to the conversation on the matter of consent, the recording party will have to provide taped or written evidence that consent was obtained.

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