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Intermedia

**Missouri Public
Service Commission**

INTERMEDIA COMMUNICATIONS INC.

P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL TITLE PAGE

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DEC 12 1997

TITLE PAGE

MISSOURI LOCAL TELECOMMUNICATIONS TARIFF

MISSOURI LOCAL TELECOMMUNICATIONS TARIFF

OF

INTERMEDIA COMMUNICATIONS INC.

This tariff, filed with the
Missouri Public Service Commission,
contains the rates, terms, and conditions applicable to
the provision of Basic Local Exchange and
Local Exchange Services within the State of Missouri
offered by Intermedia Communications Inc.

ISSUED: October 14, 1997

EFFECTIVE: ~~October 14, 1997~~

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Issued by: Michael A. Viren, Sr. Vice President, Strategic
Planning, Regulatory and Industry Relations
3625 Queen Palm Drive
Tampa, Florida 33619-1309

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**MISSOURI
Public Service Commission**

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INTERMEDIA COMMUNICATIONS INC.

P.S. (C. MO. NO. 2

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INTERMEDIA COMMUNICATIONS INC.

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STANDARD SERVICE

INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

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SYMBOLS

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The following symbols are used for the purposes indicated below:

- C - Changed regulation.
- D - Delete or discontinue.
- I - Increase in a rate.
- M - Moved from another tariff location.
- N - New.
- R - Reduction in a rate.
- T - Change in text but no change in rate or regulation.

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P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 6

TARIFF FORM ~~FORMAT~~

~~THE NEW 20 COLUMN~~

A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the PSCM. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Consult the Check Sheet for the sheet currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to the next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A.
- 2.1.1.A.1.
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I.
- 2.1.1.A.1.(a).I.(i).
- 2.1.1.A.1.(a).I.(i).(1).

D. Check Sheets - When a tariff filing is made with the PSCM, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the PSCM.

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INTERMEDIA COMMUNICATIONS INC.

P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 7

~~CONFIDENTIAL~~
~~STATUTES AND REGULATIONS~~
LIST OF WAIVED STATUTES AND REGULATIONS

The Missouri Public Service Commission is its order in the case of In the Matter of the Application of Intermedia Communications Inc. for a Certificate of Service Authority to Provide Basic Local Exchange and Local Exchange Services, Case No. TA-97-264, waived the following statutes and regulations:

Statutes

392.210.2	-	uniform system of accounts
392.270	-	valuation of property (ratemaking)
392.280	-	depreciation accounts
392.290.1	-	issuance of securities
392.300.2	-	acquisition of stock
392.310	-	stock and debt issuance
392.320	-	stock dividend payment
392.330	-	issuance of securities, debts, and notes
392.340	-	reorganization (s)

Commission Rules

4 CSR 240-10.020	-	depreciation fund income
4 CSR 240-30.040	-	uniform system of accounts
4 CSR 240-35	-	reporting of bypass and customer-specific arrangements

Intermedia Communications Inc. is a competitive telecommunications company.

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INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.MO.NO. 2
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**Missouri Public
Service Commission**

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the customer's location to a switching center or point of presence.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

Carrier or Company - Whenever used in this tariff, "Carrier," "Company," or "Intermedia" refers to Intermedia Communications Inc. unless otherwise specified or clearly indicated by the context.

Channel - A physical or logical pathway for the transmission of information between a sending point and a receiving point.

Commission - Missouri Public Service Commission.

Customer - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Exchange Access Line - The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer. Exchange access lines are subject to non-recurring charges, as specified in Section 4 of this tariff.

ILEC - The incumbent Local Exchange Carrier.

Intermedia - Used throughout this tariff to mean Intermedia Communications Inc. unless clearly indicated (T) otherwise by the text.

LEC - Local Exchange Company

**Missouri Public
Service Commission**

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Regulatory Analysis and Compliance
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INTERMEDIA COMMUNICATIONS INC.

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LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 9

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT.

Local Exchange Services - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

PSCM - Public Service Commission of Missouri.

Person-to-Person Calling - An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. Charges may be billed to the called party, a third number, a credit card, a calling card or designated third party station.

Resold Local Exchange Service - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate/international services.

Station-to-Station Calling - A service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company-issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-Person basis. Automated Calling Card calls are not Operator-Station calls. Calls may be dialed with or without the assistance of a Company operator. Collect calls to coin telephones and transfers of charges to third telephones which are coin telephones will not be accepted.

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ST. LOUIS OFFICE

INTERMEDIA COMMUNICATIONS INC.

P.S.C. MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 10

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Intermedia Communications Inc.

Intermedia's services offered pursuant to this Tariff are furnished for Local Exchange Service among specified points within a Local Calling Area. Intermedia may offer these services over its own or resold facilities.

Intermedia installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this tariff. Intermedia may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Intermedia network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

Applications for initial or additional service made verbally or in writing become a contract upon the establishment of the service or facility.

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 Intermedia reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of the law.

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INTERMEDIA COMMUNICATIONS INC.

P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 11

SECTION 2 - RULES AND REGULATIONS

2.2 Limitations, cont.

- 2.2.3 The Company does not undertake to carry or deliver messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.4 All facilities provided under this tariff are directly controlled by Intermedia and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of the Company

- 2.4.1 Intermedia's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

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LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 12

SECTION 2 - RULES AND REGULATIONS, CONT..

1997

2.4 Liabilities of Company, cont.

- 2.4.2 The Company shall not be liable for ~~claim or loss~~ ^{expense or damage} (including indirect, ~~special~~ or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, tradename, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

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TELEPHONE SERVICE CO.

INTERMEDIA COMMUNICATIONS INC.

P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - RULES AND REGULATIONS, **CONT.**

1997

2.4 Liabilities of Company, cont.

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- 2.4.5 The Company shall not be liable for any damage or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

2.5 Deposits

- 2.5.1 The Company does not normally collect deposits from Customers. However, deposits may be required from Customers whose credit history is unacceptable or unavailable. Deposits are collected in accordance with the rules of the Commission. On deposits held thirty (30) days or more, simple interest at the rate of nine percent (9%) per annum shall be credited annually to the account of the subscriber or paid upon the return of the deposit, whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the subscriber.

2.6 Advance Payments

Recurring Charges: For Customers from whom the Company feels an advance payment is necessary, Intermedia reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges.

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INTERMEDIA COMMUNICATIONS INC.

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - RULES AND REGULATIONS, CONT.

2.6 Advance Payments, cont.

Non-Recurring Charges: Intermedia reserves the right to require pre-payment of non-recurring charges in such amount as may be deemed necessary by the Company. In addition, where special construction is involved, advance payment of the quoted construction charges may be required at the time of application for service.

2.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.8 Equipment

2.8.1 The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.

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SECTION 2 - RULES AND REGULATIONS, CONT.

1291

2.8 Equipment, cont.

1291

- 2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.8.3 Equipment the Company provides or installs at the Customer premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.
- 2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.
- 2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by customer-provided equipment.

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REGULATORY SERVICE DIV.

INTERMEDIA COMMUNICATIONS INC.

P.S.C.MO. NO. 2

LOCAL EXCHANGE SERVICES TARIFF

ORIGINAL PAGE NO. 16

SECTION 2 - RULES AND REGULATIONS, CONT.

2.8 Equipment, cont.

2.8.6 Upon reasonable notification to the customer, and at a reasonable time, the company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.

2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

2.9 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

2.10 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Intermedia. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Missouri Public Service Commission.

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SECTION 2 - RULES AND REGULATIONS, CONT.

1997

2.10 Payment for Service, cont.

Intermedia billing invoices will be **considered correct and binding** upon the Customer if no written notice or telephone call is received from the Customer within thirty (30) days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Missouri Public Service Commission for final resolution.

2.11 Billing and Payment Procedures (facilities based and resale)

2.11.1 Intermedia issues residential bills on a monthly basis with bills received by the customer on or about the same day each month.

2.11.2 Intermedia will not alter the residential billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.

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SECTION 2 - RULES AND REGULATIONS, ~~CONT.~~

2.11 Billing and Payment Procedures (facilities based and resale),
cent.

- 2.11.3 Intermedia allows residential customers ¹⁹⁹⁷ ~~owners~~ ^{Missouri Service Commission} at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri public Service Commission Rule CSR 240.33.040(3)&(4) as may be amended from time to time.
- 2.11.4 Intermedia charges 1.5 percent for delinquent past due residential balances.
- 2.11.5 Intermedia sets forth the following on residential bills:
- 2.11.5.A the number of access lines which charges are stated;
 - 2.11.5.B the beginning or ending dates of the billing period;
 - 2.11.5.C the date the bill becomes delinquent if not paid on time;
 - 2.11.5.D the unpaid balance (if any);
 - 2.11.5.E the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call;
 - 2.11.5.F an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate;
 - 2.11.5.G the total amount due;
 - 2.11.5.H if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;
 - 2.11.5.I a telephone number where inquiries may be made; and
 - 2.11.5.J. if a deposit is held by the company.

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PUBLIC UTILITY

INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

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~~CANCELS ORIGINAL PAGE NO. 19~~

SECTION 2- RULES AND REGULATIONS, CONT. ~~Service Commission~~

2.11 Billing and Payment Procedures (facilities based and resale), cont.

REC'D NOV 30 1999

2.11.6 During the first billing period in which a residential customer receives service, Intermedia provides each customer an insert or Written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted.

2.12 Late Payment Charge

Intermedia will assess a late payment charge equal to 1.5% for any past due balance that exceeds thirty days.

2.13 Cancellation by Customer

Customer may cancel service by providing 30 days written notice or telephone call to the Company.

Unless otherwise specified herein, if a Customer terminates services before the completion of a term (N) plan for any reason whatsoever other than a service interruption (as defined herein), the Customer agrees to pay to the Company termination liability charges, as defined below.

- a. any unpaid Nonrecurring Charges; plus
- b. all remaining Recurring Charges for the balance of the term. Alternately, the customer may pay remaining Recurring Charges in a lump sum, which will equal the sum of all Recurring Charges for the balance of the term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation (N)

Missouri Public
Utility Commission

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - RULES AND REGULATIONS, CONT. CONT.

1997

2.14 Interconnection

Service furnished by Intermedia may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with Intermedia's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the 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.

2.15 Refusal or Discontinuance by Company

2.15.1 Service may be discontinued for any of the following reasons:

- 2.15.1.A Nonpayment of an undisputed delinquent charge;
- 2.15.1.B Failure to post a required deposit or guarantee;
- 2.15.1.C Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;
- 2.15.1.D Failure to substantially comply with terms of a settlement agreement;
- 2.15.1.E Neglect or refusal to provide reasonable access to Intermedia or its agents for the purpose of inspection and maintenance of equipment owned by Intermedia or its agents;
- 2.15.1.F Material misrepresentation of identity in obtaining telephone utility service;

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SECTION 2 - RULES AND REGULATIONS, ~~CONT.~~

DEC 12 1997

2.15 Refusal or Discontinuance by Company, cont.

2.15.1.G Noncompliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service;

2.15.1.H Use of telephone service for any other property or purpose than that described in the application; and

2.15.1.1 Use of equipment by customer or authorized user in such a manner as to adversely affect Intermedia's equipment or service to others.

2.15.2 Notice shall be given in accordance with the rules and regulations of the Missouri Public Service Commission, including CSR 240.33.070.

2.15.3 Notwithstanding any other provision of the Commission's rules, the Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency if requested shall provide the Company with reasonable evidence of such necessity.

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - RULES AND REGULATIONS

CONT.

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2.15 Refusal or Discontinuance by Company, cont..

1997

2.15.4 Notwithstanding any other provisions of the Commission's rules, service to a customer may be discontinued at any time after written notice has been sent, certified mail, to such customer at his/her last known address and at the address where the service to be discontinued is provided if such customer:

(A) Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due; or

(B) Damages or evidences an intent to damage telephone utility equipment.

2.15.5 The notice required by Section 2.14.4 shall state how a customer has evidenced an intent not to pay charges when due or evidenced an intent to damage telephone utility equipment.

2.15.6 Whenever service is discontinued for fraudulent use of service, Intermedia may, before restoring service, require the Customer to make, at his or her 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.

2.15.7 Service may be discontinued without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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REGULATORY SERVICE

INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - RULES AND REGULATIONS, CONT.

2.16 Settlement Agreement for Residential Customers

2.16.1 When a residential customer is unable to pay a charge in full when due, Intermedia shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both Intermedia and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.

2.16.2 Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

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SECTION 2 - RULES AND REGULATIONS CONT. : 1997

2.17 Inspection, Testing, and Adjustment

MISSOURI
STATE SERVICE COMMISSION

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.18 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will obtain commission approval regarding specific promotions and contests.

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SECTION 2 - RULES AND REGULATIONS, ~~CONT.~~

2.19 Interruption of Service

Credit allowances for interruptions of service which are caused due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal.

2.20 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of past due monies due the Carrier including legal and accounting expenses incurred by the Company's use of collection agencies or use of legal action. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.21 Returned Check Charges

There may be a charge for each check returned for insufficient funds.

2.22 Service Implementation

Absent a promotional offering, service implementation charges per service order will apply to new service order or to orders to change existing service for the business services listed in Section 3.

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LOCAL EXCHANGE SERVICES TARIFF

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SECTION 2 - RULES AND REGULATIONS, CONT.

1997

2.23 Reconnection Charge

ISSUED

A reconnection fee will be charged when ~~service is restored~~ established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged.

2.24 Operator Services

- 2.24.1 Intermedia will not bill for incomplete calls where answer supervision is available. Intermedia will not bill for incomplete calls and will remove any charges for incomplete calls upon (a) subscriber notification or (b) Intermedia's knowledge.
- 2.24.2 The caller and billed party, if different from the caller, will be advised that Intermedia is the operator service provider at the time of the initial contact.
- 2.24.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- 2.24.4 Only tariffed rates approved by this Commission for Intermedia shall appear on any local exchange telephone company (LEC) billings.
- 2.24.5 Intermedia shall be listed on the LEC billing if the LEC has multi-company billing ability.
- 2.24.6 Intermedia will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.
- 2.24.7 Intermedia will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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SECTION 2 - RULES AND REGULATIONS, CONT.

1997

2.24 Operator Services, cont.

ISSUED

U.S. Service Commission

2.24.8 Upon request, Intermedia will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.

2.24.9 Intermedia will refuse operator services to traffic aggregators which block access to other companies.

2.24.10 Intermedia will assure that traffic aggregators will post and display information including: (1) that Intermedia is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

2.25 Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.26 Access to Carrier of Choice

ISSUED

End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. ICS should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.27 Directory Listings

- 2.27.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.
- 2.27.2 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 subscriber's telephone number and as an aid to the use of telephone service.
- 2.27.3 The listings of subscribers, either without charge or at the rate specified within this tariff for other listings are arranged alphabetically and are not intended for 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 the directories.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.27 Directory Listings, cont.

MISSOURI

2.27.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when in, its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.

2.27.5 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 sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.

2.27.6 Generally, the listed address is the location of the subscriber's place of business or residence.

2.27.7 Liability of the Company due to directory errors and omissions is as specified in Section 2 of this tariff.

2.27.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

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SECTION 2 - RULES AND REGULATIONS, CONT.

DEC 12 1997

2.28 Special Construction

MISSOURI

Public Service Commission

Subject to the agreement of the Company and to the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B) of a type other than that which the Company would "normally" utilize in the furnishing of its services;
- C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- D) in a quantity greater than that which the Company would normally construct;
- E) on an expedited basis;
- F) on a temporary basis until permanent facilities are available;
- G) involving abnormal costs; or
- H) in advance of its normal construction.

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SECTION 2 - RULES AND REGULATIONS, CONT.

1997

2.29 Universal Emergency Telephone Number Service (911, E911)

MISSOURI

- 2.29.1 The Company is obligated to supply the E-911 service provider in the Company's service area (the E-911 service provider) with information necessary to update the E-911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to these tariffs.
- 2.29.2 At the time the Company provides local basic service to a customer by means of its own cable pair, or over any other exclusively owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911. The Company will be obligated to provide facilities to route calls from the end users to the proper PSAP. The Company recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 2.29.3 The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity on a monthly basis pursuant to RSMO 190.310.
- 2.29.4 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

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SECTION 2 - RULES AND REGULATIONS, ~~CONT.~~

2.29 Universal Emergency Telephone Number Service ~~(911, E911)~~
cont.

DEC 12 1997

MISSOURI

Public Service Commission

2.29.5 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

2.29.6 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this tariff; the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or

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SECTION 2 - RULES AND REGULATIONS, CONT.

2.29 Universal Emergency Telephone Number Service (911, E911) cent.
MISSOURI

Public Service Commission

2.29.6 (cont.)

indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.30 Customers Rights and Responsibilities

DEC 12 1997

2.30.1 Rights and Responsibilities of Missouri Telephone Customer
Missouri Public Service Commission

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer. This information will be delivered to the customer.

2.30.2 Your Telephone Bill

You will receive a telephone bill from us each month. Intermedia Communications Inc. provides basic local and long distance services. Intermedia does not normally require deposits, although deposits may be required from customers whose credit history is unacceptable or unavailable. Intermedia reserves the right to collect advance payments for recurring and non-recurring charges. Payment in full is due within 21 days of the date of the bill. If Intermedia does not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach Intermedia by the due date.

2.30.3 Payment Arrangements

Payment must be sent to Intermedia or made to one of our Agent locations. Payment for service may be by credit card or check, or may be paid in cash at an authorized Agent location. Returned checks are subject to a charge of \$20 or 5% of the amount of the check, whichever is greater. If you are temporarily having difficulty paying your telephone bill, please call Intermedia immediately at 800-940-0011. By doing this, you may avoid having your phone service suspended or disconnected.

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SECTION 2 - RULES AND REGULATIONS, CONT.

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2.30 Customers Rights and Responsibilities, cont.

1997

2.30.4 Disconnection of Suspension of Telephone Service

Public Service Commission

Your telephone service is subject to ~~disconnection~~ or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 10 days and you will not be charged installation charges again.

- 1) Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, Intermedia will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your service.
- 2) Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
- 3) Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
- 4) Misrepresentation of the identity in obtaining telephone utility service.

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SECTION 2 - RULES AND REGULATIONS, **CONT.**

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2.30 Customers Rights and Responsibilities, **at cont.** 11: 1997

2.30.5 Reconnection of Service

MISSOURI

Public Service Commission

After local telephone service has been shut off, Intermedia will restore your service when the reason for the shutoff has been remedied. Before restoring your service, the following will be required:

- 1) Payment for all undisputed amounts must be received by Intermedia or its authorized Agent.
- 2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.
- 3) Intermedia does not normally require deposits, although deposits may be required from customers whose credit history is unacceptable or unavailable. Intermedia reserves the right to collect advance payments for recurring and non-recurring charges.

2.30.6 Procedures for Handling Inquiries and Complaints

Telephone inquiries may be directed to Intermedia at 800-940-0011. Written inquiries may be directed to Intermedia Communications Inc., 3625 Queen Palm Drive, Tampa, Florida 33619-1309.

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SECTION 2 - RULES AND REGULATIONS, **CONT. RECEIVED**

2.30 Customers Rights and Responsibilities, **cont.**

2.30.7 Filing a Complaint with the Missouri **Public Service**
Commission **MISSOURI**

Public Service Commission

If Intermedia cannot resolve your complaint; you may call the Missouri Public Service Commission, located at 301 West High Street, Room 530, Jefferson City, Missouri 65101, toll free at 800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: P.O. Box 360, Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at 301 West High Street, 2nd Floor, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.

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INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

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SECTION 3 - DESCRIPTION OF SERVICE

Missouri Public
Service Commission

3.1 Product Descriptions Generally

Intermedia will resell many of the underlying carrier's services for business and residential customers of the incumbent local exchange carriers that are eligible for resale. Intermedia will also sell services for business customers provided by its own facilities, including PBX, ISDN Primary (T) Rate Interface, Business Single Line, Key system Line, and Central Office Trunk services, as well as certain optional trunk-side and line-side business features. (T)

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

REC'D MAR 18 1999
(T)

3.1.1 Intermedia Facilities-Based Services

Intermedia will sell services for business customers provided by its own facilities, including (T) PBX, ISDN Primary Rate Interface, Business Line, Key System Line, and Central Office Trunk services, as well as certain optional trunk-side and line-side business features.

3.1.1.A Single T Private Branch Exchange Service

PBX trunks are used to connect a PBX to the Intermedia Switched Network. A standard configuration includes Local Central Office Trunks and one of the following dialing capabilities: Direct Inward Dialing (DID), Direct Outward Dialing (DOD) or Combination Trunks (DID and DOD = DIOD). Intermedia Single T PBX trunks are provided over a T-1 circuit which holds up to twenty-four (24) individual PBX trunks.

Pricing for Single T PBX trunks consists of two components; a base monthly charge; plus a charge per trunk, up to twenty-four (24) trunks per T-1. Single T PBX trunks incur a non-recurring set-up charge and require a 1 year minimum contract.

Each Single T PBX trunk includes the following features: one (1) directory number per trunk, number reservation for future growth, one (1) directory listing per trunk and hunting. Unless otherwise stated, hunting is a chargeable feature for other Intermedia offerings. For an additional charge, the customer has private listing or additional listings options. DID numbers are available in blocks of twenty (20) for an additional charge.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

REC'D SEP 13 1999 (T)

3.1.1.B ISDN Primary Rate Interface (PRI) Service

(N) (M)

ISDN Primary Rate Interface (PRI) Service is a flat-rated, local ISDN/PRI or non-ISDN T-1 connection service. PRI Service provides one-way inbound ISDN/PRI T-1 or one-way non-ISDN T-1 connections to Intermedia's switching platform. As provided by Intermedia, ISDN/PRI T-1 connections allow both analog and 56/64kbps digital inbound calls to be received by customers. Non-ISDN T-1 connections only allow analog calls to be received.

PRI is a transport technology available to customers with the capability of terminating a PRI into their Customer Premises Equipment (CPE). PRI compatible equipment may include PBX's, Hybrid KEY Systems, Automatic Call Distributors (ACD), Routers, Data/Voice Gateways and other types of equipment.

PRI Service is provided in a minimum arrangement of 23 bearer channels and one signaling channel (23B+D) when provisioned over ISDN/PRI T-1 connections or 24 DS0 channels when provisioned over non-ISDN T-1 connections.

If ISDN/PRI trunk group sizes greater than 23B+D channels are required, the PRI Service Non-Facility Associated Signaling (NFAS) arrangement must be ordered.

PRI Service is available through three types of arrangements:

(M)

- Collocated PRI -- the Customer's premises is collocated with the Company's switch.

Collocated PRI Service is terminated on a network demarcation block, installed in a customer's collocated cabinet. The customer's collocated cabinet must be in an Intermedia switch (e.g., DMS 500) collocation space.

Collocated PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface.

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Material previously located on this page now appears

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont..

REC'D SEP 13 1999(N)

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

On-Net PRI -- the Customer's premises is within a building served by the Company's facilities.

On-Net PRI Service is provisioned over Intermedia optical fiber T-1 connections. These T-1 (DS1 termination interface) connections are terminated in the customer's business location in a building served by the Company's facilities.

On-Net PRI Service does not include any optical fiber, Digital Cross-connect System (DCS) and or channel multiplexing electronics that may be additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

- Off-Net PRI -- the Customer's premises is within Intermedia's serving area, but is not collocated with the Company's switch or within a building served by the Company's facilities'. Service is provided via extended T1's using Intermedia and/or ILEC facilities.

Off-Net PRI Service does not include any optical fiber, Digital Cross connect System (DCS) and or channel multiplexing electronics that maybe additionally required by the customer to terminate this service at other than a DS1 termination interface (such as DS3 or higher).

1. Optional Arrangements

a. Virtual FX PRI Service

Virtual FX PRI Service provides the capability to allow one-way inbound calls from Intermedia Local Calling Areas that are outside of the customer's home calling area, but served by the same Company switch.

The customer must subscribe to PRI Service. Virtual FX PRI Service rates apply to each group of 24 channels in the trunk group arrangement. For the purpose of rate application, all arrangements, whether 23B+D or 24B, are considered to have 24 DS0 channels.

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'defined as Intermedia owned and managed fiber and electronics.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

REC'D SEP 13 1999 (N)

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

1. Optional Arrangements (Cont'd)

b. PRI Network Access NFAS Arrangement

Non-Facility Associated Signaling (NFAS) is an arrangement where a single D channel controls more than the 23B channels in the basic 23B+D arrangement of an ISDN/PRI T1.

NFAS allows a single D channel to control up to 385 B channels. The additional ISDN/PRI T1's are configured without D channels in a 24 B channel arrangement.

To prevent a failure of ISDN/PRI T1's, a second D channel is assigned to one other ISDN/PRI T1. This second D channel is called the "backup" D channel and will take over if the primary ISDN/PRI T1 (23B+D) fails.

ISDN/PRI T1 D channel backup capability is included with the NFAS arrangement.

C. Dial Line Service

The Dial Line is a "Plain Old Telephone Service" (POTS) line without any features. The Dial Line is only provided where the customer's premises is collocated with the Company's switch.

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

REC'D SEP 13 1999 (N)

3.1.1.B ISDN Primary Rate Interface (PRI) Service, cont.

2. Local Calling Areas

When the customer purchases PRI Service services from Intermedia, the customer must designate one of the Intermedia local calling areas as the customer's "home calling area." The Intermedia local calling areas match existing ILEC local calling areas.

When the customer is not collocated with the Company's switch, the customer's service address dictates the relevant home calling area.

When the customer collocates with a Company switch location, the customer may choose which of the local calling areas served by the Company switch will be the customer's home calling area.

The customer may only designate one local calling area as the home calling area from among the local calling areas served by the Company switch. All other local calling areas served by that switch will be considered Virtual FX calling areas with respect to the customer's designated home calling area. A Virtual FX charge applies to each PRI Service provided to the customer in a Virtual FX calling area. A Virtual FX calling area is any local calling area which, although served by the same Company switch, is not the customer's designated home calling area.

3. Rate Regulations

a. PRI Service Term

PM Service is offered on a minimum 12-month term only. Should service be discontinued in less than 12 months after installation, termination charges shall apply. A service terminated during the first 12 months will be charged at the monthly rate multiplied by the number of months left on the 12-month term.

b. Discounts

Volume discounts are available on installation and service provided herein. The volume level is determined by the total numbers of PRI's provided to the customer by the Company.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

REC'D SEP 13 1999 (T)

3.1.1.C Optional Business Features

3.1.1.C.1 Direct Inward Dial (DID) Service

DID Service is an optional feature which can be purchased in conjunction with Company-provided PBX Trunks. DID service forwards the dialed digits for all incoming calls allowing the Customer's PBX to route incoming calls directly to individual stations corresponding to each individual DID number. Charges for DID capability and DID number blocks apply in addition to charges specified for PBX Trunks. One additive charge applies for each DID-equipped PBX Trunk or channel. Customer is required to purchase at least one DID number block

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.C Optional Business Features, cont.

3.1.1.C.1 Direct Inward Dial (DID) Service, cont.

for each DID equipped trunk or trunk group, or DID-equipped channel or group. The Company reserves the right to limit the amount of DID numbers constituting a block of telephone numbers in a group. Blocks of number groups will be determined at the sole discretion of the Company's resources. In addition, the Company reserves the right to review vacant DID stations or stations not in use to determine efficient telephone number utilization. Should the Company determine, based on its own discretion, that there is inefficient number utilization, the Company may reassign the DID numbers.

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

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3.1 Product Descriptions Generally, cont.

3.1.1.D Equal Access

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Customers can access the services of other providers which utilize the Company's Access Services under the Company's Access and Interconnection Tariff. Customers may presubscribe to another provider's interLATA or intraLATA services in order to originate interLATA and intraLATA calls on a 1+ basis or to receive 800 service from such provider, or may access other providers' intraLATA and interLATA services on an ad hoc basis by dialing the provider's Carrier Identification Code. The Customer is solely liable for charges assessed by other providers for their services.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.E Unified Voice Services

Unified Voice Services are offered only in conjunction with Intermedia's long distance services. Unified Voice Service arrangements consisting of fewer than eight (8) lines or trunks, or combination thereof, per customer location are not available. Feature Packages A and B, as well as individual features, identified herein are available with Unified Voice Services.

1. Business Line Service

Business Line Service is a two-wire, two-way, analog telephone service that uses loop start signaling. Each line is assigned a unique directory number. This service can be used for single lines, multiple line service, key system lines, fax lines, or modem lines.

2. CO Trunk Service

CO Trunk Service is a two-wire, two-way, analog telephone service that uses loop start or ground start signaling. CO Trunks are used to connect the line side of the Intermedia switch to the customer's PBX, Key System, or other compatible equipment. Each trunk is assigned a unique directory number.

- 1 Lines and trunks may be combined to satisfy the 8 line/trunk requirement provided that the Customer's CPE can accommodate delivery of the line and trunk combination via a single high capacity facility.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont.

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3.1.1.F Unified Voice Optional Features

1. Feature Descriptions

PRODUCT	DESCRIPTION
Custom Calling Features	Listed separately below:
Call Waiting*	Provides a signal to let customer know when someone is trying to reach the line the customer is currently using,
Cancel Call Waiting*	Allows a customer to prevent, on a per-call basis, any incoming calls from sending call-waiting signals to his/her line. Incoming calls to the line are given normal busy treatment.
Call Forwarding	Provides the customer with the ability to reroute calls to any valid telephone number (except international numbers). The costs of the forwarded call are passed on to the customer only if the call is answered. A call can also be forwarded to a selected telephone number when the customer's line is busy or unanswered.
Call Forwarding - Busy Line	When the customer's line is busy, this service automatically routes incoming calls to Voice Mail Service or to another number, including a long distance number.
Call Forwarding - Don't Answer	Automatically routes an unanswered call after a specified number of rings. The customer specifies the number of rings when the service is ordered,
Call Forwarding - Remote Access	Permits the "Call Forwarding-Universal" customer to activate, change, or deactivate call forwarding service from any touch tone telephone.
Ring Again (Automatic Callback)	Allows the customer encountering a busy signal to be notified when the called number becomes idle, and to be placed automatically in ring-again

*Available only as part of a feature package.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont

3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT

DESCRIPTION

Blind Transfer Recall*

Enables the customer to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the line or trunk from which the call was transferred rings back the customer.

Call Park*

Allows the customer to park a call against his/her directory number. The parked call can be retrieved from any of the customer's lines or trunks by first requesting the Call Park Retrieve and then dialing the number of the telephone number against which the call was parked.

Call Hold*

Allows the customer to place one call on hold for any length of time.

Three Way Conference*

Gives the customer the ability to connect a third person to a conversation at any time, regardless of which party initiated the call.

Call Transfer

Enables the customer to exit a three-way call, leaving the other two parties in conversation.

Last Number Redial*

Enables the customer to redial his/her last called number.

Calling Name & Number Delivery

Stores and transmits the incoming name and telephone number after the first ring for display in a customer-provided display device.

Calling Number Delivery

Stores and transmits an incoming telephone number after the first ring to a customer-provided display device. (Can either be displayed on an attachment to the customer's telephone set or a Caller ID telephone.) Also stores numbers of incoming calls, with dates.

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*Available only as part of a feature package.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Services, cont

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Calling Number Delivery Blocking	Selective Blocking - allows the customer to block transmission of the originating telephone number on any outgoing call before dialing a number. Per Line Blocking - blocks transmission of the originating telephone number on any outgoing call. See Section 3.21 herein for detailed description and availability.
Distinctive Ring*	Allows the customer to assign different ring cadences for calls from within the customer group to distinguish them from those from outside the group.
Speed Calling (10 or 30 numbers)	Provides the ability to program most frequently called numbers for one- or two-digit dialing.
Station Controlled Conference Call	Allows the customer to establish a conference call consisting of up to six participants without the assistance of an attendant.
Toll Denial/Restrictions	Toll-restricted lines or trunks are either denied access to long distance or are assigned toll-diversion which routes the caller to an 'attendant' position.

*Available only as part of a feature package.

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.F Unified Voice Optional Features, cont.

1. Feature Descriptions, cont.

PRODUCT	DESCRIPTION
Directory Number Hunting	Directs inward calls to the next defined trunk or line when the called number is in use.
Call Pickup	Allows a customer to answer incoming calls to another line or trunk within the customer's defined call pickup group.
Group Intercom	A feature that enables a customer to automatically dial a member of a predesignated group by using abbreviated dialing; e.g., a customer group with 100 members can dial each other by dialing a two-digit number.
Uniform Call Distribution	A system for distribution of incoming calls on a first-in, first-out basis.

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3.1 Product Descriptions Generally, cont.

3.1.1 Intermedia Facilities-Based Service, cont.

3.1.1.F Unified Voice Optional Features, cont.

2. Feature Packages

A. Feature Package A

Feature Package A consists of the following optional features:

Call Forwarding
Call Forwarding - Don't Answer
Call Forwarding - Busy Line
Call Waiting
Call Hold
Three Way Conference
Last Number Redial
Cancel Call Waiting

B. Feature Package B

Feature Package B consists of all of the features found in
Package A, plus the following features:

Ring Again (Automatic Callback)
Blind Transfer Recall
Call Park
Distinctive Ring
Speed Calling (10 numbers)

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3.1 Product Descriptions Generally, cont.

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3.1.1 Intermedia Facilities-Based Services, cont.

3.1.1.G Single T Primary Rate Interface - Basic

(M) (T)

Single T Primary Rate Interface (PRI) - Basic Service is an ISDN-based end-to-end digital circuit that provides 23 64Kbps B and 1 64Kbps D channel over a T1 at a transmission speed of 1.472Mbps.

(T)

Customers purchase PM in a 23B+D channel configuration for a fixed monthly fee. A minutes of use charge may be applicable. Additional costs are incurred for DID numbers, additional listings, and non-published numbers. A one time set-up fee also applies. A one year contract is required and service is subject to additional charges in areas without Intermedia facilities.

For PRI applications which consist of predominantly inbound data, see Sections 3.1.1.B and/or 7.1.

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Various non-regulated services are offered with Intermedia's PRI service. These services may involve additional charges.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT., CONT.

3.1 Product Descriptions Generally, cont.

3.1.2 Intermedia Resold Services

Intermedia's Resold Services are offered for local calling using the resold services of the ILEC.

Intermedia resells business and residential lines and optional services of the ILEC.

Resold features associated with resold local exchange service will be priced according to the rates established for such features in the underlying carrier's effective intrastate tariffs. The rates for specific resold services are set forth in Section 4 - Rates.

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(T)

If a Subscriber's service changes from business service to residential service, the telephone number will normally be changed. Reference of calls will not normally be provided regardless of how long existing directories will remain in effect.

Changes from residential to business service may be made without change in telephone number, if the subscriber so desires.

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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

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3.1 Product Descriptions Generally, cont.

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Planning, Regulatory and Industry Relations
3625 Queen Palm Drive
Tampa, Florida 33619-1309

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.2 Caller ID Language

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residence of employees/volunteers, where an executive officer of the agency registers with the telephone company a need for blocking: (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (*82 on their Touch-Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their Touch-Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly, by the transmission to a Caller ID customer of a name or telephone number which the calling party of the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff.

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INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.MO.NO. 2
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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

~~Vision~~
~~Service Commission~~

33 Local Service Areas

REC'D DEC 22 1999

Intermedia Communications Inc. provides local exchange and basic local exchange telecommunications service in the following exchanges currently served by Southwestern Bell Telephone. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Intermedia concurs in Southwestern Bell's local calling scopes that apply to the specified exchanges.

3.3.1 Reserved for Future Use] (T)

3.3.2 The St. Louis Metropolitan Exchange and the exchanges in following zones: (T)

Zone 1	Zone 2	Zone 3	Zone 4
Ferguson	Bridgeton	Manchester	Harvester
Ladue	Creve Coeur	Chesterfield	
Mehlville	Flonssant	St. Charles	
Overland	Kirkwood	Fenton	
RiverView	Oakville	Valley Park	
Sappington	Spanish Lake		
Webster Groves			

3.3.3 Optional Metropolitan Calling Area (MCA) Service (T)

3.3.3.A Service Description (N)

1. Metropolitan Calling Area (MCA) Service is available in St. Louis MCA.
2. In selected exchanges, MCA service is an optional service which provides the subscriber with an optional local calling area which includes the respective Metropolitan Exchange and certain customers in other exchanges where MCA service is also available, as described in the section below.
3. In each MCA, exchanges and Metropolitan Exchange Zones are grouped into different MCA rate classifications. In the St. Louis MCA, exchanges where Optional MCA Service is available are classified as MCA-3, MCA-4, or MCA-5. (N)

~~Vision~~
~~Service Commission~~

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INTERMEDIA COMMUNICATIONS INC.
LOCAL EXCHANGE SERVICES TARIFF

P.S.C.MO.NO. 2
ORIGINAL PAGE NO. 50.1

SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

Missouri Public
Service Commission (N)

3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

REC'D DEC 22 1999

3.3.3.B Availability of Service

1. St. Louis MCA

- a. The Southwestern Bell Telephone Company MCA-3 exchanges where Optional MCA service is available are Portage Des Sioux, St. Charles, Chesterfield, Manchester, Valley Park, Fenton, Maxville and Imperial.
- b. The southwestern Bell Telephone Company MCA-4 exchanges where Optional MCA service is available are: Harvester, Pond, Eureka, High Ridge, Antonia and Herculaneum/Pevely.
- c. The Southwestern Bell Telephone Company MCA-5 exchanges where Optional MCA service is available are: Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City, and DeSoto.

3.3.3.C Calling Scope

1. Service Areas

a. St. Louis MCA

The total service area for the St. Louis MCA is comprised of the following six groups of zones and exchanges:

- I. Southwestern Bell's St. Louis Metropolitan Exchange, including the Principal Zone; the MCA-1 Zones of Ferguson Ladue, Mehlville, Overland Riverview, Sappington and Webster Groves; and the MCA-2 Zones of Bridgeton, Creve Coeur, Florissant, Kirkwood, Oakville and Spanish Lake.
- II. MCA-3 includes the following Southwestern Bell's exchanges of Portage Des Sioux St. Charles, Chesterfield, Manchester, Valley Park Fenton, Maxville and Imperial; and Orchard Farm Telephone Company's exchange of Orchard Farm.

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P.S.C.MO.NO. 2
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SECTION 3 - DESCRIPTION OF SERVICE, CONT.

3.3 Local Service Areas, cont.

Missouri Public
Service Commission (N)

3.3.3 Optional Metropolitan Calling Area (MCA) Service, cont.

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3.3.3.C Calling Scope, cont.

1. Service Areas, cont.

a. St. Louis MCA, cont.

III. MCA-4 includes the following: southwestern Bell's exchanges of Harvester, Pond, Eureka, High Ridge, Antonia and Hercuhmeum/Pevely and GTE Midwest Incorporated's (GTEs) exchanges of St. Peters, O'Fallon and Dardenne.

IV. MCA-5 includes the following: Southwestern Bell's exchanges of Gray Summit, Pacific, Cedar Hill, Ware, Hillsboro, Festus/Crystal City and DeSoto; and GTE's exchanges of Winfield, Troy, Old Monroe, Moscow Mills, Wentzville, Fonstell, NewMelle, Defiance and Augusta.

2. Optional MCA Calling Scopes

a. St. Louis MCA-3 Calling Scope

The calling scope for MCA subscribers in MCA-3 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 exchanges, and MCA subscribers in MCA-4 and MCA-5 exchanges.

b. St. Louis MCA-4 Calling Scope

The calling scope for MCA subscribers in MCA-4 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-5 exchanges.

c. St. Louis MCA-5 Calling Scope

The calling scope for MCA subscribers in MCA-5 exchanges includes all customers in the Metropolitan Exchange, all customers in MCA-3 and MCA-4 exchanges, and MCA subscribers in MCA-3 exchanges.

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