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France Telecom Corporate Solutions L.L.C.

P.S.C. MO Tariff No. 2

Original Page No. 1

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**TITLE PAGE**

**FRANCE TELECOM CORPORATE SOLUTIONS L.L.C.**

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of service for Telecommunications Services furnished by France Telecom Corporate Solutions L.L.C. ("FTCS"), with principal offices at 2300 Corporate Park Drive, Herndon, VA 20171, 866-280-3726. This Tariff applies for services furnished within the State of Missouri for business service. This Tariff is on file with the Missouri Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

All services will be provided in accordance with Commission rules and regulations.

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Issued: December 29, 2004

Effective: July 15, 2005

By: Jean-Sebastien Falisse  
Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
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**PRELIMINARY STATEMENT**

This Tariff sets forth rates and rules of France Telecom Corporate Solutions L.L.C. (the "Company") applicable to its provision of resold interexchange service within the State of Missouri.

This Tariff sets forth the service offerings, rates, terms and conditions that apply to long distance telecommunications service provided by Company to business customers within the State of Missouri. The Company does not provide residential long distance services at this time. This Tariff applies only for use of services provided by Company for communications between points within the State of Missouri.

The rates and rules contained herein are subject to change pursuant to the rules and regulations of the Commission.

**APPLICABILITY**

This Tariff applies to interexchange telephone service between points in Missouri. Such service is provided 24 hours per day, seven days per week. Service is offered using the facilities of the Company's underlying facilities-based carriers and may be offered in combination with resold services provided by other certificated carriers. Service is provided subject to the availability and economic feasibility of necessary service, equipment and facilities. Applicant operates as a "Competitive Telecommunications Company."

**AVAILABILITY**

The Company offers this service in the service areas in which it has been certified by the Missouri Public Service Commission and in which the Company has available required network facilities or is able to lease required network facilities to enable the offering of local service. Only Customers which have also subscribed to Company's interstate and international services pursuant to an agreement with the Company are eligible to apply for the service offerings contained in this Tariff. Interstate and international services are subject to the jurisdiction of the Federal Communications Commission ("FCC").

Applicant is a reseller of interexchange services. Services are offered to business customers only.

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France Telecom Corporate Solutions L.L.C.  
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**WAIVER OF RULES AND REGULATIONS**

France Telecom Corporate Solutions L.L.C. is classified as a competitive telecommunications company. Application of the following statutes and regulatory rules shall be waived:

Statutes

- 392.210.2 – Uniform System of Accounts
- 392.240.1 – Just and Reasonable Rates
- 392.270 – Valuation of Property (Ratemaking)
- 392.280 – Depreciation Accounts
- 392.290 – Issuance of Securities
- 392.300.2 – Acquisition of Stock
- 392.310 – Stock and Debt Issuance
- 392.320 – Stock Dividend Payment
- 392.340 – Reorganization(s)
- 392.330 – RSMo Supp. 1999 – Issuance of Securities, Debts and Notes

Commission Rules

- 4 CSR 240-10.020 – Depreciation Fund Income
- 4 CSR 240-30.040 – Uniform System of Accounts
- 4 CSR 240-3.550(5)(C) – Tariff Information

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**EXPLANATION OF SYMBOLS**

- (C) To signify a changed regulation.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify an increase in a rate.
- (M) To signify material relocated from or to another part of Tariff schedule with no change in text, rate, rule, or condition.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify reduction.
- (T) To signify change in wording of text but no change in rate, rule or condition.

**TARIFF FORMAT**

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new Pages are occasionally added to the Tariff. When a new Page is added between Pages already in effect, a decimal point is added. For example, a new Page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current Page version on file with the Commission. For example, the 4<sup>th</sup> revised Page 14 cancels the 3<sup>rd</sup> revised Page 14. Because of various suspension periods, deferrals, etc. the Commission follows in their Tariff approval process, the most current Page number on file with the Commission is not always the Tariff page in effect.

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**TARIFF FORMAT (CONT'D)**

- C. Paragraph Numbering Sequence - There are six levels of paragraph coding. Each level is subservient to its next higher level:
- 1.
  - 1.1
  - 1.1.1
  - 1.1.1(a)
  - 1.1.1(a)1.
  - 1.1.1(a)1.(a)
  - 1.1.1(a)1.(a)(i)
- D. Check Sheets - When a Tariff filing is made with the Commission, an updated check Page accompanies the Tariff filing. The check sheet lists the pages 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 (\*). The Tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.

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**SECTION 1 - DEFINITIONS**

**8XX Number** - A number beginning with 800, 888, 877 or 866.

**Access Line** - A communications path, provided by a person other than the Company on the customer side of the demarcation point, which connects a demarcation point to another point.

**Alternate Destination on Call Limiter** - Allows the Customer to specify the maximum number of simultaneous incoming calls allowed for a specific dialed number. As soon as the maximum number of simultaneous calls allowed is reached, calls are routed to the alternate destination predefined by the Customer. The Call Limiter can be defined per number or for a group of access numbers.

**Authorization** - The process of granting or denying access to a network resource.

**Authorization Code** - A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's Travel Service or Prepaid Calling Card network to identify the Caller and validate the Caller's authorization to use the services provided. The Customer is responsible for charges incurred through the use of his or her assigned Authorization Code.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to utilize the Carrier's service under the terms and conditions of this Tariff. The Customer remains responsible for payment of services.

**Bit** - The smallest unit of information in the binary system of notation.

**BPS** - Bits per second.

**Call** - Telephonic communication originated by a person or mechanical or electrical device from a number to another number that is answered by a person or mechanical or electrical device. The numbers may be located any distance apart within Missouri. Communication may consist of voice, data, a combination of both, or other transmission, may be by wire or wireless medium and may be for any duration of time. An attempted or incomplete Call is an unsuccessful attempt by a Customer to place a Call.

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**SECTION 1 - DEFINITIONS (CONT'D)**

**Calling Card Call** - A service whereby the Customer or Authorized User dials all of the digits necessary to route and bill a call placed from a location other than his/her residence or normal place of business. Service is accessed *via* a "1-800" or other access code dialing sequence.

**Circuit** - A communications path provided by Company between two or more demarcation points, at a transmission speed agreed to between Company and Customer.

**Channel** - A communications path between two or more points of termination. Such termination points may be located anywhere in Missouri. Communication may consist of voice, data, a combination of both, or other transmission and may be by a wire or wireless medium. Channel capacity may be any size and is typically measured in bits per second, with 1.5 megabits per second equal to one voice channel. Duration is typically of unlimited duration.

**Commission** - Missouri Public Service Commission, the regulatory agency within the State of Missouri.

**Committed Information Rate** - The Committed Information Rate ("CIR") is the amount of bandwidth that the Company agrees to make available to the Customer's Frame Relay Data Terminal Equipment through the Network enabling the transfer of data between any given Frame Relay Permanent Virtual Circuit ingress and egress points during normal network operational conditions. CIRs are provided on a per individual Data Link Channel basis.

**Company or Carrier** - FTCS unless otherwise clearly indicated by the context.

**Customer** - The person, firm or corporation which orders service and is responsible for the payment of charges, compliance with the terms and conditions of this Tariff, and compliance with the laws of the State of Missouri.

**Customer Premises** - A location occupied by Customer, or which Customer has the right to occupy, for the purposes of transmitting or receiving communications signals, and which is made available to Company for the maintenance and operation thereon or therein of a Company terminal location.

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**SECTION 1 - DEFINITIONS (CONT'D)**

**Customized Announcement** - Allows the Customer to play customized messages to callers according to pre-defined parameters such as time of day, day of week, or other routing features. The same message can be played in different languages. Once the customized announcement is read, the call is terminated.

**Dedicated** - A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

**Demarcation Point** - The point of interconnection of an Access Line or other connecting communications path or equipment provided by Customer or any person to company-provided equipment.

**Dialed Number Identification** - Dialed Number Identification is translating each public number into a specific private number, with the global VPN enables the Customer to identify the dialed number and the originating location for each call and to route the call to the appropriate operator.

**Facilities** - Cables, wires, poles, conduits and other Company equipment that is used to provide service to Customers including wire center distribution frames and central office switching equipment.

**FTCS** - France Telecom Corporate Solutions L.L.C.

**Fiber Optic Cable** - A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

**Individual Case Basis** - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer and at the Company's sole discretion.

**Initial** - The Initial Period denotes the interval of time allowed at the rate specified for a connection between given service points.

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**SECTION 1 - DEFINITIONS (CONT'D)**

**Integrated Services Digital Network** - The Integrated Services Digital Network ("ISDN") is a digital network that permits the switched interconnection of voice, data and video transmissions requiring differing capacities over common facilities.

**LATA** - A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

**Mbps** - Megabits per second, denotes millions of bits per second.

**MRC** - Monthly Recurring Charge.

**NXX** - The designation for the first three digits of a local telephone number where N represents 2-9 and X represents 0-9.

**Optimized Call Transfer** - Provides call re-direction upon customer request, with route optimization. It allows to transfer callers to other Customer sites in the most economical way, without occupying call center trunks throughout the duration of the transferred call.

**Permanent Virtual Circuit** - The Permanent Virtual Circuit ("PVC") is the logical connection from one port of a Frame Relay network to another port of the same Frame Relay network. The sizing of the PVC is determined by its CIR and its EIR.

**Port** - A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

**Premises** - The space occupied by the Customer or Authorized User in a building or buildings or contiguous property not separated by a public or quasi-public right-of-way.

**QoS** - Quality of service levels.

**Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continues for the agreed upon duration of the service.

**Remote Queuing** - Allows the queuing of calls within the network in case of busy conditions at the call center. Limited Customer PBX/ACD resources are mobilized and the lowest price is charged for the time the calls have been queued.

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**SECTION 1 - DEFINITIONS (CONT'D)**

**Residential Service** - Telecommunications services used primarily as non-business service. Residential Service is not offered by the Company at this time.

**Routing on Menu Selection** - Routing on Menu Selection allows the Customer to screen calls within the network and route them according to the caller's needs. With this service, Customer call centers can implement call qualification at the network level or provide self-service for routine transactions, as a front-end application, or for overflow traffic.

**Service** - Any means of services offered herein by the Company or any combination thereof.

**Service Order** - The written request for Company services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Tariff.

**Shared** - A facility or equipment system or subsystem which can be used simultaneously by several Customers.

**Special Facilities** - Any facilities, goods, supplies, products, equipment, fixtures or other installation specifically installed or constructed for Customer by Company pursuant to a negotiated agreement between Company and Customer.

**Subscriber** - See Customer.

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**SECTION 1 - DEFINITIONS (CONT'D)**

**Tariff** - FTCS's NY P.S.C. No. 2.

**Terminal Equipment** - Any telecommunications equipment other than the transmission or receiving equipment installed at a Company Terminal Location.

**Time-Dependant Routing** - Allows the Customer to define a routing plan depending on date and time. The parameters are time of day, day of week, and day of year. The routing plan can be defined per dialed number or per terminating call center site.

**Transmission of Touch-Tone Signaling** - Transmission of Touch-Tone Signaling allows the Customer Interactive Voice Mail to accept touch-tone signaling from inbound callers to the Customer site.

**Transmission Speed** - Transmission speed or rate, in bits per second (bps), as agreed to by Company and Customer for each circuit.

**United States** - The forty-eight states contained within the mainland United States, the District of Columbia, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam and the Commonwealth of the Northern Mariana Islands.

**Virtual Private Network** - A Virtual Private Network ("VPN") is a switched network with special services such as abbreviated dialing, which allows customers to call between offices in different area codes without dialing all digits.

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**SECTION 2 - RULES AND REGULATIONS**

**2.1 Undertaking of FTCS**

FTCS's services are furnished for interexchange communications originating and terminating within the State of Missouri under the terms of this Tariff. FTCS's services are available twenty-four (24) hours per day, seven (7) days per week.

FTCS arranges for installation, operation and maintenance of the communications services provided in this Tariff for Customers in accordance with the terms and conditions set forth under this Tariff. FTCS may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to FTCS's network.

**2.2 Use**

Services provided under this Tariff may be used by the Customer for any lawful telecommunications purpose for which the service is technically suited.

**2.2.1** Any entity which uses, appropriates or secures the use of services from FTCS other than under the terms and conditions of this Tariff shall be liable for an amount equal to the accrued and unpaid charges for services received pursuant to this Tariff, plus all applicable court costs and attorneys fees.

**2.3 Limitations of Service, Equipment or Facilities**

**2.3.1** Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff. The Company may decline applications for Service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing Service in accordance with the terms of this Tariff.

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.3 Limitations of Service, Equipment or Facilities (Cont'd)**

- 2.3.2** The Company reserves the right to discontinue or limit Service when necessitated by conditions beyond its control. Examples of these conditions are more fully set forth elsewhere in this Tariff or when Service is used in violation of the provisions of this Tariff or the law.
- 2.3.3** The Company does not undertake to generate content messages, but offers the use of its Service when available. As more fully set forth elsewhere in this Tariff, the Company shall not be liable for errors in transmission or for failure to establish connections.
- 2.3.4** The Company reserves the right to discontinue Service, limit Service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing Service, as determined by the Company in its reasonable judgment.
- 2.3.5** The furnishing of Service under this Tariff is subject to the availability on a continuing basis of all the necessary facilities and/or equipment are not available. FTCS may decline applications for service to or from a location where the necessary facilities or equipment are not available.

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)****2.3 Limitations of Service, Equipment or Facilities (Cont'd)**

- 2.3.6** FTCS reserves the right to deny service to any person or entity: (A) who, in FTCS's judgment, presents an undue risk of nonpayment, refuses to comply with the deposit requirements set forth in this Tariff, or does not pass a credit check; or (B) if FTCS believes that the person's or entity's use of the Service would violate the provisions of this Tariff or any applicable law or regulation, or if any applicable law or regulation restricts or prohibits provision of the Service to that person or entity; or (C) if FTCS determines in its sole discretion that facilities are not available to provide the Service; or (D) if FTCS determines in its sole discretion that any order for Service, letter of authorization and/or third party verification is not in conformance with any applicable law or regulation; or (E) the Service requested has been discontinued; or (F) if an order for the Service may be denied under the terms of any carrier, switched or independent sales representative agreement.
- 2.3.7** Service may be discontinued by FTCS, at any time and without notice to its Customers, by blocking traffic to or from certain cities, NXX exchanges, or individual telephone stations, by blocking call origination for FTCS's services, or by blocking calls using certain Customer Authorization Codes and/or access codes, when FTCS deems it necessary to take such action to prevent unlawful and/or unauthorized use of its services. In addition, FTCS may take any of the foregoing actions in the case of actual or anticipated non-payment for its service. In order to control fraud, FTCS may refuse to accept *Calling Card, Collect Calling, and/or Third Party calls which it reasonably believes to be unauthorized or invalid and/or may limit the use of these billing options to or from certain areas within the State of Missouri.*
- 2.3.8** FTCS reserves the right to refuse to provide service to or from any location where it has not ordered access facilities, installed network interconnections, or the necessary facilities and/or equipment are not available, acceptable, or justifiable. FTCS also reserves the right to make changes to equipment, service components, and/or network configurations as may be required.

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.3 Limitations of Service, Equipment or Facilities (Cont'd)**

**2.3.9** The provision of service will not create a partnership or joint venture between FTCS and the Customer nor result in joint service offerings to their respective authorized users.

**2.3.10 Use of Service Mark**

(a) No Customer shall use any service mark or trademark of the Company or refer to Company in connection with any product, equipment promotion, or publication of the Customer without the prior written consent of the Company.

**2.4 Location of Service**

**2.4.1** Originating Areas - areas in this state where service has been established by the Carrier.

**2.4.2** Terminating Areas - all areas of Missouri State.

**2.5 Assignment or Transfer**

All service provided under this Tariff is directly or indirectly controlled by FTCS and neither the Customer nor its Authorized Users may transfer or assign the use of service without the express prior written consent of FTCS. Such transfer or assignment shall only apply where there is no interruption of the use or location of service. All terms and conditions contained in this Tariff shall apply to all such permitted transferees or assignees.

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.6 Liability**

- 2.6.1** The liability of FTCS for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of FTCS, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, maintaining, restoring, or changing the service or facilities or equipment shall not exceed an amount equal to the charges applicable under this Tariff (calculated on a proportionate basis where appropriate) to the period during which such error, mistake, omission, interruption or delay occurs.
- 2.6.2** In no event shall FTCS or any of its affiliates be liable to Customer, its customers or any of their affiliates under this Tariff for any loss of profit or revenue or for any incidental, consequential, indirect, punitive or similar or additional damages incurred or suffered as a result of incorrect or defective transmissions, or any direct or indirect consequences thereof, while using the Services, performance, non-performance, termination, breach, or other action or inaction, on the part of FTCS, under this Tariff, even if Customer advises FTCS of the foreseeability, possibility, likelihood, probability or certainty of such loss or damage.
- 2.6.3** When the services or facilities of other entities are used separately or in conjunction with FTCS's facilities or equipment in establishing connection to points not reached by FTCS's facilities or equipment, FTCS shall not be liable for any act or omission of such other entities or their agents, servants or employees. FTCS shall not be liable for any act or omission of vendors supplying equipment to Customer nor for claims regarding the performance of such vendor supplied equipment.

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.6 Liability (Cont'd)**

**2.6.4** FTCS shall not be liable for any failure of performance hereunder if such failure is due to any cause or causes beyond its reasonable control as determined by FTCS. Such causes shall include, without limitation, acts of God, fire, explosion, vandalism, cable cut, storm or other similar occurrence, any law, order, regulation, direction, action or request of the United States government or of any other government or of any civil or military authority, national emergencies, insurrections, riots, wars, strikes, lockouts or work stoppages or other labor difficulties, supplier failures, shortages, breaches or delays, unavailability of rights-of-way or materials, or preemption of existing service to restore service in compliance with the decisions, rules, regulations and orders of the Commission or any other federal, international, state, or local governmental agency or authority.

**2.6.5** FTCS shall not be liable for interruptions, delays, errors, or defects in transmission, or for any injury whatsoever, caused by the Customer, the Customer's agents, or Authorized Users, or by facilities or equipment provided by the Customer. FTCS shall not be liable for any act or omission by any entity furnishing to the Company or to the customer facilities or equipment used for or with the services the Company offers. The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at the premises of the Company. The Company shall not be liable for the performance of said vendor or vendor's equipment.

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.6 Liability (Cont'd)**

- 2.6.6** FTCS does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous, or otherwise unsuitable for such equipment. Customers and Authorized Users indemnify and hold FTCS harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any party or persons, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the Customer, Authorized User, or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment so used.
- 2.6.7** The Company is not liable for any defacement of or damage to the premises of a Customer or end-user (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of the gross negligence or willful misconduct on the part of the agents or employees of the Company.
- 2.6.8** The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.
- 2.6.9** The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or gross negligence.

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By: Jean-Sebastien Falisse  
Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.6 Liability (Cont'd)**

- 2.6.10** The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with service.
- 2.6.11** THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- 2.6.12** The Customer and any authorized or joint users, jointly and severally, shall indemnify and hold the Company harmless from claims, loss, damage, expense (including attorney's fees and court costs), or liability for patent infringement arising from (1) combining with, or using in connection with facilities the Company furnished, facilities the Customer, authorized user, or joint user furnished, or (2) use of facilities the Company furnished in a manner the Company did not contemplate and over which the Company exercises no control and from all other claims, loss, damage, expense (including attorneys' fees and court costs), or (3) liability arising out of any commission or omission by the Customer, authorized user, or joint user in connection with the Service. In the event that any such infringing use is enjoined, the Customer, authorized user, or joint user, at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim of infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement. In addition and without limitation, the Customer, authorized user, or joint user, shall defend, on behalf of the Company and upon request by the Company, any suit brought or claim asserted against the Company for any such slander, libel, infringement, or other claims.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.6 Liability (Cont'd)**

**2.6.13** The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1" except in instances of gross negligence or intentional wrongdoing in handling an emergency call. Customer agrees to advise its users that as to Company's data services, the "9-1-1" emergency dialing does not connect to the local public safety answering point.

**2.7 Billing and Payment for Service**

**2.7.1 Application for Service**

- (a) Customers desiring to obtain Service must complete service application forms provided by Company. Company may require Customers or potential customers to provide information pertaining to their ability to pay for Service. Company may deny Service to Customers or potential customers which do not provide the requested information or who fail to meet Company's financial criteria. Only Customers which have subscribed to Company's interstate and international services pursuant to an agreement with the Company are eligible to apply for the service offerings contained in this Tariff.

**2.7.2 Cancellation of Application for Service:**

- (a) Where installation of Service has been started prior to the cancellation of an application for Service, a cancellation charge equal to the costs incurred by the Company may apply.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.7 Billing and Payment for Service (Cont'd)**

**2.7.3 Cancellation of Service:**

- (a) The Customer may have service discontinued upon thirty (30) days written notice to the Company. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the written cancellation notice is received, whichever is later. Upon early cancellation of a term agreement, the Customer agrees to pay Company for the balance due under the contract for the entire term of the agreement. Unless the Customer notifies Company at least thirty (30) days prior to the end of the initial term of the agreement, the agreement shall be automatically extended for a term equivalent to the initial term.

**2.7.4 Deposits**

The Company does not collect deposits or prepayments from Customers at this time.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)****2.7.5 Payment of Charges**

- (a) The Company shall bill on a current basis all charges incurred by and credits due to the Customer. The Customer may receive its bill in: 1) a paper format, or 2) via electronic transmission. Such bills are due upon receipt regardless of the media utilized. The Company shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associated with service usage. Adjustments for the quantities of Service established or discontinued in any billing period beyond the minimum period will be prorated to the number of days based on a 30-day month. The Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of the bill.
- (b) All bills for Service provided to the Customer by the Company are due 15 days from the bill date. If any portion of the payment is received by the Company after the payment due date as set forth above, or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, then a late payment penalty shall be due to the Company. The late payment penalty shall be a portion of the payment not received by the payment due date times a late factor. The late factor shall be 1.5% per month or 18% annually, or the highest rate allowed by law, whichever is the lesser. The late factor will be applied for the number of days from the payment due date to and including the date that the Customer actually makes the payment to the Company.
- (c) Customer shall be responsible for payment of all sales, use, gross receipts, excise, access, bypass or other local, state and Federal taxes, charges or surcharges, however designated, imposed on or based upon the provision, sale or use of the services rendered by Company. Such taxes and surcharges shall be separately stated on the Customer's bill. All charges and fees subject to the Commission's jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171



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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.7 Billing and Payment for Service (Cont'd)**

**2.7.5 Payment of Charges (Cont'd)**

- (d) When a check which has been presented to Company by a customer in payment for charges is returned by the bank, the customer shall be responsible for the payment of a Returned Check Charge of \$20.

**2.7.6 Non-Recurring Charges**

- (a) Non-recurring charges are payable when the service for which they are specified has been ordered. If an entity other than FTCS (*e.g.*, another carrier or supplier) imposes or will impose charges on FTCS in connection with an ordered service, those costs will also be charged to the Customer.

**2.7.7 Customer Overpayments**

- (a) Company will provide interest on customer overpayments that are not refunded within 30 days of the date Company receives the overpayment. An overpayment is considered to have occurred when payment in excess of the correct charges for service is made because of erroneous Company billing. The customer will be issued reimbursement for the overpayment, plus interest, or, if agreed to by the customer, credit for the amount will be provided on the next regular Company bill. The rate of interest shall be the greater of the customer deposit interest rate or Company's applicable late payment penalty.
- (b) Interest shall be paid from the date when overpayment was made, adjusted for any changes in the deposit rate or late payment rate, and compounded monthly, until the date when the overpayment is refunded. The date when overpayment is considered to have been made will be the date on which the customer's overpayment was originally recorded to the customer's account by Company.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.7 Billing and Payment for Service (Cont'd)**

**2.7.8 Disputed Bills**

- (a) *In the event that a billing dispute occurs concerning any charges billed to the Customer by the Company, the Customer may advise the Company of the claim for the disputed amount by written notice, in person, or by a telephone message. The Customer must submit all documentation as may reasonably be required to support the claim. All claims must be submitted to the Company within thirty (30) days of receipt of billing for those services. If the Customer does not submit a claim as stated above, the Customer waives all rights to filing a claim thereafter.*
- (b) Unless disputed, the invoice shall be deemed to be correct and payable in full by Customer. If the Customer is unable to resolve any dispute with the Company, then Customer may file a complaint with the Missouri Public Service Commission, 200 Madison Street, Jefferson City, MO 65102. Customer may also contact the Missouri Office of Public Counsel at 573-751-4857 or in writing to Missouri Office of Public Counsel, 200 Madison Street, 6<sup>th</sup> Floor, Jefferson City, MO 65102.
- (c) If the dispute is resolved in favor of the Customer, no interest credits or penalties will apply.

**2.7.9 Directory Assistance**

- (a) The Company does not bill for directory assistance service.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.8 Service Connections and Facilities on Customer's Premises**

- 2.8.1** All Service along the facilities between the point identified as the Company's origination point and the point identified as the Company's termination point will be furnished by the Company, its agents or contractors.
- 2.8.2** Customer shall allow Company continuous access and right-of-way to Customer's premises to the extent reasonably determined by the Company to be appropriate to the provision and maintenance of services, equipment, facilities and systems relating to this Tariff.
- 2.8.3** The Company may undertake to use reasonable efforts to make available services to a Customer, on or before a particular date subject to the provisions of and compliance by the Customer with the regulations contained in this Tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing Service to any Customer.
- 2.8.4** The Company undertakes to use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer, joint user, or authorized user may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- 2.8.5** Title to all facilities provided by Company, including Terminal Equipment, shall remain with the Company. The operating personnel and the electric power consumed by such equipment on the premises of the Customer shall be provided by and maintained at the expense of the Customer.
- 2.8.6** Equipment the Company provides or installs at the Customer's premises for use in connection with the Services the Company offers shall not be used for any purpose other than that for which the Company provided it.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.8 Service Connections and Facilities on Customer's Premises (Cont'd)**

**2.8.7** Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents imposed on Company-provided equipment and wiring by connection shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons.

**2.8.8** The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications 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:

- (a) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission of; or
- (b) the reception of signals by Customer-provided equipment.

**2.8.9** Company is solely responsible for operating Company-provided equipment. In the event that Customer attempts to operate any Company-provided equipment without first obtaining Company's written approval, in addition to any other remedies of Company for a breach by Customer of Customer's obligations hereunder, Customer shall pay Company for any damage to Company-provided equipment caused or related to Customer's improper operation of Company-provided equipment upon receipt by Customer of a Company invoice therefore. In no event shall Company be liable to Customer or any other person for interruption of the Service or for any other loss, cost or damage caused or related to Customer's improper use of Company-provided equipment.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.8 Service Connections and Facilities on Customer's Premises (Cont'd)**

**2.8.10** Customer agrees to allow Company to remove all Company-provided equipment from Customer's premises:

- (a) upon termination, interruption or suspension of the Service in connection with which the equipment was used; and
- (b) for repair, replacement or otherwise as Company may determine is necessary or desirable.

**2.8.11** At the time of such removal, such equipment shall be in the same condition as when delivered to Customer or installed on Customer's premises, normal wear and tear only excepted. Customer shall reimburse Company for the *unamortized cost of any such equipment in the event the foregoing conditions are not met.*

**2.8.12** The Customer, authorized user, or joint user is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such Company equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company provided equipment and wiring or injury to the Company's employees or to other persons. In advance, Customer will submit to Company a complete manufacturer's specification sheet for each item of equipment that is not provided by the Company and which shall be attached to the Company's facilities. The Company shall approve the use of such item(s) of equipment unless such item is technically compatible with Company's facilities. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.8 Service Connections and Facilities on Customer's Premises (Cont'd)**

**2.8.13** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Service, and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

**2.9 Interconnection**

**2.9.1** Service furnished by FTCS may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to technical limitations established by FTCS. Service furnished by FTCS is not part of a joint undertaking with such other common carriers or systems. FTCS does not undertake to provide any special facilities, equipment, or services to enable the Customer to interconnect the facilities or the equipment of FTCS with services or facilities of other common carriers or with private systems.

**2.9.2** Interconnection with the services or facilities of other common carriers shall be under the applicable terms and conditions of this Tariff and the other common carrier's Tariffs.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)****2.10 Inspection, Testing and Adjustment**

FTCS may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation or maintenance of the Customer's facilities or equipment. FTCS may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.

**2.11 Credit Allowances for Interruption of Service**

Credit allowances for interruptions of service which are not due to FTCS's inspection or testing, to the negligence of the Customer, or the failure of channels, equipment and/or communications systems provided by the Customer, are subject to the general liability provisions set forth in this Tariff.

It shall be the obligation of the Customer to notify FTCS immediately of any interruption in service for which the Customer desires a credit allowance. Before giving such notice, the 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.

For purposes of credit computation, every month shall be considered to have 30 days. The Customer shall be credited for an interruption of one day (24 hours) or more at the rate of 1/30<sup>th</sup> of the monthly charge for the services affected for each day that the interruption continues.

Credit Formula:

$$\text{Credit} = A/30 \times B$$

A = outage time in days

B = total monthly charge for affected service.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.11 Credit Allowances for Interruption of Service (Cont'd)**

No credit allowances shall be made for:

Interruptions that are caused by the negligence of the Customer or others authorized by the Customer to use the Customer's service;

Interruptions that are due to the failure of power, equipment, systems, or services not provided by FTCS;

Interruptions during any period during which FTCS or its agents are not afforded access to the premises where Access Lines associated with the Customer's service are located;

Interruptions during any period when the Customer or user has released the service to FTCS for maintenance, rearrangement, or the implementation of a Customer order;

Interruptions during any period when the Customer or user has refused to release the service for testing or repair;

Interruptions during any period when the non-completion of calls is due to network busy conditions; or

Interruptions not promptly reported to the FTCS.

**2.12 Obligations of the Customer**

**2.12.1** The Customer shall be responsible for:

- (a) The payment of all applicable charges as set forth in this Tariff.
- (b) Damage or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer, authorized user, or joint user or the non-compliance by the Customer, authorized user, or joint user with these regulations; or by fire or theft or other casualty on the premises of the Customer, authorized user, or joint user unless caused by the negligence or willful misconduct of the employees or agents of the Company.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171



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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.12 Obligations of the Customer (Cont'd)**

**2.12.1 The Customer shall be responsible for (Cont'd):**

- (c) Providing as specified from time to time by the Company any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, authorized user, or joint user and the level of power, heating and air conditioning necessary to maintain the proper environment on such premises.
- (d) Obtaining, maintaining, and otherwise having full responsibility for rights of way and conduit necessary for installation of fiber optic cable and associated equipment to provide Service to the Customer, authorized user or joint user from the cable building entrance or the property line of the land on which the structure wherein any termination point or origination point used by the Customer, authorized user or joint user is placed or located, whichever is applicable, through the point of entry into the structure, throughout the structure, to the location of the equipment space. Any and all costs associated with the obtaining and maintaining of the rights of way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for Service.
- (e) Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury to Company employees or property might result from installation or maintenance by the Company.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.12 Obligations of the Customer (Cont'd)**

**2.12.1 The Customer shall be responsible for (Cont'd):**

- (f) Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights of way for which the Customer is responsible and *obtaining permission for Company agents or employees to enter the premises of the Customer, authorized user, or joint user at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of Service as stated herein, removing the facilities or equipment of the Company.*
- (g) Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.
- (h) Keeping the Company's equipment and facilities located on the Customer's premises of rights of way obtained by the Customer free and clear of any liens or encumbrances relating to the Customer's use of the Company's services or from the locations of such equipment and facilities.
- (i) Customer provided terminal equipment on the premises of the Customer, authorized user, or joint user, the operating personnel there, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer, authorized user, or joint user. *Conformance of Customer provided station equipment with Part 68 of the FCC Rules is the responsibility of the Customer.*

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.12 Obligations of the Customer (Cont'd)**

**2.12.1 The Customer shall be responsible for (Cont'd):**

- (j) The Customer, authorized user, or joint user is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.13 Refusal or Discontinuance by the Company**

- 2.13.1** The Company, by written notice to the Customer and in accordance with applicable law, may discontinue Service or cancel an application for Service without incurring any liability when there is an unpaid balance for Service that is overdue and not disputed.
- 2.13.2** The Customer whose check or draft is returned unpaid for any reason, after two attempts at collection, shall be subject to discontinuance of Service in the same manner as provided for nonpayment of overdue charges.
- 2.13.3** The Customer shall be subject to discontinuance of Service, without notice, for any violation of any law, rule, regulation or policy of any government authority having jurisdiction over Service, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such Service, or for any violation of any of the provisions governing the furnishing of Service under this Tariff.
- 2.13.4** The Company may immediately discontinue service to any Customer, without notice, in order to protect against fraud or to otherwise protect Company personnel, agents, facilities, or services.
- 2.13.5** The Customer shall be subject to discontinuance of Service, without notice, for the Company to comply with any order or request of any governmental authority having jurisdiction.
- 2.13.6** If any Customer files for bankruptcy or reorganization or fails to discharge an involuntary petition therefor within the time permitted by law, the Company may immediately discontinue or suspend Service under this Tariff without incurring any liability.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)****2.13 Refusal or Discontinuance by the Company (Cont'd)**

- 2.13.7** Upon the Company's discontinuance of Services to the Customer, the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Tariff, may declare all future monthly and other charges which would have been payable by the Customer under this Tariff during the remainder of the minimum term for which such Services would have otherwise been provided to the Customer to be immediately due and payable.
- 2.13.8** If Service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, Service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected and the Customer pays a deposit in advance at Company's discretion. Non-recurring charges apply to restored Services.
- 2.13.9** Any notice the Company may give to a Customer shall be deemed properly given when delivered, if delivered in person, or when deposited with the U.S. Postal Service, addressed to the Customer's billing address or to such address as may be subsequently given by Customer to the Company.
- 2.13.10** Except for cancellation of Service or as otherwise provided by these rules, any notice from any Customer may be given by the Customer or any authorized representative to the Company's business office orally or by written notice mailed to the Company's business address. Cancellation of Service must be by *written notice*.

**2.14 Restoration of Service**

If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at FTCS's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.15 Schools and Libraries Discount Program**

**2.15.1 General**

The Schools and Libraries Discount Program permits eligible schools (public and private, grades Kindergarten through 12) and libraries to purchase FTCS services offered in this Tariff at a discounted rate, in accordance with the Rules adopted by the FCC in its Universal Service Order 97-157, issued May 8, 1997. The Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.500 *et. seq.*

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)****2.15 Schools and Libraries Discount Program (Cont'd)****2.15.1 General (Cont'd)**

As indicated in the Rules, the discounts will be between twenty (20) and ninety (90) percent of the pre-discount price, which is the price of services to schools and libraries prior to application of a discount. The level of discount will be based on an eligible school or library's level of economic disadvantage and by its location in either an urban or rural area. A school's level of economic disadvantage will be determined by the percentage of its students eligible for participation in the national school lunch program, and a library's level of economic disadvantage will be calculated on the basis of school lunch eligibility in the public school district in which the library is located. A non-public school may use either eligibility for the national school lunch program or other federally approved alternative measures to determine its level of economic disadvantage. To be eligible for the discount, schools and libraries will be required to comply with the terms and conditions set forth in the rules.

Discounts are available only to the extent that they are funded by the federal universal service fund. Schools and libraries may aggregate demand with other eligible entities to create a consortium.

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By: Jean-Sebastien Falisse  
Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**

**2.15 Schools and Libraries Discount Program (Cont'd)**

**2.15.2 Regulations**

- (a) Obligation of eligible schools and libraries:
  - 1. Requests for service:
    - (a) Schools and libraries and consortia shall participate in a competitive bidding process for all services eligible for discounts, in accordance with any state and local procurement rules.
      - (i) Schools and libraries and consortia shall submit requests for services to the Schools and Libraries Division, as designated by the FCC, and follow established procedures.
      - (ii) Services requested will be used for educational purposes.
      - (iii) Services will not be sold, resold or transferred in consideration for money or any other thing of value.
  - (b) Obligations of FTCS:
    - 1. FTCS will offer discounts to eligible schools and libraries on commercially available telecommunications services contained in this Tariff.
    - 2. FTCS will offer services to eligible schools, libraries and consortia at prices no higher than the lowest price it charges to similarly situated non-residential customers for similar services (lowest corresponding price).
    - 3. *In competitive bidding situations, FTCS may offer flexible pricing or rates other than in this Tariff, where specific flexible pricing arrangements are allowed.*

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By: Jean-Sebastien Falisse  
Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171



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**SECTION 2 - RULES AND REGULATIONS (CONT'D)**
**2.15 Schools and Libraries Discount Program (Cont'd)****2.15.3 Discounted Rates for Schools and Libraries**

- (a) Discounts for eligible schools and libraries and consortia shall be set as a percentage from the pre-discount price, which is the price of services to schools and libraries prior to application of a discount.
- (b) The discount rate will be applied to all commercially available telecommunications services purchased by eligible schools, libraries or consortia.
- (c) The discount rate is based on each school or library's level of economic disadvantage as determined in accordance with the FCC's Rules and by its location in either urban or rural area.
- (d) The discount matrix for eligible schools, libraries and consortia are as follows:

% Of Students Eligible For National School Lunch Program	% Of U.S. Schools	Urban Discount	Rural Discount
< 1%	3%	20%	25%
1% - 19%	31%	40%	50%
20% - 34%	19%	50%	60%
35% - 49%	15%	60%	70%
50% - 74%	16%	80%	80%
75% - 100%	16%	90%	90%

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By: Jean-Sebastien Falisse  
 Treasurer  
 France Telecom Corporate Solutions L.L.C.  
 2300 Corporate Park Drive  
 Mailstop SPO604  
 Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS**

**3.1 General**

FTCS offers intrastate interexchange telecommunications services on a resold only basis for communications originating and terminating within the State of Missouri under terms of this Tariff.

Customers are billed based on their use of FTCS's services. Charges may vary by service offering, mileage band, class of call, time of day, day of week, and/or call duration.

**3.2 Timing of Calls**

Billing for calls is based in part on the duration of the call as follows, unless otherwise specified in this Tariff:

- 3.2.1** Call timing begins when the called party answers the call (*i.e.*, when two-way communications are established). Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.
- 3.2.2** Chargeable time for calls ends when one of the parties disconnects from the call.
- 3.2.3** For billing purposes, the minimum call duration periods vary by service and are specific by product or option in subsequent sections of this Tariff.
- 3.2.4** For billing purposes, usage after the initial period varies by service and is specified by product or option in subsequent sections of this Tariff.
- 3.2.5** FTCS will not bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, FTCS will reasonably issue credit for the call.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.3 Rate Periods**

- 3.3.1** Unless otherwise specified, all usage charges are applicable twenty-four (24) hours per day, seven (7) days a week.
- 3.3.2** For services subject to holiday discounts, the following are Company-recognized national holidays, determined by the location of the calling station: New Year's Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.
- 3.3.3** Calls are billed based on the rate in effect at the time the call begins. Calls that cross rate period boundaries are billed the rate in effect at the beginning of the call for the duration of the entire call.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)****3.4 Long Distance Interexchange Services****3.4.1 Nature of Service**

Carrier offers resold long distance interexchange telephone services that allow customers to originate and terminate calls at locations within the State of Missouri. Usage charges are generally based on the distance, duration, and time of day of each call, or may be based on monthly volume of usage. The service is offered in two variations depending upon the method employed to gain access to the Company's underlying carrier's network for use of the service:

- (a) Switched Interexchange Service is offered in Feature Group D (FGD) exchanges where the Customer's local telephone lines are presubscribed by the local exchange company to the Company's Interexchange Service, such that "1+" interLATA calls are automatically routed to the Company's underlying carrier's network.
- (b) Dedicated Interexchange Service is offered to the extent facilities are available in those cases where the Company and the Customer jointly arrange for the establishment of dedicated access facilities connecting the Customer's trunk-compatible PBX or other suitable equipment to the Company's underlying carrier's POP. The Customer shall be responsible for all costs and charges associated with the dedicated access facilities.

Private line services will be made available to Customers in a non-discriminatory manner. Rates for interexchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis ("ICB"). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Commission upon request on a proprietary basis. ICB rates will not be used for switched services.

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By: Jean-Sebastien Falisse  
Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.5 Virtual Private Network Service**

**3.5.1 Nature of Services**

The Voice Virtual Private Network ("VPN") service provides the Customer the functionality and capabilities of a private network through the use of shared and/or dedicated transmission facilities. This service permits the Customer to establish a communications path between two Customer locations.

(a) On Net - On Net

The following features shall be available:

1. Private numbering plan;
2. Call Line Identification ("CLI"), in order to get the appearance of an alphanumeric message including name of the calling Customer site and the last digits of the caller's extension;
3. User access code, in order to identify, monitor and authorize the use of tolled services;
4. Intrastate toll free and toll shared services, for inbound communications to Customer call centers; and
5. Call rerouting to an alternate Customer site.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.5 Virtual Private Network Service (Cont'd)**

**3.5.1 Nature of Services (Cont'd)**

(b) Virtual On Net (VPN)

The following features shall be available:

1. Private numbering plan;
2. Call Line Identification ("CLID"), in order to get the appearance of an alphanumeric message including name of the calling Customer site and the last digits of the caller's extension;
3. User access code, in order to identify, monitor and authorize the use of tolled services;
4. Intrastate toll free and toll shared services, for inbound communications to Customer call centers;
5. Call rerouting to an alternate Customer site;
6. On Net - Off Net;
7. Off Net - On Net; and
8. Off Net - Off Net.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.6 800 Services**

**3.6.1 Nature of Services**

Carrier 800 services are inward WATS services that permit intrastate calls to a Customer call center in one location from stations in diverse geographical locations, and for which the customer is billed for the calls rather than the call's originator. In addition, Customers may also order Originating ANI Sorting, which provides the Customer with a detailed monthly analysis of the originating telephone numbers of those placing 800 calls.

(a) Routing Features:

1. Alternate Destination on Call Limiter;
2. Time-Dependent Routing;
3. Optimized Call Transfer;
4. NIVR Services;
5. Remote Queuing;
6. Customized Announcement; and
7. Routing on Menu Selection.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.6 800 Services (Cont'd)**

**3.6.1 Nature of Services (Cont'd)**

(b) Termination features:

1. Call Line Identification;
2. Dialed Number Identification; and
3. Transmission of Touch-Tone Signaling.

(c) Porting

1. Company will participate in porting toll-free numbers only if the account balance is zero and all disputed charges incurred as a result of the toll-free number have been paid.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171



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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

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**3.7 Frame Relay Services****3.7.1 Nature of Services**

Frame Relay is a public, fast-packet data network service offering which offers a cost-effective alternative to meshed private line networks. It employs a form of packet switching analogous to a streamlined version of X.25 networks. The packets are in the form of "frames," which are variable in length, with the payload being anywhere between 0 and 4,096 octets. Frame Relay supports a variety of simultaneous data applications over a single integrated facility (such as data, voice and video). Frame Relay adheres to established ITU-T frame relay standards.

Access to Frame Relay is available only over a dedicated, digital access circuit (that typically is 56/64 Kbps, DS-1 or DS-3).

Transmission of frames between the user sites is on the basis of Permanent Virtual Circuits (PVCs), which are pre-determined paths specifically defined in the Frame Relay routing logic.

The Company will provide a Frame Relay data transport service to Customer, in order to support the communications needs across customer sites. The service meets the following characteristics:

1. Compliance with international standards (ANSI Forum);
2. Access leased lines speed ranging from 64 Kbps to 2 Mbps (For higher speed, ATM can be used instead of Frame Relay (after a technical feasibility study);
3. Physical interfaces V35, X.21 and G703/704;
4. Committed Information Rate ("CIR");

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.7 Frame Relay Services (Cont'd)**

**3.7.1 Nature of Services (Cont'd)**

5. Permanent availability of the CIR;
6. Use of the LMIs (Local Management Interface) on DLCIs 0 and 1023;
7. Detection and handling of congestion issues, in compliance with ANSI T1.606 standard;
8. Bi-directional Frame Relay PVCs, with the same CIR in both directions;
9. Asymmetric PVCs;
10. Switched Virtual Circuit; and
11. End-to-end ISDN backup, which shall be activated only in the event of local loop or PVC failure.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.8 Private Line Service**

**3.8.1 Nature of Services**

Private Line Service is provided via DS-1 or DS-3 facility. The DS-1 service is a digital transmission facility of 1.544 Mbps with a capacity of up to 24 analog or digital channels. This service supports voice, analog data, digital data and video. The DS-3 service is a digital transmission facility of 44.736 Mbps with a capacity of up to 28 DS-1 channels or 672 voice, analog data, or digital data channels.

Private line services will be made available to Customers in a non-discriminatory manner. Rates for interexchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis ("ICB"). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Commission upon request on a proprietary basis. ICB rates will not be used for switched services.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 3 - SERVICE DESCRIPTIONS (CONT'D)**

**3.9 Calling Card Service**

**3.9.1 Nature of Services**

*Calling Card Service* is designed for Customers who travel or make long distance calls away from their primary service location. Access to the service is gained by dialing a toll free "800" number plus a seven or eleven digit access code plus the called number. In addition, the Company may pass through and bill Customer-initiated charges made to calling cards billed by local exchange carriers for Customers under the other carriers' names.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 4 - RATES**
**4.1 Long Distance Interexchange Services****4.1.1 Switched Interexchange Service**

## (a) Recurring Charges

## 1. IntraLATA Per Minute Rates:

Volume Commitment	Term Commitment		
	Month to Month	One Year	Two Years
10,000 + Minutes of Use	\$0.15	\$0.10	\$0.095

## 2. InterLATA Per Minute Rates:

Volume Commitment	Term Commitment		
	Month to Month	One Year	Two Years
10,000 + Minutes of Use	\$0.15	\$0.10	\$0.095

## (b) Non-Recurring Charges

## 1. Early Termination Charge

If a Customer terminates service prior to the expiration of the term of the contract, the Customer will be required to pay the early termination charge in accordance with the Customer's contract for service.

## 2. Third Party Vendor Charges

Customers may also be charged for certain charges incurred by Carrier (at the Customer's instruction) in obtaining services from third party vendors. At the earliest opportunity, the Customer will be advised of the nature of the charges and the estimated amount of the charges.

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By: Jean-Sebastien Falisse  
 Treasurer  
 France Telecom Corporate Solutions L.L.C.  
 2300 Corporate Park Drive  
 Mailstop SPO604  
 Herndon, VA 20171

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**SECTION 4 - RATES (CONT'D)**

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**4.1 Long Distance Interexchange Services (Cont'd)****4.1.1 Switched Interexchange Service (Cont'd)**

- (b) Non-Recurring Charges (Cont'd)
3. Reconnect Fee: \$50 for first two lines.

This charge applies to reconnect service after dial tone has been suspended or service has been disconnected.

**4.1.2 Dedicated Interexchange Service**

- (a) Recurring Charges

Term	Per Minute Rates
0-1 Year	ICB
2 Years	ICB
3 or more Years	ICB

- (b) Non-recurring Charges
1. Early Termination Charge

If a Customer terminates service prior to the expiration of the term of the contract, the Customer will be required to pay the early termination charge in accordance with the Customer's contract for service.

2. Third Party Vendor Charges

Customers may also be charged for certain charges incurred by Carrier (at the Customer's instruction) in obtaining services from third party vendors. At the earliest opportunity, the Customer will be advised of the nature of the charges and the estimated amount of the charges.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

**SECTION 4 - RATES (CONT'D)****4.1 Long Distance Interexchange Services (Cont'd)****4.1.2 Dedicated Interexchange Service (Cont'd)****(b) Non-recurring Charges (Cont'd)****3. Reconnect Fee: ICB**

This charge applies to reconnect service after dial tone has been suspended or service has been disconnected.

**4.2 Virtual Private Network Service****4.2.1 Recurring Charges**

- (a) The following per minute rates apply to all virtual private network switched and dedicated calls as specified below:

Service	InterLATA	IntraLATA
On-Net - On-Net	\$0.04	\$0.04
Virtual On Net	\$0.04	\$0.04
On Net - Off Net	\$0.10	\$0.10
Off Net - On Net	\$0.10	\$0.10
Off Net - Off Net	\$0.15	\$0.15

**(b) Other Recurring Charges:**

Remote Access	\$0.50 per call
Personal Codes (per account)	\$40 per month
Remote Access per 8XX	\$2 per month

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

**SECTION 4 - RATES (CONT'D)**

**4.2 Virtual Private Network Service (Cont'd)**

**4.2.2 Non-recurring Charges**

Set Up Charge	\$10,000
Switched Access Line Group charge (applies to each Company VPN location with switched access)	\$100 per location
Switched overflow	\$50

**4.3 800 Services**

**4.3.1 Recurring Charges**

(a) A monthly recurring charge applies per assigned toll-free number.  
Monthly Recurring Charge: \$12

(b) Per Minute Usage Rates:

Volume Commitment	Term Commitment		
	Month to Month	One Year	Two Years
10,000 + Minutes of Use	\$0.15	\$0.10	\$0.095

**4.3.2 Non-recurring Charges**

(a) Area Code Blocking: \$150

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171



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**SECTION 4 - RATES (CONT'D)**
**4.4 Frame Relay Services****4.4.1 Recurring and Non-recurring Charges**

<u>Port Increment in Kbps</u>	<u>Monthly Recurring Charge/Port</u>	<u>Install Charge/Port</u>	<u>Change Charge/Port</u>
64	\$190	\$150	\$150
128	\$355	\$250	\$250
192	\$395	\$250	\$250
256	\$420	\$250	\$250
320	\$580	\$250	\$250
384	\$625	\$250	\$250
448	\$720	\$250	\$250
512	\$790	\$250	\$250
576	\$890	\$250	\$250
640	\$940	\$250	\$250
704	\$970	\$250	\$250
768	\$990	\$250	\$250
832	\$1,110	\$250	\$250
896	\$1,180	\$250	\$250
960	\$1,220	\$250	\$250
1020	\$1,265	\$250	\$250
1088	\$1,330	\$250	\$250
1152	\$1,370	\$250	\$250
1216	\$1,410	\$250	\$250
1280	\$1,450	\$250	\$250
1344	\$1,500	\$250	\$250
1408	\$1,530	\$250	\$250
1472	\$1,560	\$250	\$250
1536	\$1,595	\$250	\$250
45000	\$3,190	\$500	\$500

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 Treasurer  
 France Telecom Corporate Solutions L.L.C.  
 2300 Corporate Park Drive  
 Mailstop SPO604  
 Herndon, VA 20171

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**SECTION 4 - RATES (CONT'D)****4.4 Frame Relay Services (Cont'd)****4.4.1 Recurring and Non-recurring Charges (Cont'd)****Permanent Virtual Circuits\***

<u>QoS</u>	<u>MRC per 8K Simplex of CIR</u>	<u>Install/Change Fees/PVC</u>
VFR rt	\$8	\$25
VFR nrt	\$6	\$25
UFR	\$4	\$25

**Switched Virtual Circuits\*\***

<u>QoS</u>	<u>Per megabyte (MB) of traffic under CIR</u>	<u>Per megabyte (MB) of DE traffic</u>
VFR nrt	\$0.04	\$0.03

Gateway Connection

Customer's must subscribe to access to a particular Gateway Connection on a monthly basis in capacity increments (available in n x 64 or n x 56 increments up to DS-1 capacity) equal to or in excess of the sum of all simplex CIRs on all customer PVCs connecting to such Gateway Connection ("Total Gateway CIR"). PVC charges are additional as set forth below:

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\* Charges apply to each PVC between: (1) two customer Ports; (2) Customer Port and Gateway Connection; and (3) two distinct Gateway Connections.

\*\* Metered charges are for MB of payload transmitted and accepted at ingress.

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By: Jean-Sebastien Falisse  
Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

---

**SECTION 4 - RATES (CONT'D)**
**4.4 Frame Relay Services (Cont'd)****4.4.1 Recurring and Non-recurring Charges (Cont'd)**

<u>Total Gateway CIR in Kbps</u>	<u>Recurring Charge/Port</u>	<u>Total Gateway CIR in Kbps</u>	<u>Recurring Charge/Port</u>
64	\$150	896	\$1,955
128	\$295	960	\$2,090
192	\$435	1020	\$2,220
256	\$570	1088	\$2,345
320	\$715	1152	\$2,465
384	\$855	1216	\$2,580
448	\$990	1280	\$2,725
512	\$1,120	1344	\$2,865
576	\$1,265	1408	\$3,000
640	\$1,405	1472	\$3,130
704	\$1,540	1536*	\$3,255
768	\$1,670	above 1536*	ICB
832	\$1,815		

	<u>Monthly Recurring</u>	<u>Install Fees</u>	<u>Change Fees</u>
Automatic Reconfiguration**	\$250	\$250	\$250
Authority	\$1,000	\$2,000	\$500

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\* Install Charge of \$500 applies for each DS-1 level (1536 Kbps) or fraction thereof of Total Gateway CIR.

\*\* Per disaster recovery site.

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 Treasurer  
 France Telecom Corporate Solutions L.L.C.  
 2300 Corporate Park Drive  
 Mailstop SPO604  
 Herndon, VA 20171

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**SECTION 4 - RATES (CONT'D)**

**4.5 Private Line Service**

**4.5.1 Recurring and Nonrecurring Charges**

(a) DS-1 Transport Rates

Minimum Monthly Revenue Commitment: ICB

1. Recurring

Channel Mileage - Monthly Recurring Charge per DS0 Mile: ICB

2. Non-Recurring

Installation: ICB

Cancellation prior to install: ICB

Cancellation during install, prior to acceptance: ICB

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 4 - RATES (CONT'D)**

**4.5 Private Line Service (Cont'd)**

**4.5.1 Recurring and Nonrecurring Charges (Cont'd)**

(b) DS-2 Transport Rates

Minimum Monthly Revenue Commitment: ICB

1. Recurring

Channel Mileage - Monthly Recurring Charge per DS0 Mile: ICB

2. Non-Recurring

Installation: ICB

Cancellation prior to install: ICB

Cancellation during install, prior to acceptance: ICB

(c) OC-3 Transport Rates

Minimum Monthly Revenue Commitment: ICB

1. Recurring

Channel Mileage - Monthly Recurring Charge per DS0 Mile: ICB

2. Non-Recurring

Installation: ICB

Cancellation prior to install: ICB

Cancellation during install, prior to acceptance: ICB

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
Herndon, VA 20171

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**SECTION 4 - RATES (CONT'D)**

**4.5 Private Line Service (Cont'd)**

**4.5.1 Recurring and Nonrecurring Charges (Cont'd)**

(d) OC-12 Transport Rates

Minimum Monthly Revenue Commitment: ICB

1. Recurring

Channel Mileage - Monthly Recurring Charge per DS0 Mile: ICB

2. Non-Recurring

Installation: ICB

Cancellation prior to install: ICB

Cancellation during install, prior to acceptance: ICB

(e) OC-48 Transport Rates

Minimum Monthly Revenue Commitment: ICB

1. Recurring

Channel Mileage - Monthly Recurring Charge per DS0 Mile: ICB

2. Non-Recurring

Installation: ICB

Cancellation prior to install: ICB

Cancellation during install, prior to acceptance: ICB

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
2300 Corporate Park Drive  
Mailstop SPO604  
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**SECTION 4 - RATES (CONT'D)**

**4.6 Calling Card Services**

**4.6.1 Recurring Charges**

Per minute rate: \$0.25

Monthly advanced features charge: \$5 (per feature)

Surcharge: \$0.80 per call

Monthly Account Maintenance Charge: \$.50

**4.6.2 Non-recurring Charges**

Advanced features set up charge: \$10 (per feature)

Pay Telephone Surcharge: \$.30 per each call originated from a pay telephone.

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Treasurer  
France Telecom Corporate Solutions L.L.C.  
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Mailstop SPO604  
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**SECTION 5 - SPECIAL PROMOTIONAL OFFERINGS**

**5.1 General**

From time to time FTCS shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area(s).

Promotions by Company shall go into effect on seven (7) days prior notice to the Commission.

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**SECTION 6 - CONTRACT SERVICES**

**6.1 General**

Centrex and private line services will be made available to Customers in a non-discriminatory manner. Rates for Centrex and local exchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

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**SECTION 7 - LEGISLATIVE, REGULATORY OR JUDICIAL ACTIVITY**

Notwithstanding any statement to the contrary contained in this Tariff, in the event that any regulatory agency, legislative body or court of competent jurisdiction promulgates regulations or modifies existing ones including, without limitation, regulations regarding payphone compensation, access charges and/or universal service ("Regulatory Activity"), FTCS reserves the right, at any time to: (i) pass through to the Customer all, or a portion of, any charges or surcharges directly or indirectly related to such Regulatory Activity; or (ii) modify the rates, including any rate guarantees, and/or terms and conditions contained in this Tariff to reflect the impact of such Regulatory Activity.

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**SECTION 8 - SUBSCRIBER CHARGES**

**Payphone Use Charge**

A \$.30 per call charge will apply to calls that originate from any payphone used to access FTCS services. This charge, which is in addition to standard Tariffed usage charges and any applicable surcharges associated with FTCS service, applies for the use of the instrument used to access FTCS service and is unrelated to the FTCS service accessed from the payphone. Customers will be charged the payphone use charge for each call which is placed from payphones with the exception of: (i) calls placed by inserting coins during the progress of the call; (ii) calls using Telecommunications Relay Service; or (iii) calls originated by customers with qualified speech or hearing impairments who are certified.

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