

Fidelity Cablevision, LLC
d/b/a Sparklight

P.S.C. No. 1
Section 1
5th Revised Sheet 1A
Cancels 4th Revised Sheet 1A

HOLD FOR FUTURE USE

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Issued by: Tariff Administrator
210 E. Earll Drive
Phoenix, AZ 85012

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Section No.

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WAIVER OF STATUTES

Statutes

392.210.2	Uniform System of Accounts
392.240.1	Reasonableness of Rates
392.270	Valuation of Property
392.280	Depreciation Accounts
392.290	Issuance of Securities
392.300	Acquisition of Stock and Transfer of Property
392.310	Stock and Debt Issuance
392.320	Stock Dividend Payment
392.330	Issuance of Securities, Debts and Notes
392.340	Reorganization(s)

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Fidelity Cablevision LLC
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ESTABLISHMENT AND FURNISHING OF SERVICE

A. Application for Service

Applications (requests) for new services, additional services or changes in services may be made verbally or in writing. The Company will document all necessary customer information in its computerized operational support system. Rates, terms and conditions of all regulated services are specified in this tariff and other applicable tariffs. The Company reserves the right to request payment in advance at the time of application for services accruing for the first billing period and for connection charges.

B. Telephone Numbers

The Company may change any or all numbers or the central office associated with such number when it deems it necessary in prudently conducting its business. Should it become necessary to make such a change, the Company will provide reasonable notice of the effective date and reason for the change. (T)

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C. Alterations

The subscriber agrees to notify the Company promptly when any alterations or new construction on premises owned or leased by the subscriber will necessitate changes in the Company's wiring or equipment, and the subscriber agrees to pay the Company's current charges for such changes. (T)
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ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

D. Payment for Service

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages in accordance with the provisions in this tariff. The subscriber is held responsible for all charges for telephone service rendered at the subscriber's telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed. (T)

1. Billing

The Company issues bills on a monthly basis with bills received by the customer on or about the same day each month. The bills are payable upon presentation. (T)

Customers generally are provided one copy of the regular monthly bill. Additional copies of bills no more than three years old may be provided at a charge of \$5.00 per bill copied. Failure to receive a bill does not relieve a customer of the responsibility for payment for telephone service.

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

The Company will charge \$9.50 for delinquent past-due balances. (T)(I)

The Company sets the following on bills: (T)

- a. The number of access lines for which charges are stated;
- b. The beginning or ending dates of the billing period;
- c. The date the bill becomes delinquent if not paid on time;
- d. The unpaid balance (if any);
- e. The amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call; and
- f. An itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate.

(I) Rate increase

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ESTABLISHMENT AND FURNISHING OF SERVICE (Continued)

C. Discontinuance of Service for Failure to Establish or Maintain Credit (Continued)

Twenty-four (24) hours prior to discontinuance, the Telephone Company will make a reasonable effort to contact the customer and advise the customer of the proposed discontinuance and what steps must be taken to avoid the discontinuance.

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D. Restoral of Service Charges

Where service has been discontinued for failure to maintain credit as specified above, the restoral of service charge will be made and collected by the Company.

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LOCAL EXCHANGE SERVICE

A. General

Access Lines extend between the central office of the Company and the premises of the customer. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this tariff. Applicable taxes levied by federal, state, county and local taxing authorities are in addition to the rates set forth below. (D)

Rates

B.1 All rates shown are for the period of one month. (D)

Access Lines Clever, Republic, Springfield, Creve Coeur, New Melle, Defiance, Dardenne, Ladue, Foristell, Wentzville, O’Fallon, Licking, Houston, Willow Spring, Mountain Grove, Linn, Raymondville, Marthasville (D)

Local rates for Residential and Business services in these exchanges are available at: (D)

www.cableamerica.com (N)

Access Lines All other areas: * local rates for Residential and Business services are available at: (T)

<https://www.fidelitycommunications.com>

*St. Robert, Fort Leonard Wood and Waynesville exchanges include Extended Area Service (EAS) as described in part C of this section. (D)