

Access Service

Issued December 29, 2011

Effective December 29, 2011

5. MISCELLANEOUS SERVICES

5.1. [RESERVED FOR FUTURE USE]

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5.2. SERVICE CHANGE DISPUTE

If an End User disputes a change in service, the Company will investigate the origin of the change. If the change was due to a Company error, the original service will be restored free of charge. If the change was submitted by a Customer or a third party and either the Customer or the third party is unable to produce evidence of the End User's consent then the responsible Customer or third party will be responsible for all charges and penalties associated with the unauthorized change.

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5.3. SPECIAL ASSEMBLIES AND INDIVIDUAL CASE BASIS ARRANGEMENTS

Arrangements will be developed on an Individual Case Basis (ICB) in response to a bona fide request from a Customer or prospective customer to develop a bid for any switched or special access service that the Company is technically capable of providing but which is not offered under this Service Guide (special assembly), or to develop a competitive bid for a service that the Company offers under this Service Guide (ICB). Rates quoted in response to such competitive requests may be different than those specified for such services in this Service Guide. ICB and special assembly rates will be offered to the Customer in writing and on a nondiscriminatory basis. Customers served on a non-regulated basis for services offered under this Service Guide as of the effective date hereof shall be entitled to continue their existing serving arrangements under the same terms and conditions as "special assemblies," but those terms and conditions will not necessarily be available to new Customers when the same service is available under this Service Guide. In addition, the Company may from time to time offer promotional or other special discounts to Customers who initiate service within the time contemplated by the promotional or other special discount offer.

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