

RUDDATA CORPORATION

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PADUCAH, KY 42003

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Mr. Brent Kirtley, Tariff Branch Manager
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40602-061 5

RECEIVED

JUL 03 2014

PUBLIC SERVICE
COMMISSION

July 1, 2014

RE: Withdrawal of Ruddata Corporation Kentucky Tariff No. 1 & Tariff No. 2

Dear Mr. Kirtley:

Please accept this letter and the three (3) copies attached as formal notice to the Kentucky Public Service Commission on behalf of Ruddata Corporation.

Effective July 1, 2014, Ruddata has sold all of its telecommunications assets to e-Tel/Murray, LLC. Ruddata will provide consulting services to e-Tel to facilitate a smooth transition for all customers. Ruddata will be dissolved once all contract and reporting requirements have been fulfilled.

As such, Ruddata respectfully requests immediate cancellation of its Certificate of Authority to operate as a provider of local telephone and access services in the state of Kentucky and withdrawal of Kentucky Tariff # 1 (Local Exchange) and Kentucky Tariff # 2 (Switched Access), as such tariffs are no longer required. The company requests its registration remain on file with the Commission.

The company is aware that withdrawal of its tariff does not remove any ongoing reporting obligations.

Copies of notifications mailed to customers in advance of the effective date of the sale are attached.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped-envelope.

Any questions you may have pertaining to this filing may be directed to me at (270) 442-9980 x 570 or via email to srudd@vci.net.

Thank you for your assistance.



Steve Rudd
President



Ruddata Corporation dba
VCI Internet Services and/or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Title Sheet

Effective June 1, 2009

TITLE SHEET

LOCAL EXCHANGE SERVICE TARIFF

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES APPLYING TO LOCAL EXCHANGE SERVICE WITHIN THE COMMONWEALTH OF KENTUCKY

This tariff contains the descriptions, regulations and rates applicable to the furnishing of service facilities for telecommunications services provided by Ruddata Corporation, *doing business as* VCI Internet Services and/or Vision Communications, with principal offices at 523 South 3rd St., Paducah, KY 42003. This tariff is on file with the Public Service Commission and copies may be inspected, during normal business hours, at the Company's principal place of business.

THIS TARIFF REPLACES RUDDATA CORPORATION'S PREVIOUS KENTUCKY
TARIFF NO. 1 IN ITS ENTIRETY.



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Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 1

Effective June 1, 2009

LOCAL EXCHANGE SERVICE

CHECK SHEET

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
Title	Original	21	Original
1	Original	22	Original
2	Original	23	Original
3	Original	24	Original
4	Original	25	Original
5	Original	26	Original
6	Original	27	Original
7	Original	28	Original
8	Original	29	Original
9	Original	30	Original
10	Original	31	Original
11	Original	32	Original
12	Original	33	Original
13	Original	34	Original
14	Original	35	Original
15	Original	36	Original
16	Original	37	Original
17	Original	38	Original
18	Original	39	Original
19	Original	41	Original
20	Original	42	Original



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 2

Effective June 1, 2009

LOCAL EXCHANGE SERVICE

CHECK SHEET *continued*

<u>Page</u>	<u>Revision</u>
43	Original
44	Original
45	Original
46	Original
47	Original
48	Original
49	Original
50	Original
51	Original
52	Original
53	Original
54	Original
55	Original
56	Original



LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS

CHECK SHEET	1
TABLE OF CONTENTS	3
LOCAL EXCHANGE SERVICE	6
APPLICATION OF TARIFF	6
SECTION 1 - DEFINITION OF TERMS	7
SECTION 2 - REGULATIONS	12
2.1 Undertaking of the Company	12
2.2 Prohibited Uses	21
2.3 Obligations of the Customer	21
2.4 Customer Equipment and Channels	24
2.5 Payment Arrangements	26
2.6 Allowances for Interruptions in Service	33
2.7 Cancellation of Service	35
2.8 Transfers and Assignments	36
2.9 Notices and Communications	36
2.10 Concurrences	37
2.11 General Application of Service Charges	37
2.12 Application of Line Connection Charges	37
2.13 Application of Line Change Charges	38
2.14 Application of Secondary Service Charges	39
2.15 Application of Service Call Charges	40
2.16 Service Charge Exceptions	41
2.17 Company Contact	41
2.18 Individual Case Basis (ICB) Arrangements	42
2.19 Validation of Credit	42
2.20 Waiver of Discontinuance Charge	43
2.21 Discounts	43
SECTION 3 - SERVICE DESCRIPTIONS	44
3.1 Service Elements	44
3.2 RESERVED	44
3.3 RESERVED	44
3.4 Directory Listings	45
3.5 Directory Assistance Service	47
3.6 RESERVED	47
3.7 Emergency Services	48



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 4

Effective June 1, 2009

3.8	Presubscriptions - 2 (PIC-2)	48
3.9	Requesting Specific Telephone Numbers	48
3.10	Telecommunications Relay Service (TRS)	48
3.11	Dialing Code for Telephone Relay Service (TRS)	49
3.12	Expedite Request Charge	50
3.13	Traffic Study Service	50
3.14	N11 Dialing Services	50
3.15	LATA-wide service	51
SECTION 4 – RATES		52
4.1	Kentucky Universal Service Fund (KUSF)	52
4.2	Telecommunications Relay Service/ Telecommunications Access Program	52
4.3	Payphone Surcharge	52
4.4	Network Call Forwarding (Customer Request)	52
4.5	Line Change Charges (per occurrence)	53
4.6	Expediting Charges	53
4.7	Service Calls	53
4.8	N11 Dialing Service	53
4.9	Directory Assistance	53
4.10	Unlisted Number	53
4.11	Unpublished Number	53
4.12	Multiple Numbers Per Subscriber Line	53
4.13	Business Line Rates	54
4.14	Residential Rates	55
SECTION 5 - BILLING CONTENTS		56
5.1	Company Billing Contents	56



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 5

Effective June 1, 2009

LOCAL EXCHANGE SERVICE

EXPLANATION OF SYMBOLS AND ABBREVIATIONS USED IN THIS TARIFF

The following symbols shall be used in this tariff for the purpose indicated below:

- C - To signify changed administrative regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- T - To signify a change in text but no change in rate, charge or regulation



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 6

Effective June 1, 2009

LOCAL EXCHANGE SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of communications service by the Company to Customers within the local exchange service area, defined herein.



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A
Original Page No 7
Effective June 1, 2009

LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS

Certain terms are used generally throughout this tariff are defined below:

Account Codes: Allows a User to allocate local calls to a 4-digit, non-verified account code.

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Business Service: A switched network service that provides for dialed Station communications that is described as a business or commercial rate.

Call Block: Feature which may be added to an exchange line which provides the Customer the ability to prevent incoming calls from up to six different telephone numbers. Callers on the line will hear an announcement informing them that their call has been blocked and will not be accepted by the called party.

Call Forwarding Busy Line: Automatically routes incoming calls to a designated answering point when the call line is busy.

Call Forwarding Don't Answer: Automatically routes incoming calls to be forwarded to a designated answering point when the call line does not answer within a prespecified number of rings.

Call Forwarding Variable: Enables the user to transfer incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred.

Caller ID - Basic: Enables the Customer to view on a display unit the Directory Number (DN) on incoming telephone calls.

Caller ID Deluxe: Enables the Customer to view on a display unit, the calling party Directory Name and Directory Number on incoming calls.

Distinctive Ringing: Provides a distinctive ringing pattern for calls received from up to five different telephone numbers. By dialing an access code, the user can create a screening list of up to five telephone numbers. Calls received from all five of these numbers will receive the distinctive ringing pattern.



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 8

Effective June 1, 2009

SECTION 1 - DEFINITION OF TERMS *continued*

Call Tracing: Enables the user to initiate an automatic trace of the last call received. By dialing an access code, the network will record the calling number, time it was received and time the trace was activated.

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back to the caller. Call Waiting Deluxe provides additional options for the disposition of the arriving call.

Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers.

Company: Ruddata Corporation, which is the issuer of this tariff.

Commission: Kentucky Public Service Commission.

Customer: The person, firm, corporation or other entity that orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Dial Pulse (DP): The pulse type employed by rotary Station sets.

Direct Inward Dialing (DID): A service attribute that provides and signals multiple numbers to the subscriber, allowing the subscriber to route incoming calls directly to Stations, by-passing a central answering point.

DS1: Digital Signal Level 1, a rate of 1.544 Megabits per second.

Dual Tone Multi-Frequency: The pulse type employed by tone dial Station sets. Also known as Touch-Tone.

Hunting: Allows an incoming call to be redirected from a busy line in sequential order to the next idle line in a prearranged hunting group.

Individual Case Basis: (ICB) A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.



SECTION 1 - DEFINITION OF TERMS *continued*

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 for the provision and administration of communications services.

Local Calling: A completed call or telephonic communication between a calling Station within the local service area of the calling Station.

Local Exchange Carrier: A company that furnishes exchange telephone service.

Mbps: Megabits, or millions of bits, per second.

Message Waiting: Enables the Customer to receive a stutter dial tone or other indication when there is a message waiting in their voice mail box.

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more Proprietary Business Sets.

Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

Presubscription-2 (PIC-2): An arrangement whereby a Customer may select and designate to the Company an Interexchange Carrier it wishes to access, without an access code, for completing intraLATA toll calls. The selected Interexchange Carrier is referred to as the User's Primary Interexchange Carrier (PIC-2). InterLATA Presubscription is offered pursuant to Ruddata Corp. Interstate Tariffs and/or posted Rates, Terms and Conditions.

Public Service Commission (PSC): The Kentucky Public Service Commission.

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



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 10

Effective June 1, 2009

SECTION 1 - DEFINITION OF TERMS *continued*

Repeat Dialing: Automatically redials the last number the Customer attempted to call.

Residential Service: Residence Service is that service furnished in private homes or apartments, including all parts of the subscriber's domestic establishment, domestic use and not for substantial occupation use; in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

Service Commencement Date: The Service Commencement Date shall be the date on which the service first becomes available to the Customer, rather than on the "signed date" of the term agreement.

Service Order: The written request for local services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Services: The Company's telecommunications services offered on the Company's network.

Shared Facilities: A facility or equipment system subsystem that can be used simultaneously by several Customers.

Speed Calling: Enables a User to call a 7- or 10-digit telephone number by dialing an abbreviated code. The arrangement available has an eight (8-code) capacity.

Station: Telephone equipment from or to which calls are placed.

Telecommunications Services: Long distance, local and private line data services, as defined by the Telecommunications Act of 1996..

Three Way Calling: Enables a Customer to put an existing call on hold and place a second call to be added to the connection.

Trunk: A communications path connecting two switching systems in a network, used on the establishment of an end-to-end connection.

Unlisted Number: Listings that are not printed in directories but are made available from Directory Assistance.



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 11

Effective June 1, 2009

SECTION 1 - DEFINITION OF TERMS *continued*

Unpublished Listing: Listings that are not printed in directories nor made available from Directory Assistance.

User: A Customer or any other person authorized by the Customer to use service provided under this tariff.



LOCAL EXCHANGE SERVICE

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Kentucky under the terms of this tariff.

The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services or to communicate with its own Customers.

2.1.2 Shortage of Equipment of Facilities

The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as the facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

2.1.3 Terms and Conditions

A. Except as otherwise provided herein, service is provided on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer in writing on not less than 30 days notice. Unless otherwise specified herein for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.

B. Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.

C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the Service Order, shall survive such termination.



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 13

Effective June 1, 2009

SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.3 Undertaking of the Company *continued*

D. This tariff shall be interpreted and governed by the laws of the Commonwealth of Kentucky without regard for its choice of laws provision.

E. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

F. The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section G. below.

G. The Customer agrees to return to the Company all Company-provided equipment delivered to the Customer within five (5) days of the termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the Customer's failure to comply with this provision.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.4 Liability of the Company

A. The liability of the Company for damages arising out of the furnishing of its Service, including but not limited to mistakes, omissions, interruption, delay, or errors, or of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, lost profits, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

B. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1. With respect to any other claim or suit, by a Customer or by any others, for damage associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

C. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lockouts, work stoppages, or other labor difficulties.

D. The Company shall not be liable for (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of common carriers or warehousemen.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.4 Liability of the Company *continued*

E. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

F. The Customer shall indemnify and hold the Company harmless from any and all loss, claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities or, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location, or use of installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

G. The Company shall not be liable for any defacement to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.

H. Notwithstanding the Customer's obligations as set forth in Section 2.3.1, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under this tariff, including: claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company pursuant to this tariff.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.4 Liability of the Company *continued*

I. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by Customer for the specific services giving rise to the claim, and no such action or proceeding against the Company shall be commenced more than one year after the service is rendered.

J. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

K. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services

L. The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person(s), or for any loss, damage or destruction of any property, whether owned by the Customer 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 service furnished by the Company at such location.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.4 Liability of the Company *continued*

M. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, or materials and supplies, for inter-connection of the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/ or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of proper mode, bandwidth, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel, or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

N. The Company's liability arising from errors or omissions of listings or directory assistance records is limited to the amount charged to the Customer for the listings. If the listings or service was provided at no charge to the Customer, then the Company's liability is limited to \$1.00.

O. In conjunction with a non-published telephone number, as described in Section 3.5, the Company will not be liable for failure or refusal to complete a call to such telephone when the call is not placed to number. The Company will try to prevent the disclosure of the number to such telephone, but will not be liable should such number be divulged.

P. Reserved

Q. The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.4 Liability of the Company *continued*

R. With respect to Emergency Number 911 Service:

1. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person 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 or others, caused or claimed to have been caused by: (a) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (b) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

2. The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.

3. When a Customer with a non-published telephone number as defined herein places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to any individual Customer but affect many Customers services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

2.1.6 Provisions of Equipment and Facilities

- A. The Company shall 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 a Customer.
- B. The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C. Equipment the Company provided or installed at the Customer 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 has provided.



SECTION 2 – REGULATIONS *continued*

2.1 Undertaking of the Company *continued*

2.1.6 Provisions of Equipment and Facilities *continued*

D. 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.

Beyond this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
2. the reception of signals by Customer-provided equipment; or
3. network control signaling where such signaling is performed by Customer-provided network control signaling equipment

E. When Customer orders a digital loop facility from the Company, it shall accept that facility within 10 business days after the installation thereof, or within 10 business days of a reasonable attempt by the Company to install the service. If the facility is not accepted by the Customer and/or the associated service is not activated within this time frame, Company may impose a fee to recover the cost of the idle facility.

2.1.7 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents, or contractors.

2.1.8 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in unusual locations. In such cases, charges based on cost of the labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.



SECTION 2 – REGULATIONS *continued*

2.2 Prohibited Uses

2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

2.3 Obligations of the Customer

2.3.1 The Customer shall be responsible for:

(a) the payment of all applicable charges pursuant to this tariff;

(b) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.

(c) providing at no charge, as specified from time to time by Company, Company facilities and equipment installed on the premises of the Customer, at the level of heating and air conditioning necessary to maintain the proper operating environment of such premises.

(d) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduct necessary for installation of fiber optic cable and associated equipment used to provide Local Exchange Service to the Customer from the cable building entrance or property line to the location of the equipment space. Any costs associated with obtaining and maintaining 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 any order for service;



SECTION 2 – REGULATIONS *continued*

2.3 Obligations of the Customer *continued*

2.3.1 Obligations of the Customer *continued*

(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 or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for indemnifying, monitoring, removing, and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

(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 Customer is responsible and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or

(g) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and

(h) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company the Customer. No allowances for interruptions in service will be made for the period during which services is interrupted for such purpose.



SECTION 2 – REGULATIONS *continued*

2.3 Obligations of the Customer *continued*

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys fees for:

1. any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees or either the Company or the Customer, to the extent caused by or resulting from the negligence or intentional act or omission of Customer, its employees, agents, representatives or invitees; or
2. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company or this tariff.



SECTION 2 – REGULATIONS *continued*

2.4 Customer Equipment and Channels

2.4.1 Station Equipment

- A. The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of service may be required; however, where prior to notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.
- B. The 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 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. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.



SECTION 2 – REGULATIONS *continued*

2.4 Customer Equipment and Channels *continued*

2.4.2 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Local Exchange Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B. Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections
- C. Facilities furnished under this tariff may be connected to Customer- provided terminal equipment in accordance with the provisions of this tariff.

2.4.3 Inspections

- A. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests to ensure that Customer is complying with requirements for installations, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm.
- C. The Company will, upon a request from the Customer 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.



SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Joint or Authorized Users. The Company must receive objections within 60 days after statement of account is rendered or the charges shall be deemed correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an objection may be considered, or if the Customer has in his or her possession such Company records. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Nonrecurring Charge is specific, those charges may be passed on to the Customer

2.5.2 Taxes

The rates quoted in this tariff are listed as separate line items and do not include federal excise, state, local (i.e., gross receipts, sales, county and municipal utilities taxes including but not limited to franchise fees and license fees) or other taxes. Any taxes imposed by a local jurisdiction will only be recovered from those Customers located in the affected jurisdiction.

2.5.3 Other Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, Telecommunications Relay Service, E911, Universal Service Charges, Subscriber line charges, the Carrier Line Charges (CLC), Transport Interconnection Charges, Residual Interconnection charges, and compensation to payphone service providers for the use of their payphones to access the Company's service.



SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements *continued*

2.5.4 Billing and Collection of Charges

Billing will be rendered monthly to Customer.

A. The Company shall be entitled to require an applicant or Customer to pay all its bills within a specified period of time and to make such payments in cash or the equivalent of cash.

B. All service, installation, monthly recurring, and non-recurring charges are due and payable by the due date specified on the monthly invoice and shall be considered past due if payment is not received by the due date.

C. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which such service is provided.

D. For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro-rated basis. For this purpose every month is considered to have 30 days.

E. Amounts not paid by the invoice due date will be considered past due. The Company reserves the right to charge interest on any past due amount at a monthly rate of 1 1/2%. Any payment received shall first be applied to the bill for services rendered. A late payment charge is not applicable to subsequent rebilling of any amount to which a late payment charge has already been applied or to any previously unpaid late payment charges.

F. A check return charge not to exceed \$25.00 will be assessed per check or draft written on accounts with insufficient funds or on non-existing accounts, or on returned Automatic Funds Transfer transactions.

G. "Receipt" as used herein shall be deemed completed after the expiration of five (5) days after mailing.

H. If the Company becomes concerned at any time about the ability of a Customer to pay its bills, the Company may require that the Customer pay its bills within 8 mailing days after a written notice or 5 days after personal delivery thereof and to make such payments in cash or the equivalent of cash.



SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements *continued*

2.5.4 Billing and Collection of Charges *continued*

I. If the Customer and the Company are unable to resolve a dispute over service or the bill, the Customer may file a complaint with the Kentucky Public Service Commission in accordance with the Commission's rules of procedure. The address of the Commission is as follows:

Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40602

J. In the event the Company incurs fees or expenses, including attorney's fees and/or court costs, in collecting or attempting to collect any charges owed to the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

K. Duplicate Bills

A Duplicate Bill Charge will be applied upon a Customer's request for a duplicate copy of the telephone bill. The Company will assess such charges on an individual case basis (ICB). Requests for duplicate bills may be made either verbally or in writing.

L. Special Bill Handling Fee

A \$25 special bill handling fee, plus the cost of labor and materials in excess thereof, will apply to customers who request special bill handling outside of the included monthly remittance available today.



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 29

Effective June 1, 2009

SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements *continued*

2.5.5 Disputed Bills

A. The Customer shall notify the Company of any disputed items on a bill within 60 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Service Commission in accordance with the Commission's rules of procedure.

B. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.5.6 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to two (2) month's estimated charges. The Advance Payment will be credited to the Customer's initial bill.

2.5.7 Reserved



SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements *continued*

2.5.8 Discontinuance of Service

A. The Company may discontinue service, without incurring any liability to any Customer, for violation of its rules and regulations or for nonpayment of bills after first having used due diligence to give the Customer notice of such violation or delinquency and reasonable opportunity to comply with its rules and regulations or to pay his bills. In no case shall service be actually discontinued until after at least ten (10) days written notice is given to the Customer by the Company. However, for fraudulent, careless, negligent or unlawful use of the service or where a dangerous condition is found to exist on the Customer's premises, service may be discontinued without advance notice. Such notice to be given by the Company by mailing by U.S. mail, postage prepaid to the known address of the Customer.

B. The Company may, after ten (10) days notice to the Customer, discontinue or suspend service without incurring any liability:

1. Upon violation of any of the material terms or conditions for furnishing service, the Company may, by giving ten (10) day's prior written notice to the Customer, discontinue or suspend service without incurring any liability.
2. Upon the Customer's insolvency, assignment for the benefit of creditors, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior written notice to the Customer, immediately discontinue or suspend service without incurring any liability.
3. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair.
4. If Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, past or current use of common carrier communications services or its planned use of service(s).
5. Customer has been given such written notice by the Company of any past due amount (which remains unpaid in whole or in part) for any of the Company's regulated communications services to which the Customer either subscribes or has subscribed to use; or if
6. For failure of the Customer to permit the Company reasonable access to its facilities; or if
7. Use of service in such a manner as to interfere with the services of other users,



SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements *continued*

2.5.8 Discontinuance of Service *continued*

8. Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.9 regarding deposits.
9. Upon ten (10) days after sending the Customer written notice of noncompliance if not corrected within the ten (10) day period.
- C. The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability immediately and without notice:
 1. If the Customer uses or attempts to use service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service.
 2. For use of service for unlawful purposes.
 3. If Customer uses service or equipment in such a manner as to impair or interfere with or adversely affect the services or other users, the Company may discontinue or refuse service; or if
 4. If the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services from danger.
 5. If Customer uses service for unlawful purposes or violates or fails to comply with Commission orders or regulations governing service supplied by the Company; or
 6. In the event of unauthorized use of service.
 7. For failure of the Customer to furnish permits, certificates, and/or right-of-ways, as necessary to obtain service, or in the event such permissions are withdrawn or terminated.
 8. If the Customer uses or attempts to use service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:
 - a. Using or attempting to use service by rearranging, tampering with, or making connection to the Company's service not authorized by this tariff.
 - b. Using tricks, schemes, false or invalid numbers, false credit devices, or electronic devices.



SECTION 2 – REGULATIONS *continued*

2.5 Payment Arrangements *continued*

2.5.8 Discontinuance of Service *continued*

- D. The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.
- E. Upon the Company's discontinuance of service under Section 2.5.8 all applicable charges, including termination charges shall become due. This is in addition to all other remedies that may be available to the Company at law or equity or under any other provision of this tariff.
- F. If the Company, due to nonpayment, temporarily interrupts service and payment is not received within ten (10) days following the interruption, the Company reserves the right to discontinue service. Service suspended by the Company and later restored will be subject to a reconnection fee as set forth in this tariff. Service disconnected by the Company and reinstalled will be subject to all applicable installation charges and the customer may be required to pay such charges prior to reinstallation of service.
- G. The Company reserves the right to deny service to an applicant or discontinue service to a Customer, who at the time of their application, is indebted under an undisputed bill to the Company or other telephone utility for service previously furnished such applicant or Customer or any other person residing with the applicant or Customer.



SECTION 2 – REGULATIONS *continued*

2.6 Allowances for Interruptions in Service

2.6.1 Credit for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, upon request by the Customer, a pro-rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption, whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs

If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro-rata basis against the rates specified hereunder for Local Line or Local Trunk. Only those facilities on the interrupted portion of the circuit will receive a credit.



SECTION 2 – REGULATIONS *continued*

2.6 Allowances for Interruptions in Service *continued*

2.6.2 Limitations on Allowances

No credit allowances will be made for:

- (a) interruptions due to the negligence of, or noncompliance with the provisions of this tariff by any person including, but not limited to, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;
- (b) interruptions due to the failure or malfunction of non-Company equipment;
- (c) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (d) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (e) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (f) interruptions of service due to circumstances or causes beyond the control of the Company.

2.6.3 Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative services used.



SECTION 2 – REGULATIONS *continued*

2.7 Cancellation of Service

2.7.1 Cancellation of Application for Service

- A. Unless the Company breaches its obligations, applications for service are noncancellable after 48 hours, unless the Company otherwise agrees. Where the Company permits Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B. Where prior cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C. The charges described in Section 2.7.1.B will be calculated and applied on a case-by-case basis.

2.7.2 Cancellation of Service by a Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in Section 2.5.4.B, and all costs, fees and expenses incurred in connection with:

- (a) all Nonrecurring Charges reasonably expended by the Company to establish service to Customer, plus
- (b) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- (c) all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term.



SECTION 2 – REGULATIONS *continued*

2.8 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties

- (a) to any subsidiary, parent company or affiliate of the Company;
- (b) pursuant to any sale or transfer of substantially all assets of the Company;
- (c) pursuant to any financing, merger or reorganization of the Company.

2.9 Notices and Communications

2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service which the Customer shall mail payment on that bill.

2.9.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communications, or bill with the U.S. Mail or a private delivery service prepaid and properly addressed, or when actually received or refused by Addressee, whichever occurs first.

2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.



SECTION 2 – REGULATIONS *continued*

2.10 Concurrences

The Company concurs with BellSouth's Kentucky General Subscriber Services Tariff as follows:

Rate centers and rate center boundaries as defined in the tariff.

2.11 General Application of Service Charges

2.11.1 Except as provided hereinafter, the following are subject to service charges: All classes of Basic Exchange Service, ISDN, Centrex Type Services and additional classes of service provided in this tariff.

2.11.2 Installation or other charges throughout this tariff may be applicable in addition to the charges in this section.

2.11.3 Except as provided hereinafter, all classes of local exchange services are subject to service charges.

2.12 Application of Line Connection Charges

2.12.1 The Line Connection Charge applies, per line to establishing an exchange access line or trunk. The charge includes service ordering, central office work and exchange access line work.

2.12.2 The Line Connection Charge applies for the connection of each exchange access line or trunk.



Ruddata Corporation dba
VCI Internet Services or
Vision Communications
Issued by Stephen T. Rudd, President
Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 38

Effective June 1, 2009

SECTION 2 – REGULATIONS *continued*

2.13 Application of Line Change Charges

2.13.1 The Line Change Charge applies per line to miscellaneous customer requested changes on existing service for, but not limited to, number change and suspend/restore.

2.13.2 The Line Change Charge applies:

- A. For each telephone number changed when requested by the Customer.
- B. For each line or trunk being restored after the service is temporarily denied for non-payment.
- C. For changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, or other operational changes.



SECTION 2 – REGULATIONS *continued*

2.14 Application of Secondary Service Charges

2.14.1 The Secondary Service Charge applies per customer request for the receiving, recording, and processing of customer requests to change services or add new or additional services.

2.14.2 The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.

2.14.3 The Secondary Service Charge applies for:

- (1) Adding or rearranging Customized Code Restrictions;
- (2) Adding or rearranging Remote Call Forwarding;
- (3) Adding or rearranging Customer requested directory listing changes;
- (4) Adding or rearranging other features or services for which the Line Connection Charge and Line Change Charge are not applicable;
- (5) Transfers of responsibility;
- (6) Changing from residential to business service and vice versa. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge. The business charge applies when changing to business service and the residential charge applies when changing to residential service.
- (7) Rearrangement of drop wire, protector, and/or network interface. Service Call charges may also apply.
- (8) When requested by the Customer, installing a network interface jack on existing service. In addition to Service Call charges, a charge for the network interface may apply.
- (9) Installing a station line or changing a station number.



SECTION 2 – REGULATIONS *continued*

2.15 Application of Service Call Charges

- 2.15.1 The Service Call Charge is a nonrecurring charge based on the labor time and miscellaneous materials required to perform work on the customer's premises.
- 2.15.2 The appropriate Line Connection Charge, Line Change Charge, or Secondary Service Charge may apply in addition to the Service Call Charge.
- 2.15.3 Service Call Charges apply per Customer request, per Company employee performing billable work on the Customer's premises. Charges are billed per Customer request except when the Customer specifically requests more employees than the Company would normally dispatch. When additional employees are specifically requested by the Customer, the Service Call Charge will also apply per additional Company employee requested.
- 2.15.4 Service Call Charges apply for, but are not limited to, line testing when no trouble is found on network side; establishment of service; adding and/or rearranging of network interface device.
- 2.15.5 Service Call Charges apply for, but are not limited to, installation, maintenance, or replacement of network interface jacks during installation of line or at Customer's request for an existing service.
- 2.15.6 Residential Customers with PBX, Centrex-type Services or key equipment are subject to applicable business charges.
- 2.15.7 Charges for Service Calls will apply if the Company dispatches a service technician pursuant to the Customer's request and it is determined that no trouble exists.



SECTION 2 – REGULATIONS *continued*

2.16 Service Charge Exceptions

2.16.1 Service Charges do not apply for:

- (1) Changing from a private or semi-private listing to a listed number.
- (2) Changing the primary listing of a residential Customer to the name of the remaining spouse in the event of death or divorce of the spouse currently listed.
- (3) Changes from one flat, measured or message rate basic local service to another.
- (4) The move from a premises which has been destroyed or made untenable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established to the new/temporary location or for the move back into the original location.
- (5) Changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
- (6) Requests for full or partial disconnection.

2.16.2 In accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the promotional order. Charges for Line Connection, Line Change, or Service Call will apply, if applicable, for additional service.

2.16.3 In accordance with the Service Charge waivers listed in 2.16.1 above, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.

2.17 Company Contact

The Company's contact for complaints is Sandy Bradford, 523 South 3rd St., Paducah KY 42003, telephone (800) 755-1239.



SECTION 2 – REGULATIONS *continued*

2.18 Individual Case Basis (ICB) Arrangements

Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to request by Customers to the Company, for proposals or for competitive bids. Service offered under this tariff provision will be provided to the Customer pursuant to contract and subject to the Commission's rules and regulations. ICB contracts and cost supporting information will be filed with the Commission as required. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and prices in other sections of this tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

2.19 Validation of Credit

The Company reserves the right to validate the credit worthiness of Subscribers through available credit verification procedures. Credit shall be deemed established if: The applicant demonstrates that he is a satisfactory credit risk by appropriate means including, but not limited to, the production of substantive references which may be quickly and inexpensively checked by the Company; The applicant has been a Customer of the Company for a similar type of service within a period of twenty-four consecutive billings preceding the date of application and during the last twelve consecutive billings for that prior service has not had service discontinued for non-payment of bill or had more than one occasion in which a bill was not paid within the period prescribed by the reasonable regulations of the Company on file with the Commission; provided, that the average periodic bill for such previous service was equal to at least fifty per centum of that estimated for the new service; and provided further, that the credit of the applicant is unimpaired.

An applicant for service who previously has been a Customer of the Company and whose service has been discontinued by the Company during the last twelve billings of that prior service because of nonpayment of bills, may be required to reestablish credit, except that an applicant for residential service shall not be denied service for failure to pay such bills for classes of nonresidential service.



SECTION 2 – REGULATIONS *continued*

2.20 Waiver of Discontinuance Charge

To qualify for a waiver of the Discontinuance Charge, the Customer must request and specify, prior to service installation, under which of the following circumstances the waiver would be sought:

1. When a customer, whether single or multi-location, closes its entire business and all business locations and cancels service;
2. When a customer files for insolvency and liquidation and cancels service. If a customer maintains Company's service under other versions, such as Chapter 11 reorganization or Chapter 13, the customer will not qualify for this waiver;
3. When a customer with multiple locations closes a location due to economic conditions;
4. When a customer with multiple locations closes a location due to a physical move and the Company is unable to provide 100% of the service at the new location as was utilized at the original location;
5. When the customer is being acquired and ownership is changing. In this instance, the original customer will receive a waiver of Discontinuance Charges except in the event the agreement for service is assigned to customer's acquirer or new ownership.

The Customer must notify the Company in writing a minimum of 60 days in advance of disconnection or termination of service under any of the above conditions. This waiver is not applicable to, and Customer will continue to be responsible for, any previously waived installation charges.

2.21 Discounts

The Company in its sole discretion may determine the method for calculating any discounts or incentives applicable to the Customer's account.



LOCAL EXCHANGE SERVICE

SECTION 3 - SERVICE DESCRIPTIONS

3.1 Service Elements

3.1.1 Timing of Local Exchange Calls

Unless otherwise indicated, all calls are timed in six second increments and all calls which are fractions of a minute are rounded up to next six second increment. The minimum billed duration of a call is 0.2 minutes (12 seconds).

Call timing begins when a connection is established between the calling telephone and the called telephone station.

Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

3.1.2 Computation of Charges

For the computation of charges, the duration of each call is multiplied by the applicable rate and if the computed charge for any individual call results in a fraction of a cent, the fraction is then rounded up to the next whole cent on a per call basis. For example, a service may provide that each call will be charged a minimum of 12 seconds and thereafter timed in 6-second increments; therefore, under this example, a 10-second call will be rounded up to 12 seconds (0.2 minutes). If, after multiplying the billing increment by the applicable rate, the computed charge for an individual call results in a fraction of a cent, the fraction is rounded up to the next whole cent (for example, \$1.523 would round up to \$1.53). Once the charge for each call is computed as described above, the calls are summed on the Customer's invoice.

3.2 RESERVED

3.3 RESERVED



SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.4 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant local exchange carrier provided on the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station Numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

- 3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 3.4.2 The Company may refuse a listing which contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.3 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identify of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules and respect thereto.
- 3.4.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.



SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.4 Directory Listings *continued*

3.4.5 Directory listings are provided in connection with each Customer service as specified herein.

- A. Main Listing: The main listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
- B. Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein.
- C. Non-published Listings: Listings neither printed in directories nor available from Directory Assistance.

A Non-published Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the liability provisions set forth in Section 2.1.4.
- D. Non-listed Numbers: A Non-listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party.
- E. Foreign Listings: Where available, a listing in a directory which is not in the Customer's immediate calling area
- F. Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.
- G. Reference Listings: A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone.



SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.5 Directory Assistance Service

3.5.1 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

(A) Each call to Directory Assistance will be charged as follows:

Per Call See Rate Schedule in Section 4.

(B) A credit will be given for calls to Directory Assistance as follows:

The Customer experiences poor transmission or is cut-off during the call; or

The Customer is given an incorrect telephone number. To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

(C) Customers who have applied for and received Company certification as having a hearing, speech, or physical impairment that restricts their ability to use a printed directory will be allowed up to 50 directory assistance calls per month at no charge. Additional calls will be charged at the per call rate in Section 4. Applications for the Directory Assistance Disability Exemption must be accompanied by confirmation of the disability in writing on official letterhead of the physician, clinic, or group/agency verifying the disability.

This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal.

3.6 RESERVED



SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.7 Emergency Services

Both Basic and Enhanced 911 (E911) allow Customers to reach appropriate emergency services including police, fire and medical services. Subject to availability, Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service serving the caller's jurisdiction. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for the display at the Public Service Answering Point (PSAP).

3.8 Presubscriptions - 2 (PIC-2)

PIC-2 allows Customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. This can be a different carrier from the presubscribed interLATA selection. The Company reserves the right to waive a PIC charge.

3.9 Requesting Specific Telephone Numbers

At the request of the Customer, the Company may assign a telephone number with the last three or four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2. Pricing is on an Individual Case Basis.

3.10 Telecommunications Relay Service (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider(s) to complete such calls.



SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.11 Dialing Code for Telephone Relay Service (TRS)

711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 the FCC assigned 711 dialing code for nationwide access to TRS entities.

711 is available from the Company to the Company's customers. This service is subject to the availability of the 711 dialing code.

711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.). Access to 711 is not available to the following classes of service:

- Hotel/Motel/Hospital Service (toll call only)
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101 XXXX
- Cellular - Type 2A interconnection

The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.

Requests for 711 Dialing Code must be submitted in writing to the Kentucky Public Service Commission, for the assignment of the 711 code, as specified per Kentucky Public Service Commission.

The Company will provision the TRS entity's request within a reasonable time, given the complexity of the order. If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.



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Issued May 29, 2009

KY PSC Tariff 1-A

Original Page No 50

Effective June 1, 2009

SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.12 Expedite Request Charge

Upon customer request, the Company will perform the work required to determine if a due date for a service installation (i.e., a new service installation, or a move, or physical rearrangement of an existing service) can be provided that is in advance of the Company's standard installation interval for such service. Such requests shall be referred to as Expedite Requests. All such requests shall incur and the customer will be required to bear the cost of an Expedite Request Charge whether or not the Company can meet the expedited due date desired by the customer. The Expedite Request Charge is in addition to all other applicable nonrecurring charges and applies on a per occurrence basis per service order.

3.13 Traffic Study Service

When requested by the customer, the Company will conduct a traffic study to determine calling patterns and call demographics associated with the customer's Telephone system. Pricing is on an Individual Case Basis.

3.14 N11 Dialing Services

N11 Dialing Services are three digit local dialing arrangements available in specified areas, with the Company for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the N11 codes are assigned for access to community information and referral services. In addition, the N11 subscriber must comply with any orders and rules pertaining to N11, adopted by the FCC in rulemaking proceeding CC Docket 92-105.



SECTION 3 - SERVICE DESCRIPTIONS *continued*

3.14 N11 Dialing Services *continued*

3.14.1 Application of Charges

- A. A Service Establishment charge shall apply per basic local calling area.
- B. N11 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the N11 subscriber's designated premises.
- C. Applicable service order charges as specified in Section 4 will apply, in addition to the rates found in section 4 of this tariff.
- D. A Central Office Activation charge will apply per central office switch translated to the lead number.
- E. A charge will apply to changes to the point-to number at the subscriber's request, per N11 Dialing Service, per central office switch within the basic calling area.

3.15 LATA-wide service

This service provides calling to telephone numbers within the same Local Access and Transport Area as the Customer at no additional charge. This service applies to calls to BellSouth Telecommunications exchanges and to wireless carriers. The Company may impose additional fees and/or caps on included usage on calls to other local exchange carriers outside of such carriers' local calling areas.



LOCAL EXCHANGE SERVICE

SECTION 4 – RATES

4.1 Kentucky Universal Service Fund (KUSF)

In order to support the funding of Lifeline service to low income consumers, the Company will collect a monthly Kentucky LifeLine Support charge from its Customers for each local line provided by the Company. The charge per line will be applied at the rate of \$0.08 per month.

4.2 Telecommunications Relay Service/ Telecommunications Access Program

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

The current charge for the TRS/TAP Surcharge is \$0.04 per line per month.

4.3 Payphone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan that became effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. This rate may be revised from time to time but shall not exceed the FCC's authorized pay phone owner compensation.


Rate per Call \$0.30

4.4 Network Call Forwarding (Customer Request)

Charge applies when Customer initiates a request to the Company to call forward his telephone numbers when the Customer loses the ability to utilize the Company's service for any reason other than Company service outage. Charge does not apply when the Customer utilizes remote call forwarding without contacting the Company. Usage charges will apply to calls forwarded to toll-free and/or long distance telephone numbers.

Non-recurring Charge \$15.00

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6/1/2009
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SECTION 9 (1)

By 
Executive Director

SECTION 4 – RATES *continued*

4.5	Line Change Charges (per occurrence)	\$25.00
4.6	Expediting Charges	
	Simple Order	\$ 25.00
	Complex Order	ICB
4.7	Service Calls	
	Service Calls (Billed per visit/1 hour minimum)	
	Per Customer Premises Visit - per technician	\$75.00/hour
	Each additional 30-minute increment after minimum is met -Per technician	\$50.00
4.8	N11 Dialing Service	
	All prices are on an Individual Case Basis (ICB)	
4.9	Directory Assistance	
	Per directory assistance call	\$1.00
4.10	Unlisted Number	\$3.00
4.11	Unpublished Number	\$5.50
4.12	Multiple Numbers Per Subscriber Line	
	per additional number	\$3.00



SECTION 4 – RATES *continued*

4.13 Business Line Rates

4.13.1. Analog Line

	<u>Non-Recurring</u>	<u>Monthly</u>
(A) Installation charges		
Service Ordering	\$15	
Line Connection	\$25	
Premise Visit	\$35	
Secondary Service Charge	ICB	

(B) Charges applicable to specific services

Analog Service Rates		
Single-line flat rate		\$45.00

Features included upon request at no additional charge:

Call Waiting Deluxe	Caller Id Deluxe
Call Forwarding	Call Return
Call Block	3-Way Calling
Anonymous Call Rejection	Call Tracing
8 Code Speed Dialing	

4.13.2 Digital service rates	<u>Non-recurring</u>	<u>Monthly</u>
ISDN Primary Rate Interface – flat rate for carrier	\$1,000	\$400
ISDN Primary Rate Interface - Per channel	0	\$10
DID Station Numbers - Each Group of 20	0	\$4



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KY PSC Tariff 1-A

Original Page No 55

Effective June 1, 2009

SECTION 4 – RATES *continued*

4.14 Residential Rates

	<u>Non-Recurring</u>	<u>Monthly</u>
(A) Installation charges		
Service Ordering	\$15	
Line Connection	\$25	
Premise Visit	\$35	
Secondary Service Charge	ICB	
(B) Charges applicable to specific services		
Analog Service Rates		
Single-line flat rate		\$45.00
Features included upon request at no additional charge:		
Call Waiting Deluxe	Caller Id Deluxe	
Call Forwarding	Call Return	
Call Block	3-Way Calling	
Anonymous Call Rejection	Call Tracing	
8 Code Speed Dialing		



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KY PSC Tariff 1-A

Original Page No 56

Effective June 1, 2009

LOCAL EXCHANGE SERVICE

SECTION 5 - BILLING CONTENTS

The Company includes the following details regarding bill content in compliance with 807 KAR 5:006 Section 6(3). All bill formats will include the name of the Company and a toll free telephone number for Customer inquiries.

5.1 Company Billing Contents

The Company's customer bills contain the following information:

- Name and address of Company
- Address for Correspondence
- Address for Remittance
- Customer Service/Billing Inquiry Toll Free Telephone Number
- Name and address of Customer
- Account Number
- Bill Date
- Due Date
- All Account Numbers
- All Telephone Numbers
- Detail of Charges
- Summary of Charges
- Customer Notification Information, when necessary
- Call Type Key

