UniDial Telecommunications LLC

Issued By:

TARI): F APPLICABLE TO

INTEREXCHANGE RESELLER SERVICES

WITHIN THE COMMONWEALTH OF KENTUCKY

PROVIDED BY

UNIDIAL TEL ECOMMUNICATIONS LLC

210 South Street, Boston, Massachusetts 02111

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

JUL 02 1999

PURSUANT TO 807 KAR 5.011, SECTION 9 (1) BY: Stephan Buy SECRETARY OF THE COMMISSION

Title: Vice President

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of telecommunications services provided by UniDial Telecommunications LLC ("UniDial Telecommunications") within the Commonwealth of Kentucky. This tariff is on file with the Public Service Commission of Kentucky ("Commission"). Copies may be inspected during normal business hours at the Company's principal place of business: 210 South Street, Boston, Massachusetts 02111.

Date of Issue:	June 29, 1999	Date Effective:	July 2, 1999

CHECK SHEET

The Title Sheet and Sheets 1 through 26 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s).

UniDial Telecommunic	
Kevin Estes	.
Issued By:	Title: Vice President
Date of Issue: June 29, 1999	Date Effective: July 2, 1999
* Indicates tariff sheets submitted with this filing.	SECRETARY OF THE COUNTY
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niDial Telecommunications LLC
210 South Street
Boston, Massachusetts 02111

617.728.3050

First Revised Sheet No. 2 Cancels Original Sheet No. 2

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PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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PURSUANT TO 807 KAR 5:011, SECTION 9 (1) BY: Skephan Bu

Date of Issue: June 29, 1999

Date Effective: July 2, 18999

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Title: Vice President

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CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

EXPLANATION OF SYMBOLS AND ABBREVIATIONS

(C) To signify changed condition or regulation

(D) To signify deleted or discontinued rate, regulation or condition

(I) To signify a change resulting in an increase to a customer's bill

(N) To signify a new rate, regulation condition or sheet

(R) To signify a change resulting in a reduction to a customer's bill

(T) To signify a change in text but no change to rate or charge

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PURSUANT TO 807 KAR 5:011, SECTION 9 (1)

BY: Stephand But 1999

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Date of Issue: June 29, 1999

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Title: Vice President

TARIFF FORMAT

- A. Sheet Numbering Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, occasionally, when a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. **Paragraph Numbering Sequence** There are four levels of paragraph coding. Each level of code is subservient to its next "igher level:

2.

2.1.

2.1.1.

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

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Date of Issue: June 29, 1999	P. RSUANT TO 807 KAR 5:011,	Date Effective: July 2, 1999
Issued By:	SECTION 9 (1) ——BY StohanD BUU	Title: Vice President
	SECTION OF THE COMMISSION	•
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	210 South Street	
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Cancels Original Sheet No. 5

SECTION 1 - DESCRIPTION OF SERVICE

1.1. TIMING OF CALLS

- 1.1.1. The Customer's long distance usage charge is based on the actual usage of Company's service. Usage begins when the receiver of the called number is answered. The moment of the called party's answer is determined by hardware supervision in which the local telephone company sends a signal to the underlying carrier's switch or the software utilizing audio tone detection. The timing of the call occurs when called party answers and terminated when either party hangs up.
- 1.1.2. The minimum call duration for billing purposes for all services except calling card service is eighteen (18) seconds with six (6) second billing increments thereafter. Minimum call duration for calling cards is sixty (60) seconds with sixty (60) second billing increments.
- 1.1.3. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.
- 1.1.4. There is no billing for incomplete calls.

1.2. CALCULATION OF DISTANCE

Usage charges for all mileage sensitive products are based on the airline distance between the serving wire center locations associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produce by Bell Communications Research in their Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications are produced by Bell Communications Research in their Communications Research in the Research Re

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Date of Issue: June 29, 1999

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Date Effective why 8 1099
SECRETARY OF THE COMMISSION

Title: Vice President

UniDial Telecommunications LLC

SECTION 1 - DESCRIPTION OF SERVICE, Continued

CALCULATION OF DIST ANCE, Continued 1.2.

FORMULA:

$$\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}$$

EXAMPLE: Distance between Miami and New York City:

	<u>V</u>	<u>H</u>
Miami	8,351	529
New York	4,997	1,406
Difference	3,354	(877)

Square and add: 11,249,316 + 769,129 = 12,018,445

Divide by 10 and round: 12,018,445/10 = 1,201,844.5

1,201,844

Take the square root and round: 1,201,844 = 1,096.2

1.096 miles

UNIDIAL TELECOMMUNICATIONS SERVICES 1.3.

The rate for Company's service is based on the following factors:

PUBLIC SERVICE COMMISSION 1.3.1.

OF KENTUCKY **EFFECTIVE**

A. The monthly calling volume;

B. The duration of the call; and

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C. The type of service subscribed to.

PURSUANT TO 807 KAR 5:011, SECTION 9 (1)

Date Effective: July 2, 1999 Date of Issue: June 29, 1999

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SECTION 1 - DESC RIPTION OF SERVICE, Continued

- 1.3. UNIDIAL TELECOMMUNICATIONS SERVICES, Continued
- 1.3.2. UniDial Telecommunications Dial One Service is a switched or dedicated access service, offering users outbound "1 plus" long distance telecommunications services from points originating and terminating in the Commonwealth of Kentucky. Access may be provided by the Company, or the Customer may utilize local exchange company access.
- 1.3.3. UniDial Telecommunications 800 Service is a switched or dedicated access service, offering users inbound, toll free "800" number, long distance telecommunications services from points originating and terminating in the Commonwealth of Kentucky. This service enables the caller to contact the Customer without incurring toll charges, through the use of an assigned "800" number. The Customer pays for the call. Access may be provided by the Company, or the Customer may utilize local exchange company access.
- 1.3.4. Travel Card Calling Card Service permits the caller to charge the principal presubscribed location for a call while the caller is away from the principal location. The Customer may place calls from any touch tone phone in the U.S. by dialing a toll free "800" number and entering a personal identification code, followed by the desired telephone number. Calling card calls are billed at the Company's rates and appear on the Customer's monthly long distance bill.

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PURSUANT TO 807 KAR 5:011, SECTION 9 (1)
BY: Skohand Buy
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Date of Issue: June 29, 1999 Date Effective: July 2, 1999

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SECTION 2 - RATES

2.1. APPLICATION

This tariff contains the rates applicable to the provision of specialized intrastate resale common carrier telecommunications services by UniDial Telecommunications between various locations within the Commonwealth of Kentucky.

All services are interstate offerings. Intrastate service is an add-on service available only if customer subscribes to the Company's interstate offerings.

2.2. SERVICE CHARGES

Service charges per account are based on the following schedules:

2.2.1. Switched Access Services

2.2.1.1. UniDial Telecommunications Dial One Service

Monthly Billing Volume	Initial 18 Sec.	Additional 6 Sec.
\$0 - \$300	\$.0995	\$.0199
\$301 - \$600	\$.0850	\$.0170
\$601 - \$900	\$.0750	\$.0150
\$901 - \$1,200	\$.0645	\$.0129
\$1,200+	\$.0595	\$.0119

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Date of Issue: June 29, 1999

Date Effective: July 2, 1999

Issued By:

Title: Vice President

Kevin Estes

SECTION 2 - RATES, Continued

- 2.2.1. Switched Access Services, Continued
- 2.2.1.2. UniDial Telecommunications 800 Service

Monthly Billing Volume	Initial 18 Sec.	Additional 6 Sec.
\$0 - \$300	\$.1195	\$.0239
\$301 - \$600	\$.1025	\$.0205
\$601 - \$900	\$.0925	\$.0185
\$901 - \$1,200	\$.0775	\$.0155
\$1,201+	\$.0700	\$.0140

A recurring monthly charge of \$10.00 is billed for each inbound "800 number. All accounts with a monthly billing volume total of less than \$100.00 will be assessed an additional \$5.00 charge.

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Date of Issue: June 29, 1999

Date Effective: July 2, 1999

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Kevin Estes

SECTION 2 - RATES, Continued

2.2. SERVICE CHARGES, Cordinated

2.2.2. Dedicated Access Services

Dedicated access services are designed for Customers with high traffic volumes, whose traffic volumes justify the additional costs of dedicated access facilities. Customers must experience a minimum of \$3,000.00 of monthly calling to qualify for dedicated access services. Dedicated facilities may be provided by the Customer or through the Company and are billed by the underlying local service provider under its access tariffs.

2.2.2.1. UniDial Telecommunications Dial One Service

Monthly Billing Volume	Initial 18 Sec.	Additional 6 Sec.
\$3,000 - \$4,000	\$.0375	\$.012:
\$4,001 - \$5,000	\$.0327	\$.0109
\$5,001 - \$6,000	\$.0285	\$.0095
\$6,001 - \$7,000	\$.0240	\$.0080
\$7,001+	\$.0225	\$.0075

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Date of Issue: June 29, 1999	Date Effective 2 8499 Date Effective 2 8499
Issued By:	Title: Vice President

SECTION 2 - RATES, Continued

2.1. SERVICE CHARGES, Continued

2.2.2.2. UniDial Telecommunication: 800 Service

Monthly Billing Volume	Initial 18 Sec.	Additional 6 Sec.
\$3,000 - \$4,000	\$.0600	\$.020()
\$4,001 - \$5,000	\$.0525	\$.0175
\$5,001 - \$6,000	\$.0465	\$.0155
\$6,001 - \$7,000	\$.0390	\$.013()
\$7,001+	\$.0357	\$.0119

A recurring monthly charge of \$10.00 is billed for each inbound "800" number.

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PURSUANT TO 807 KAR 5:011, SECTION 9 (1) BY: Stephan Buy SECRETARY OF THE CONTROL

Date of Issue: June 29, 1999

Date Effective: July 2, 1999

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Title: Vice President

P.S.C. Ky. No.1

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SECTION 2 - RATES, Continued

2.2. SERVICE CHARGES, Continued

2.2.3. Travel Card Calling Card Service

Calling card charges are billed in sixty (60) second increments. A sixty (60) second initial billing minimum is applicable on each calling card call.

Monthly Billing Volume	Per-minute Rate
\$0 - \$399	\$.50
\$400 - \$799	\$.50
\$800 - \$400	\$.50
\$401 - \$1,000	\$.50
\$1,001+	\$.50

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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PURSUANT TO 807 KAR 5.011,

All accounts with a monthly billing volume total of less than \$100.00 will be assessed an additional All accounts with a monthly billing volume total of less than \$100.00 will be assessed an additional accounts. \$5.00 charge.

2.2.4. **Directory Assistance**

The Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "1", the area code of the desired number and "555-1212".

Directory Assistance, per call

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Date of Issue: June 29, 1999	Date Effective: July 2, 1999
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SECTION 3 - TECHNICAL TERMS AND ABBREVIATIONS

Account Code:

A numerical code, one or more of which are available to a customer to enable identification of individual users or groups cf users on an account and to allocate costs of service accordingly.

Called Station:

The terminating point of a call (i e., the called number).

Calling Card:

A card issued by Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

Commission:

Kentucky Public Service Commission

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

Company:

Credit Card:

JUL 02 1999

UniDial Telecommunications LI C ("UniDial Telecommunications") PURSUANT TO 807 KAR 5.011.

SECTION 9 (1)

A valid bank or financial organization card, representing and account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

Date Effective: July 2, 1999 Date of Issue: June 29, 1999 Title: Vice President Issued By:

For the Commonwealth of Kentucky
P.S.C. Ky. No.1
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SECTION 3 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Customer:

The person, firm, corporation or other entity which orders or uses service and is responsible for payment of charges and compliance with tariff regulation.

Dedicated Access:

Non-switched access between a customer's premises and the point of presence of the Company's underlying carrier.

Disconnect or Disconnection:

The termination of a circuit connection between the originating station and the called station or the Company's operator.

Subscriber:

See "Customer" definition.

V & H Coordinates:

Geographic Points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

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Date of Issue: June 29, 1999		Date Effective SHANT 27,01899 (AR 5:011, SECTION 9 (1)
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Issued By:	 Kevin Estes	SECRETARY OF THE COMMISSION
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SECTION 4 - RULES AND REGULATIONS

4.1.	UNDERT	AKING OF THE	COMPANY
7.1.			CUMBAN

- 4.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the Commonwealth of Kentucky.
- 4.1.2. Company is a non-facilities-based provider of interexchange telecommunications to Customers for their direct transmission and reception of voice, data, and other types of communications.
- 4.1.3. Company resells access, sw tching, transport, and termination services provided by interexchange carriers.
- 4.1.4. Customer's monthly charges for Company's service are based on the total time Customer actually uses the service. For billing purposes, the duration of each call will be rounded up in six (6) second increments unless otherwise specified.
- 4.1.5. Subject to availability, the customer may use account codes to identify the users or user groups on an account. The numerical composition of the codes shall be set by Company to assure compatibility with the Company's accounting and billing systems and to avoid the duplication of codes.
- 4.1.6. The Company's services are provided on a monthly basis unless otherwise provided Candommission are available twenty-four (24) hours per day, seven (7) days per week.

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4.2.	LIMII	All	UN2

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4.2.1. Service is offered subject to availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

SECTION 9 (1)

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SECTION 4 - RULES AND REGULATIONS, Continued

4.2. LIMITATIONS, Continued

- 4.2.2. Company reserves the right to immediately disconnect service without incurring liability when necessitated by conditions beyond the Company's control or when the Customer is using the service in violation of either the provisions of this tariff or the Commission rules.
- 4.2.3. The Company does not under ake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 4.2.4. Title to all facilities provided by Company under these regulations remains in Company's name.
- 4.2.5. Prior written permission from the Company is required before any assignment or transfer.

 All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

4.3. USE

- 4.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which the service is technically suited.
- 4.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.

Date of Issue: June 29, 1999	Da	ate Effective: July 2, 1999
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PURSUANT TO 807 KAR 5:011, SECTION 9 (1) BY: Stokan Buy SECRETARY OF THE COMMISSION

- 4.3. USE, Continued
- 4.3.3. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.
- 4.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

4.4. LIABILITIES OF THE COMPANY

- 4.4.1. The liability of the Company for damages arising out of mistakes, omission, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For the purpose of computing such amount, a month is considered to have thirty (30) days. In no event will the Company be responsible for consequential damages for lost profits suffered by a Customer or end user as the result of interrupted or unsatisfactory service.
- 4.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.

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BY: Skohow BW SECRETARY OF THE COMMISSION

- 4.4. LIABILITIES OF THE COMPANY, Continued
- 4.4.3. Company shall be indemnified and held harmless by the customer against:
 - A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over company's facilities; and
 - B. Claims for patent infringement arising from combining or connecting company's facilities with apparatus and systems of the Customer; and
 - C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.
- 4.4.4. The Company is not liable for any defacement of, or damage to, the equipment or premises of a customer resulting from the furnishing of services when such defacement or damage is not the result of the Company's negligence.
- 4.4.5. Company shall not be liable for and the Customer indemnifies and holds harmless from any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the customer or any other property, whether owned by the Customer or by 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 equipment or wiring provided by company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.

Date of Issue: June 29, 1999		Date Effective: July 2, 1999
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PURSUANT TO 807 KAR 5.011, SECTION 9 (1) BY: Stophan Buy

- 4.4. LIABILITIES OF THE COMPANY, Continued
- 4.4.6. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.
- 4.4.7. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature, storms, fire, floods, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the company or of any department, agency, commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this tariff to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 4.4.8. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Kennucky law. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.

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SECRETARY OF THE COMMISSION

4.4. LIABILITIES OF THE COMPANY, Continued

4.4.9. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.

4.5. INTERRUPTION OF SERVICE

- 4.5.1. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment provided by the Customer, are subject to the general liability provisions set forth in Section 4.4., herein. It shall be the obligation of the customer to notify Company of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.
- 4.5.2. For purposes of credit computation for leased facilities, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two hours.

Date Effective Out 1899
OF KENTUCKY Title: Vice President EFFECTIVE
Estes

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PURSUANT TO 807 KAR 5011, SECTION 9 (1) BY: Stechan C. R. LA

SECRETARY OF THE COMMISSION

- 4.5. INTERRUPTION OF SERVICE, Continued
- 4.5.3. The Customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit formula: Credit - (A/7.20) X B

A - outage time in hours

B - total monthly charge for affected utility

4.6. RESTORATION OF SERVICE

The use and restoration of service in emergencies shall be in accordance with part 64, Subpart D of the Federal Communications Commission's Rules and Regulations which specifies the priority system for such activities.

4.7. MINIMUM SERVICE PERIOD

The minimum service period is one month (30 days).

- 4.8. PAYMENTS AND BILLING
- 4.8.1. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until canceled by the Customer on not less than thirty (30) days notice.

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- 4.8. PAYMENTS AND BILLING, Continued
- 4.8.2. The Customer is responsible for the payment of all charges for services furnished to the customer. Charges are basec on actual usage, and are billed monthly in arrears.
- 4.8.3. Billing is payable upon receipt and past due twenty (20) days after issuance and posting of invoice. Bills not paid within twenty-one (21) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance, or the maximum allowable under Kentucky law. The late payment charge will, in accordance with the 807 KAR 5:006, Section 8(3)(h), be assessed only once on any bill for services rendered.
- 4.8.4. Billing disputes should be addressed to Company's Customer Service Organization via telephone to 800.719.8760. Customer Service Representatives are available from 8:00 AM to 4:59 PM Eastern Time. Messages may be left for Customer Services from 5:00 PM to 7:59 AM Eastern Time, which will be answered on the next business day, unless in the event of an emergency which threatens customer service.
- 4.8.5. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:
- 4.8.5.1. First, the customer may request, and the Company will perform, an in-depthreview of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.

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Issued By: Kevin Estes	PUBLIC SERVICE COMMISSION Title: Vice President OF KENTUCKY EFFECTIVE

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4.8. PAYMENTS AND BILLING, Continued

Second, if there is still disagreement over the disputed amount after the investigation and 4.8.5.2. review by a manager of the Company, the Customer may appeal to the Complaint Branch of the Kentucky Public Serv ce Commission for its investigation and decision.

The address and telephone numbers of the Commission are:

Kentucky Public Service Commission Complaint Branch 730 Shenkel Lane Frankfort, Kentucky 40602

Telephone:

502.564.3940

Telephone:

800.772.4636 (toll free)

CANCELLATION BY CUSTOMER 4.9.

- Customer may cancel service by providing written notice to Company thirty (30) days 4.9.1. prior to cancellation.
- Customer is responsible for usage charges while still connected to the Company's service 4.9.2. and the payment of associated local exchange company charges, if any, for service charges.

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- 4.9. CANCELLATION BY CUSTOMER, Continued
- 4.9.3. Any non-recoverable cost of company expenditures shall be borne by the Customer if:
 - A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some of the period mutually agreed with the Customer for the non-recoverable portions of expenditures; or
 - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
 - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

4.10. CANCELLATION BY COMPANY

- 4.10.1. Company reserves the right to immediately discontinue furnishing the service to customers without incurring liability:
 - A. In the event of a condition determined to be hazardous to the customer, to other customers of the utility, to the utilities equipment, the public or to employees of the utility; or
 - B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service; or

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4.10. CANCELLATION BY COMPANY, Continued

4.10.1., Continued

- C. If the Company deems such refusal necessary to protect itself or third parties against fraud or theft or to otherwise protect its personnel, agents, facilities or services without notice; or
- D. For unlawful use of the service or use of the service for unlawful purposes.
- 4.10.2. Company may discontinue service for non-payment of any proper charge upon five (5) days' written notice of intent to terminate to Customer. The Company will not terminate service prior to twenty (20) days after the mailing date of the original unpaid bill.
- 4.10.3. Company may discontinue service according to the following conditions upon ten (10) days written notice:
 - A. For violation of Company's filed tariffs after the Company has made a reasonable effort to obtain Customer compliance; or
 - B. For refusal of access; or
 - C. For non-compliance with state, local or other codes.
- 4.10.4. The 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 up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.

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4.10. CANCELLATION BY COMPANY, Continued

4.10.5. The Company may refuse to permit collect calling, calling card, third number billing which it determines to be frau dulent and/or may limit the use of these billing options or services.

4.11. INTERCONNECTION

- 4.11.1. Service furnished by Compan, may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 4.11.2. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting customer provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way, and other such arrangements necessary for interconnection.

4.12. **DEPOSITS AND ADVANCED PAYMENTS**

The Company does not require a deposit or advanced payment from the Customer.

4.13. **TAXES**

Taxes are not included in the tariffed rates.

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