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SECTION 3 - SWITCHED ACCESS SERVICE (CONT'D.)

3.8 Rate Regulations (Cont'd.)

3.8.5 Service Rearrangements

- A. Service rearrangements are changes to existing Services which do not result in either a change in the minimum period requirements or a change in the physical location of the Point of Termination at the Customer's Premises or the Customer's End User's Premises. Changes which result in the establishment of new minimum period obligations are treated as disconnects and starts.
- B. The charge to the Customer for the Service rearrangement is dependent on whether the change is administrative only in nature or involves an actual physical change to the Service.
- C. Administrative changes will be made without charge(s) to the Customer. Such changes require the continued provision and billing of the Access Service to the same entity or change in jurisdiction.

- 3.8.6 All Switched Access Service provided by the Company originates and/or terminates in Internet Protocol ("IP") format. Toll VoIP-PSTN and Toll PSTN-VoIP Traffic is required to be compensated at Interstate access rates (unless the parties have agreed otherwise) by the Federal Communications Commission in its Report and Order in WC Docket Nos. 10-90 et. al., FCC No. 11-161 (November 18, 2011) ("FCC Order"). (N)