
SECTION 18 – PRIMEPLEX PRI SERVICE

18.1 TCG PrimePlex PRI Service (Cont'd)

F) PrimePlex PRI High Volume Inbound Calling Option: PrimeConnect PRI (Cont'd)

- 1) The Customer is required to subscribe to a sufficient number of DS1 trunks at a maximum usage of 400,000 MOU so as to not degrade the TCG network below an incoming call completion rate of 99%. The call completion rate is based on an average of the busy hours occurring during the Customer's busiest hours during the billing cycle. Once the service has been established, the Company may require the Customer to increase the number of PrimeConnect PRI trunks to satisfy the call completion criteria listed above.

- 2) PrimeConnect PRI Customer Access Requirements:

PrimeConnect PRI supports inbound calling only, and does not include outbound calling to Operator Assisted Services, Special Service Codes, Special Access Codes or Carrier Access Codes. The Customer is responsible for securing individual business lines, or other appropriate facilities, to access these services and/or codes, including:

- Conference Calls,
 - Calls to Special Service Codes including 500, 700, 900, 976, N11 (where N = 2-9) or other special service codes that may be created, or
 - Calls to 0 and 00
- 3) PrimeConnect PRI is intended solely for the purposes of providing local and intraLATA non-toll access into a Customer's location. In the event that local and intraLATA non-toll calls placed into a Customer's location become subject to additional charges imposed by connecting carriers or by regulation, the Company reserves the right to modify the facility rate charges for traffic into the location upon 30 days written notice to the Customer. The Customer has the option to accept the rate change(s) or terminate the contract without penalty, unless specifically bound to specific commitments associated with capital recovery, special construction, or other issues written into the Customer's contract or agreement with the Company over and above the normal terms and conditions of the contract or agreement.