

WINDSTREAM COMMUNICATIONS, LLC
PSC No: 1 – Telephone
Effective Date: November 3, 2017

Leaf: 17
Revision: 0
Superseding Revision:

3. General Regulations (Cont'd)

3.8 Responsibilities of the Customer

- 3.8.1. The Customer is responsible for placing any necessary orders; for complying with tariff regulations; and for ensuring that Authorized Users comply with tariff regulations. The Customer is also responsible for the payment of charges for calls originated at the Customer's premises which are not collect, third party, or credit card calls.
- 3.8.2. The Customer is responsible for charges incurred for special construction and/or special facilities which the Customer requests and which are ordered by the Company on the Customer's behalf.
- 3.8.3. If required for the provision of the Company's Services, the Customer must provide equipment space, supporting structure, conduit, and electrical power without charge to the Company.
- 3.8.4. The Customer is responsible for arranging ingress to its premises or vehicles at times mutually agreeable to it and the Company when required for the Company's personnel to install, repair, maintain, program, inspect, or remove equipment associated with the provision of the Company's Services.
- 3.8.5. The Customer shall ensure that its terminal equipment and/or system is properly interfaced with the local exchange Company's facilities or Company's Services, that the signals emitted from the Customer are of the proper mode, bandwidth, power, and signal level for the intended use of the Customer.
- 3.8.6. If the Customer fails to maintain the equipment and/or the system properly, with resulting imminent harm to the Company 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 measure fails to produce satisfactory quality and safety, the Company may, upon written notification, terminate the Customer's Service.
- 3.8.7. The Customer must pay the Company for replacement or repair of damage caused by negligence or willful act or omission of the Customer, its Authorized Users, or others, or by improper use of equipment provided by the Customer, its Authorized Users, or others.
- 3.8.8. The Customer must pay for the loss through theft of any of the Company's LDMTS services or equipment installed at Customer's premises.

Issued by: Vice President - 4001 Rodney Parham Rd, Little Rock, AR 72212