
TITLE SHEET

**SOUTH CAROLINA TARIFF NO. 1
APPLICABLE TO
PACKAGED LOCAL AND INTEREXCHANGE
IP VOICE SERVICES OF
TIME WARNER CABLE INFORMATION SERVICES (SOUTH CAROLINA), LLC**

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of services and facilities for Internet Protocol voice services provided by Time Warner Cable Information Services (South Carolina), LLC with principal offices at 60 Columbus Circle, New York, NY 10023. This tariff (T) applies for services furnished within the State of South Carolina. This tariff is on file with the Public Service Commission of South Carolina and copies may be inspected, during normal business hours, at the Company's principal place of business.

Issued: October 13, 2014
Issued By:

Michael W. Quinn
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023
212-364-8200
michael.quinn@twcable.com

Effective: October 15, 2014

SC11402

CHECK SHEET

The sheets listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
1	1 st Revised	33.1	Original	38	2 nd Revised
2	35 th Revised *	34	2 nd Revised	38.1	1 st Revised *
3	Original	35	3 rd Revised	39	3 rd Revised
4	2 nd Revised	35.1	2 nd Revised	39.1	1 st Revised
5	Original	35.2	1 st Revised	40	3 rd Revised
6	Original	35.3	2 nd Revised	40.1	2 nd Revised
7	Original	35.3.1	1 st Revised	40.2	3 rd Revised
8	Original	35.3.2	Original	40.2.1	Original
9	1 st Revised	35.4	2 nd Revised	40.2.2	1 st Revised
10	Original	35.5	2 nd Revised	40.3	5 th Revised
11	Original	35.5.1	1 st Revised	40.4	3 rd Revised
12	1 st Revised	35.6	3 rd Revised	40.4.1	4 th Revised
13	Original	35.6.0.1	1 st Revised	40.5	5 th Revised
14	2 nd Revised	35.6.1	3 rd Revised	40.5.0.1	1 st Revised
15	Original	35.6.1.1	Original	40.5.0.2	1 st Revised
16	Original	35.6.2	2 nd Revised	40.5.1	2 nd Revised
17	Original	35.7	6 th Revised	40.6	2 nd Revised
18	Original	35.8	5 th Revised	40.6.1	1 st Revised
19	Original	35.8.1	3 rd Revised	40.7	3 rd Revised
20	Original	35.8.2	Original	40.7.1	1 st Revised
21	Original	35.9	2 nd Revised	40.8	1 st Revised
22	Original	35.10	2 nd Revised	40.9	1 st Revised
23	Original	35.10.0.1	Original	40.10	1 st Revised
24	Original	35.10.1	1 st Revised	40.11	1 st Revised
25	Original	35.10.2	2 nd Revised	41	5 th Revised
26	Original	35.10.3	3 rd Revised	41.1	2 nd Revised
27	Original	35.10.4	2 nd Revised	42	4 th Revised
28	Original	35.10.5	1 st Revised	43	3 rd Revised
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30	Original	35.12	1 st Revised	44.1	3 rd Revised
31	3 rd Revised	35.13	Original	45	2 nd Revised
32	2 nd Revised	35.14	Original	45.1	1st Revised
33	Original	36	2 nd Revised	46	2 nd Revised
		37	2 nd Revised		

Issued: April 25, 2019

Effective: May 1, 2019

Issued By:

Betty Sanders, Vice President - Regulatory
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

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Issued: June 6, 2008
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: June 13, 2008

SCf0804

SYMBOLS SHEET

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

- C – To Signify a Change in Rate Schedule or Term or Condition
- D – To Signify a Discontinued Rate or Term or Condition
- I – To Signify an Increased Rate
- M – To Signify Text Moved from Another Tariff Location; But No Change in Rate or Term or Condition
- N – To Signify a New Rate or Term or Condition
- R – To Signify a Reduced Rate
- T – To Signify a Change in Text or Regulation; But No Change in Rate or Term or Condition

Check Sheets – When a tariff filing is made with the Commission, an update check sheet accompanies the tariff filing.

Sheet Numbering and Revision Levels – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between existing sheets 14 and 15 would be 14.1. Revision levels also appear in the upper right corner of each page. These levels 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.

Issued: May 24, 2004
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: May 24, 2004

TARIFF FORMAT

- A. Sheet Numbering** – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. 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. that the Commission follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** – There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- 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 the symbols given on the symbols sheet. 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 out if a particular sheet is the most current on file with the Commission.

NOTICE CONCERNING ALL TERMS AND CONDITIONS AND RATES

The Public Service Commission of South Carolina (“Commission” or “SCPSC”) requires that each telephone company’s Terms and Conditions comply with and not conflict with regulations and requirements of South Carolina Statutes, S.C. Code Sections 58-9-10 *et seq.* and the regulations found in South Carolina Code Binder 26, Chapter 103, Article 6. Any provision in these Terms and Conditions or rate schedules that conflicts with a South Carolina statute or SCPSC rule is inapplicable and will not be enforceable. The following regulations apply to telephone utilities and contain provisions that affect matters that commonly appear in telephone utility Terms and Conditions:

- Subarticle 1 – General
- Subarticle 2 – Records and Reports including Complaints, Accidents, Interruption of Service, and Service Reports
- Subarticle 3 – Customer Relations including Standards for Customer Deposits, Billing, Denial or Discontinuance of Service, Directories and Termination of Service
- Subarticle 4 – Engineering
- Subarticle 5 – Inspection and Tests
- Subarticle 6 – Standards and Quality of Service
- Subarticle 7 – Safety
- Subarticle 8 – Telecommunication Relay Service Advisory Committee

Issued: May 24, 2004
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: May 24, 2004

NOTICE CONCERNING ALL TERMS AND CONDITIONS AND RATES

In addition, the following provisions are part of this Company's Terms and Conditions:

1. FOR LOCAL EXCHANGE SERVICE:

Emergency Telephone Number and Enhanced 911 Systems – 911/ E911 – Surcharge. An Enhanced Universal Emergency Number Service (E911) A 911 or enhanced 911 surcharge applies per month to each residence and business access line, including PBX trunks, Centrex access lines, semipublic coin lines, and public access lines, in addition to the monthly rates for these lines specified elsewhere in these schedules. S.C. Code Section 23-47-40 authorizes local governments to adopt ordinances to impose the monthly 911 charges. S.C. Code Section 23-47-50 lists the maximum 911 charges that subscribers may be billed.

2. FOR BOTH LOCAL AND INTEREXCHANGE SERVICES:

Any provisions in these Terms and Conditions that limit liability or damages do not apply to the extent they conflict with the regulations found in South Carolina Code Binder 26, Chapter 103, Article 6, 26 S.C. Regs. 103-600 *et seq.*

This Company agrees that it is responsible for complying with all applicable rules, regulations, and orders of the Public Service Commission of South Carolina and with the South Carolina Code. It understands that if it applies or enforces any provision of these Terms and Conditions that is in conflict with a rule, regulation or order of the SCPSC or the South Carolina Code, the rule, regulation, order or statute will govern.

Issued: May 24, 2004
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: May 24, 2004

SERVICE OFFERING SUMMARY

Service, features and functions will be provided where Company facilities, including, but not limited to, **D**
billing and technical capabilities, are available.

Issued: July 13, 2007
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: July 13, 2007

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

1.1 Explanation of Abbreviations and Acronyms

Commission or SCPSC – Public Service Commission of South Carolina

IXC – Interexchange Carrier

ICO – Independent Company

ICE – Independent Company Exchange

LATA – Local Access and Transport Area

LEC – Local Exchange Company

MTS – Message Telecommunication Service

NPA – Numbering Plan Area

PIC – Primary Interexchange Carrier

TDD – Telephone Device for the Deaf

TRS – Telecommunications Relay Service

Issued: May 24, 2004
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: May 24, 2004

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

1.2 Definition of Terms

Commission (SCPSC) – The Public Service Commission of South Carolina

Company – Refers to Time Warner Cable Information Services (South Carolina), LLC.

Completed – A call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other mechanical answering device.

Customer – The person, firm, corporation, or other entity which orders Service and is responsible for payment of charges due and compliance with the Company’s tariff regulations. This term also includes a person who was a Customer of the Company within the past 30 days and who requests Service at the same or different location.

Customer-Provided Equipment (CPE) – Equipment provided by the Customer for use with the Company’s Services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

End User – Any Customer that is not a carrier, except that a carrier (other than a telephone company) shall be deemed to be an “End User” when such carrier uses the Company’s Service for administrative purposes.

IP Voice Service – The provision to the Customer of access to the Company’s Internet Protocol voice network and the public switched telephone network for the purpose of sending and receiving calls. This access is achieved through the use of Time Warner Cable’s facilities.

Message – A completed telephone call.

Nonrecurring Charge – A one-time charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing Service.

Recurring Charge – The monthly charge to the Customer for Services, facilities and equipment, which continue for the agreed upon duration of the Service.

Issued: May 24, 2004

Effective: May 24, 2004

Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS

1.2 Definition of Terms (cont'd)

Service – Any IP Voice Service(s) provided by the Company under this tariff.

Termination of Service – Discontinuance of both incoming and outgoing Service.

User – A Customer, or any other person authorized by a Customer to use Service provided under this tariff.

Voice Line - A network path capable of transmitting signals within the range of the service offering, e.g., a Voiceband transmission path is capable of transmitting voice frequencies within the approximate range of 300 to 3000 Hz. A transmission path is comprised of physical or derived channels consisting of any form or configuration of facilities typically used in the communications industry. (T)

Issued: August 13, 2007
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: August 18, 2007

SCf0701

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

2.1.1 Application of Tariff

- A. This tariff sets forth terms and conditions applicable to the furnishing of the IP Voice Service defined herein offered by the Company within the State of South Carolina. IP Voice Service is furnished for the use of End Users in placing and receiving calls within the State of South Carolina.
- B. When Services and facilities are provided in part by the Company and in part by other companies, the regulations of the Company apply only to that portion of the service or facilities furnished by it.
- C. When Services and facilities provided by the Company are used to obtain access to the regulated or unregulated services provided by another company, or are used by another company as part of the regulated or unregulated services offered by that company, the regulations of the Company apply only to the use of the Company's Services and facilities.
- D. This tariff applies only for the use of the Company's Services within the State of South Carolina. This includes the use of the Company's network to complete an end-to-end call within the State of South Carolina and to obtain access to the intrastate and interstate Toll Call services offered by the Company.
- E. The provision of IP Voice Service defined herein is subject to regulations specified in this tariff and may be revised, added to, or supplemented by superseding issues.

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.2 Shortage of Equipment or Facilities

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

2.1.3 Terms and Conditions

- A. IP Voice Service is dependent upon electrical power and, even with a Customer premises back up power source, if the electrical provider and/or Company's cable network or facilities are not operating, the IP Voice Service, including the ability to access emergency 911 services, may not be available. The Company accepts no responsibility for Service outages due to the non-availability at the Customer's premises of electrical power. (T)
- B. Service is provided on the basis of a minimum period of at least one month, 24 hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- C. Customers may be required to enter into written service orders which shall contain or reference 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. Customers will also be required to execute any other documents as may be reasonably requested by the Company.

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company (cont'd)

2.1.3 Terms and Conditions (cont'd)

- D. In any action between the parties to enforce any provision of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
- E. Service may be terminated to the Customer pursuant to 26 S.C. Regs. 103-625.
- F. This tariff shall be interpreted and governed by the laws of the State of South Carolina without regard for its choice of laws provision.
- G. Application for Service, billing, payment, deposit, disconnection, dispute resolution and other credit and collect procedures are governed by Chapter 103, Article 6, Subarticle 3 of the Regulations of the SCPSC or any successor provisions.

2.2 Limitations

2.2.1 Indemnification

- A. The Company shall not be liable for any claims for loss or damages involving:
 - 1. Any act or omission of: (a) the Customer, (b) any other entity furnishing service, equipment or facilities for use in conjunction with Services or facilities provided by the Company, or (c) common carriers or warehousemen;

SECTION 2 – RULES AND REGULATIONS

2.2 Limitations (cont'd)

2.2.1 Indemnification (cont'd)

A. (cont'd)

2. Any delay or failure of performance or equipment due to causes beyond the Company's control, including, but not limited to, acts of God, fires, floods, earthquakes, hurricanes, or other natural catastrophes; national emergencies, insurrections, riots, wars or other civil commotions; strikes, lockouts, work stoppages or other labor difficulties; criminal actions taken against the Company; unavailability, failure or malfunction of equipment or facilities provided by the Customer or third parties; and any law, order, regulation or other action of any governing authority or agency thereof;
3. Any unlawful or unauthorized use of the Company's facilities and Services;
4. Libel, slander, invasion of privacy or infringement of patents, trade secrets, or copyrights arising from or in connection with the transmission of communications by means of Company-provided facilities or Services, or by means of the combination of Company-provided facilities or Services with Customer-provided facilities or services;
5. Breach in the privacy or security of communications transmitted over the Company's facilities;
6. Changes in any of the facilities, operations or procedures of the Company that render any equipment, facilities or services provided by the Customer obsolete, or require modification or alteration of such equipment, facilities or services, or otherwise affect their use or performance, except where reasonable notice is required by the Company and is not provided to the Customer, in which event the Company's liability is limited as set forth in this Section 2.2;

Issued: May 24, 2004
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: May 24, 2004

SECTION 2 – RULES AND REGULATIONS

2.2 Limitations (cont'd)

2.2.1 Indemnification (cont'd)

A. (cont'd)

7. Defacement of or damage to Customer premises resulting from the furnishing of Services or equipment on such premises or the installation or removal thereof;
8. Injury to property or injury or death to persons, including claims for payments made under Workers' Compensation law or under any plan for employee disability or death benefits, arising out of, or caused by, any act or omission of the Customer, or the construction, installation, maintenance, presence, use or removal of the Customer's facilities or equipment connected, or to be connected, to the Company's facilities;
9. Any intentional, wrongful act of a Company employee when such act is not within the scope of the employee's responsibilities for the Company and/or is not authorized by the Company;
10. Any representations made by Company employees that do not comport, or that are inconsistent, with the provisions of this tariff;
11. Any act, omission or network condition resulting in the non-availability of 911, E911, or similar services for any reason including, without limitation and by way of example only, due to any failure of the Company's system, interruption of Time Warner Cable cable modem service or interruption of electric service to Customer's premises (IP Voice Service is not supported by an in-home back-up power source);
12. Any non-completion of calls due to network busy conditions or network failures;

SECTION 2 – RULES AND REGULATIONS

2.2 Limitations (cont'd)

2.2.1 Indemnification (cont'd)

A. (cont'd)

13. Any calls not actually attempted to be completed during any period that Service is unavailable;

14. Blockages by other providers of services on the public switched network.

B. The Company shall be indemnified, defended and held harmless by the Customer or End User from and against any and all claims, loss, demands, suits, expense, or other action or any liability whatsoever, including attorney fees, whether suffered, made, insinuated, or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use, or removal of any Company or Customer equipment or facilities or Service provided by the Company.

C. The Company does not guarantee nor make any warranty with respect to installations provided by it for use in an explosive atmosphere.

D. The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, whether or not affiliated with the Company, or for other facilities provided by other entities used for Service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities

SECTION 2 – RULES AND REGULATIONS

2.2 Limitations (cont'd)

2.2.1 Indemnification (cont'd)

- E. Except as otherwise stated in this tariff, any claim of whatever nature against the Company shall be deemed conclusively to have been waived unless presented in writing to the Company within thirty (30) days after the date of the occurrence that gave rise to the claim.
- F. The Company is not liable for any errors and omissions in local directories. In cases where a specific charge has been made for a directory listing, the Company shall not be liable for any such error or omission beyond the amount of such charge.
- G. The Company makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- H. The Company will not be liable for any charge incurred when any long distance (Toll Call) carrier or alternative operator service provider accepts third-number billed or collect calls.
- I. Any provisions that limit liability for damages do not apply to the extent they conflict with Chapter 103, Article 6, of the regulations of the SCPSC.

SECTION 2 – RULES AND REGULATIONS

2.3 Liability of the Company

2.3.1 General

- A. Except as otherwise stated in this tariff, liability of the Company for damages arising out of either (1) the furnishing of its Services, including, but not limited to, mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these Services, or (2) the failure to furnish its Service, whether caused by acts or omission, shall be limited to the extension of allowances to the Customer for interruptions in Service as set forth in Section 2.7, following.
- B. Except for the extension of allowances to the Customer for interruptions in Service as set forth in Section 2.7, following, the Company shall not be liable to a Customer or third party for any direct, indirect, special, incidental, reliance, consequential, exemplary or punitive damages, including, but not limited to, loss of revenue or profits, for any reason whatsoever, including, but not limited to, any act or omission, failure to perform, delay, interruption, failure to provide any Service, including the inability to access emergency 911 services during any such failure, or any failure in or breakdown of facilities associated with the Service.
- C. The liability of the Company for errors in billing that result in overpayment by the Customer shall be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed

SECTION 2 – RULES AND REGULATIONS

2.4 Service Availability

2.4.1 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 preventative maintenance. Generally, such activities are not specific to an 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 a loss of power or cable damage, notification to the Customer may not be possible.

2.4.2 Provision 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 any Customer.
- B. The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the 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. The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the Service provided to the Customer.
- D. Equipment the Company provides or installs at the Customer's 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 provided it.

SECTION 2 – RULES AND REGULATIONS

2.4 Service Availability (cont'd)

2.4.2 Provision of Equipment and Facilities (cont'd)

- E. The Customer shall be responsible for the payment of Service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer or User when the Service difficulty or trouble reported results from the use of equipment or facilities provided by any party other than the Company, including, but not limited to, the Customer or User.

- F. The Company shall not be responsible for the installation, operation, or maintenance of any Customer- or User-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. Subject to 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.

2.4.3 Ownership of Facilities

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

SECTION 2 – RULES AND REGULATIONS

2.5 Obligations of the Customer

2.5.1 General

- A. The Customer shall be responsible for:
1. the payment of all applicable charges pursuant to this tariff;
 2. damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer or of any User, or by the noncompliance by the Customer or any User with these regulations, or by fire or theft or other casualty on the Customer's or any User's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
 3. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of lines, facilities and associated equipment used to provide IP Voice Service to the Customer from the Customer's property line to the location of the equipment space described above. Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of 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 an order for Service.
 4. not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
 5. making the Company's facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.

Issued: May 24, 2004
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: May 24, 2004

SECTION 2 – RULES AND REGULATIONS

2.5 Obligations of the Customer (cont'd)

2.5.2 Prohibited Activities and Uses

- A. The Services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer or User has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B. The Company may require a Customer or User immediately to shut down its transmission of signals if said transmission is causing interference to others.
- C. A Customer or User may not assign, or transfer in any manner, the Service or any rights associated with the Service without the written consent of the Company. The Company will permit a Customer to transfer its existing Service to another entity if the existing Customer has paid all charges owed to the Company for Services provided pursuant to this tariff. Such a transfer will be treated as a disconnection of existing Service and installation of new Service.

2.5.3 Claims

With respect to any Service or facility provided by the Company, the 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:

- A. 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 of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer or User or either of their employees, agents, representatives or invitees; or
- B. any claim of any nature whatsoever brought by a User with respect to any matter for which the Company would not be directly liable to the Customer under the terms of this tariff.

SECTION 2 – RULES AND REGULATIONS

2.6 Customer Equipment and Channels

2.6.1 General

A User may transmit or receive information or signals via the facilities of the Company. A User may transmit any form of signal that is compatible with the Company's equipment, but, except as otherwise specifically stated in this tariff, the Company does not guarantee that its Services will be suitable for purposes other than those described herein.

2.6.2 Station Equipment

- A. Terminal equipment on the User's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's point of connection.
- B. The Customer is responsible for ensuring that Customer-Provided Equipment connected to the Company equipment and facilities is compatible with such equipment and facilities. All such Customer-Provided Equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations. 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 Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- C. The Company is not responsible for malfunctions of Customer-owned telephone sets or other Customer-Provided Equipment, or for misdirected calls, disconnects or other Service problems caused by the use of Customer-Provided Equipment.

SECTION 2 – RULES AND REGULATIONS

2.6 Customer Equipment and Channels (cont'd)

2.6.3 Interconnection of Facilities

- A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing communications Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B. Communications 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 this tariff and the tariff of the other communications carriers which are applicable to such connections.
- C. Facilities furnished under this tariff may be connected to Customer-Provided Equipment in accordance with the provisions of this tariff.

2.6.4 Inspections

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.

SECTION 2 – RULES AND REGULATIONS

2.7 Interruption of Service

2.7.1 General

- A. Upon Customer request, the Company will credit a Customer's account for Service interruptions that are not due to the Company's testing or adjusting, negligence of the Customer, or to the failure of channels or equipment provided by the Customer. Before requesting a credit, the Customer will take reasonable steps to verify that the trouble could not have been prevented by the Customer and is not in the Customer's wiring or equipment. For purposes of computing a credit, a month consists of 720 hours. The Company will credit the Customer's account at the rate of 1/720th of the monthly charge for each full hour of any interruption. In addition, for Service interruptions greater than eight (8) consecutive hours, the Company will credit the Customer's account in an amount equal to the price of one month of Service.

SECTION 2 – RULES AND REGULATIONS

2.7 Interruption of Service (cont'd)

2.7.1 General (cont'd)

- B. No credit allowance will be made for:
1. interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, User, or other common carrier providing service connected to the Service of the Company;
 2. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common carriers connected to the Company's facilities;
 3. interruptions due to the failure or malfunction of non-Company equipment;
 4. 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;
 5. interruptions of Service during a period in which the Customer continues to use the Service on an impaired basis;
 6. 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; and
 7. interruption of Service due to circumstances or causes beyond the control of the Company.

SECTION 2 – RULES AND REGULATIONS

2.8 Payment Arrangements

2.8.1 Payment

The Customer is responsible for the payment of all charges for facilities and Services furnished by the Company to the Customer and to all Users authorized by the Customer.

2.8.2 Billing and Collection of Charges

- A. All Customer bills are due and payable on or before the due date provided on the bill. If any portion of the bill is received by the Company more than seven (7) days after the due date, or if any portion of the payment is received in funds which are not immediately available, then a late payment penalty may be assessed by the Company, calculated pursuant to 26 S.C. Regs. 103-622.2 which provides that a maximum one and one half percent (1½%) may be added to any unpaid balance brought forward from the previous billing date to cover the cost of collection and carrying accounts in arrears. Billings for 900 and 900-type charges or non-regulated items are excluded from the balance on which a late charge may be imposed.
- B. As provided in S.C. Code Section 34-11-70 the Company may charge a service for each check returned for nonpayment by a bank. The Company will furnish proof of the bank charge upon request.

2.8.3 Disputed Bills

If the Customer has a complaint, has a question about, or seeks to dispute charges, on the bill, the Customer should contact the Company at the address, telephone number, or e-mail address provided on the bill. If the Customer is not satisfied with the Company's response, the Customer may contact *Office of Regulatory Staff, P.O. Box 11263, Columbia, SC 29203, (803) 737-5230, (800) 922-1531, www.regulatorystaff.sc.gov*.

T

SECTION 2 – RULES AND REGULATIONS

2.8 Payment Arrangements (cont'd)

2.8.4 Discontinuance of Service

- A. If payment is not received within thirty (30) days of the due date, a disconnect notice will be sent to the Customer. If payment still has not been received within forty-five (45) days of the due date, then a notice of possible service interruption will be sent to the Customer. If payment has not been received within seventy-five (75) days of the due date then a final written notice will be sent, and after ninety (90) days following the due date, service will be interrupted, and the account will be disconnected.
- B. If the Customer's account is disconnected due to non-payment, Services may be reconnected only by paying all past due amounts, a reconnection fee, and the first month of Service in advance.

2.9 Advance Payments and Deposits

To safeguard its interests, the Company may require a Customer to make a deposit before Services and facilities are furnished pursuant to 26 S.C. Regs. 103-621. The deposit will not exceed an amount equal to two months of estimated monthly recurring charges for the Service or facility. In addition, where special construction is involved, an advance payment may be required in an amount equal to the estimated nonrecurring charges for the special construction and recurring charges (if any) for a period to be set between the Company and the Customer. The advance payment will be credited to the Customer's initial bill.

2.10 Taxes and Other Charges

The Customer may be responsible for payment of any federal, state or local sales, use, access or other taxes, charges, surcharges (however designated), franchise and permit fees, and all taxes, fees, and other exactions imposed on the Company or its Services by governmental jurisdictions, other than taxes imposed generally on the Company's net income.

SECTION 2 – RULES AND REGULATIONS

2.11 Qualification as Residential Usage

The Company provides Residential IP Voice Service for residential use only. The Company will determine whether the Customer's proposed use is residential based on the character of the use to be made of the Service. Service is intended for reasonable residential usage by residential customers. Limitations may apply to an excessive number of calls during a fixed period, heavy usage during business hours, heavy usage concentrated over consecutive days, or usage that may be deemed to be business use. Service will not be provided where the proposed use will primarily or substantially consist of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a social or domestic nature, the use will be considered residential if installed in a residence.

2.12 Use of Customer's Service by Others

2.12.1 Services provided hereunder are provided solely for the use of the Customer and End Users authorized by the Customer. Customers may not resell such Service to a third party for any form of compensation. (T)
(T)

2.12.2 Transfers and Assignments

- a. 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 the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.
- b. Transfer of all or a portion of the IP Voice Service or the Company's Equipment by Customer to any other person or entity, or to a new residence or other location, is prohibited. Customer expressly acknowledges that the address associated with an emergency 911 call is the authorized address where the IP Voice Service was originally provided and that movement of the voice-enabled cable modem from the original service location will result in the (T)
(T)
(T)

SECTION 2 – RULES AND REGULATIONS

2.12 Use of Customer’s Service by Others (continued)

identification of emergency 911 calls from the original service location. Access to emergency 911 services will therefore be limited if the voice-enabled cable modem is moved from the original service location.

2.13 Cancellation of Service

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 2.7), the Customer agrees to pay to the Company:

- A. all nonrecurring charges as specified in this tariff, plus
- B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer, plus
- C. 65% of all recurring charges specified in this tariff for the balance of the then-current term.

2.14 Notices and Communications

All notices or other communications except notice of termination of service which required to be given pursuant to this tariff will be delivered via e-mail and first-class mail. Pursuant to 26 S.C. Regs. 103-624.3, a Customer may request service termination by notifying the Company orally or in writing. 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. (T)

Issued: August 13, 2007
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: August 18, 2007

SCf0701

SECTION 2 – RULES AND REGULATIONS

2.15 Special Construction and Special Arrangements

2.15.1 Special Construction

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction and special arrangements may be undertaken on a reasonable-efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications service not otherwise specified under this tariff, or for the provision of Service on an expedited basis or in some other manner different from the normal tariff conditions.

2.15.2 Basis for Charges

Where the Company furnishes a facility or Service for which a rate or charge is not specified in this tariff, charges will be based on the costs incurred by the Company and may include:

- nonrecurring charges,
- recurring charges,
- termination liabilities, or
- combinations thereof.

The agreement for special construction will ordinarily include a minimum Service commitment based upon the estimated service of the facilities provided.

2.15.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the Customer.

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service

3.1.1 General

A. Description

1. IP Voice Service provides a connection to the Company’s IP voice network which enables the Customer to:
 - a. place and receive calls (including incoming facsimile transmissions) to and from other subscribers to the Company’s IP Voice Service and on the public switched telephone network;
 - b. access the Company’s intrastate, interstate and international IP Voice Service;
 - c. access the operator service and business office for Service related assistance, access toll-free telecommunications services such as 800 toll-free calling, and access E-911 service for emergency calling; and
 - d. originate calls to the Telecommunications Relay Service (TRS) that enables hearing or speech-impaired persons using Telephone Devices for the Deaf (TDDs) or similar devices to communicate with the hearing population not using TDDs and vice versa. A Customer will be able to access the state provider to complete such calls.
2. IP Voice Service is not supported by a Customer premises back-up power source, and if electrical power and/or Time Warner Cable’s cable modem and/or cable television service are not operating, the IP Voice Service, including the ability to access emergency 911 services, will not be available. (T)

B. [Reserved for future use]

(D)
|
(D)

C. The provision of IP Voice Service at the rates and charges and terms and conditions shown is subject to the provisions of other sections of this tariff

Issued: August 13, 2007
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: August 18, 2007

SCf0701

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service

A. Service Descriptions

1. Digital Phone Unlimited Service** (C)

This package allows for unlimited local, intrastate and interstate toll calling for a flat monthly rate. Discounts apply to Customers subscribing to other applicable Company Services. All Custom Calling Features in tariff Section 3.1.2.B are included at no additional charge.

** Effective March 14, 2017, the Company's Residential Digital Phone Unlimited, Digital Phone Unlimited SC and Digital Phone Local IP Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Customer voluntarily changes packages, Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

A. Service Descriptions (cont'd.)

2. Digital Phone Unlimited SC**

(C)

This service allows for unlimited outbound local and intrastate calling. Interstate and international toll calling is available at an additional rate per minute basis. Digital Phone Unlimited SC calling plan is available on the 2nd line with Digital Phone Nationwide primary line or Digital Phone Unlimited SC primary line. Digital Phone Unlimited SC customers do not have to be subscribers to Time Warner Cable's cable modem and/or cable television service. All Custom Calling Features in tariff Section 3.1.2.B are included at no additional charge.

** Effective March 14, 2017, the Company's Residential Digital Phone Unlimited, Digital Phone Unlimited SC and Digital Phone Local IP Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Customer voluntarily changes packages, Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

(T)

A. Service Descriptions (cont'd.)

(T)

3. Digital Phone Seasonal Service

(T)

Digital Phone Seasonal Service is available to Digital Phone residential customers who reside in their homes only part of the year. It allows existing customers to retain their existing telephone number and to maintain very limited phone service while away from their residence. Digital Phone Seasonal Service may only be offered to subscribers who have been connected to Digital Phone service for at least 7 calendar days after they are installed. New customers may not go directly to Seasonal Service. The customer must provide dates of departure and return. If return date is not provided, an automatic reconnect work order will be entered for 6 months. Customer must have a current account balance and provide a forwarding address, pay in advance or participate in an automatic payment option. Digital Phone Seasonal Service is only offered in the exchanges listed in Section b below.

(T)

a. Features

Customer can turn this service on two times a year for a minimum of 2 months and maximum of 6 months per year. Outbound 911 and 611 functionality is available. When activated there will be no inbound call capability. All incoming call attempts will be routed directly to a reorder tone or voicemail. Voicemail will remain active if customer has voicemail and chooses to leave it active, or if a customer activates new voicemail. Voicemail will be available for remote access. No other features or services will be available during this time. Customer will not be able to make any charge per service calls or use charge per features within the plan such as international long distance, operator or directory assistance. If a subscriber has more than one line, all lines must go to and from Seasonal Service at the same time.

Some material previously found on this page now found on 1st Revised Page 35.3

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

A. Service Descriptions (cont'd.)

3. Digital Phone Seasonal Service (cont'd.)

b. Availability

Digital Phone Seasonal Service is only offered in the following exchanges:

Columbia, Myrtle Beach, Georgetown, Summerville, Hilton Head, North Myrtle Beach, Murrels Inlet, North Conway, South Conway, Pawley's Island, Collins Creek, East Conway, Floyds, Lakewood, Loris, West Myrtle Beach, and Wampee

4. Digital Phone Local** (C)

This package allows unlimited local calling. The Digital Phone Local calling plan is available on the 2nd line with Digital Phone Unlimited (T) primary line or Digital Phone Unlimited SC primary line. Digital Phone Local is offered solely to residential subscribers to Time Warner Cable's cable modem and/or cable television service. Intrastate, interstate and international calling is available on an additional rate per minute basis. All Custom Calling Features in tariff Section 3.1.2.B are included at no additional charge.

** Effective March 14, 2017, the Company's Residential Digital Phone Unlimited, Digital Phone (N) Unlimited SC and Digital Phone Local IP Voice Service products will be unavailable to new | Customers. A Customer currently subscribed to one of these Services may continue to receive the | Service (*i.e.*, is "grandfathered") until Customer voluntarily changes packages, Cancellation of | Service or Termination of Service or otherwise as described pursuant to a notice of planned | Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

A. Service Descriptions (cont'd.)

5. Basic Service Local

Basic Service Local provides a voice-grade service connection allowing unlimited calling within a subscriber's local calling area in addition to the following service elements: equal access to interexchange carriers, one free white page directory listing, access to 911/Enhanced 911 service, access to directory services, access to Toll-Free services, access to South Carolina Telephone Relay Service, and access to operator services. Intrastate, interstate and international calling are available on an additional rate per minute basis. Basic Service Local may be offered as a stand-alone service or bundled with video and/or internet services.

6. Spectrum Voice

Spectrum Voice allows unlimited local calling (Basic Service) and unlimited long distance calling minutes (intrastate and interstate) within the fifty (50) United States and to Canada, Guam, Mexico, Puerto Rico, The US Virgin Islands, American Samoa and the Northern Marianas Islands. Included are calling features as listed following: 3-Way Calling, Accept Selected Callers, Block 3rd Party Charges, Block 900/976 Calls, Block Anonymous Calls, Block Outbound Caller ID, Block Collect Calls, Block International Calls, Block Unwanted Callers, Caller ID, Call Waiting, Call Waiting with Caller ID, Do Not Disturb, Enhanced Block Anonymous Calls, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Repeat Dialing, Return Call, Set Backup Phone, Simultaneous Ring, Speed Dial, Trace Call and VIP Ring. Also included are Nomorobo, Private Number Service and Voicemail/Readable Voicemail. Service may be offered as stand-alone or with video and/or internet services (C)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

B. Custom Calling Features

3-Way Calling

Allows a User to add a third party or a second call to an existing two party call.

(M)

Accept Selected Callers

Customer can choose to receive incoming calls from select phone numbers only and send all other incoming calls to voicemail. Up to 48 phone numbers can be added to list of accepted callers.

(T)

(T)

Block 3rd Party Charges

Blocks incoming calls from third-party callers and potential charges.

(T)

Block 900/976 Calls

Blocks calls to 900/976 numbers.

Block Anonymous Calls

Blocks unwanted calls from callers who restrict sending caller ID information.

Block Collect Calls

Blocks incoming collect calls.

Block International Calls

Blocks calls to international locations.

(T)(M)

*Some material now found on this page was previously found on
1st Revised Page 35.5 and Original Page 35.5.1*

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

B. Custom Calling Features

Block Outbound Caller ID (T)

Allows the Customer to prevent delivery, on a per call basis, of their telephone number on an outgoing call to another party who subscribes to Caller ID. This service is accessed by dialing *67. This feature may not operate when calling toll free and abbreviated telephone numbers (e.g., 211, 311, 911). Optionally, allows the Customer to prevent delivery of their telephone number on all outgoing calls. This feature will be in operation on a continuous per line basis unless *82 is dialed to unblock before a call is placed. (T)

Block Unwanted Callers (T)(M)

Customer can automatically send incoming calls from certain numbers to a message stating that the Customer is not accepting calls at this time. Up to 48 numbers can be blocked. (T)(M)

Call Waiting

When a Customer is making a Call, a short spurt of tone signals the Customer that an incoming call is waiting. The tone is heard only by the Call Waiting Customer, while the incoming caller hears a regular ringing signal. Flashing the switchhook holds the first call while the second is answered. (T)

Caller ID

Allows a Caller ID display unit to display the name and number of incoming calls.

Call Waiting with Caller ID

When a Customer is talking on the telephone, allows a Caller ID display unit to display the number of an incoming call. A Customer-provided visual display unit is required to interact with this feature. (T)

Some material now found on this page was previously found on 1st Revised Page 35.5

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

B. Custom Calling Features (cont'd.)

Do Not Disturb	(N)
Forwards all incoming calls to an established voicemail box.	
Enhanced Block Anonymous Calls	
Customer can block calls from callers who “spoof” their caller ID.	(N)
Forward All Calls	(T) (M)
Customer can forward all incoming calls from home number to an alternate number.	(M)
Forward Calls When Busy	
Customer can forward incoming calls to voicemail or alternate phone number when the line is busy.	
Forward Calls When No Answer	
Customer can forward missed calls to voicemail or an alternative phone number.	
Forward Selected Calls	(M)
Customer can forward incoming calls from up to 48 numbers to an alternate phone number.	(T) (M)
Nomorobo	(M)
Blocks unwanted calls from telemarketers and robo-callers.	(T) (M)

Some material previously found on this page is now found on Original Page 35.3.2, 2nd Revised Page 35.4 and 1st Revised Page 35.5.1
Some material now found on this page was previously found on Original Page 35.5.1

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.2 Residential IP Voice Service (cont'd.)

B. Custom Calling Features (cont'd.)

Repeat Dialing

Automatically redials a busy number for up to 30 minutes and notifies the caller when the line becomes available.

(N)

Return Call

Allows the Customer to automatically call back the last received incoming call. Service only applies to local calls and does not work for calls that have been forwarded from 800 or 900 numbers.

Set Backup Phone

Customer can add a backup phone number to forward calls to in the event that Spectrum Voice service is unavailable.

(N)

Simultaneous Ring

Customer can enable additional phone numbers to ring and be received when the home phone rings.

(T) (M)

(M)
(T)

Speed Dial

Provides single digit dialing for up to 8 numbers stored.

Trace Call

Customers receiving harassing or threatening calls can initiate a Call Trace by pressing *57. Only the most recent incoming call can be traced. Information collected on traced calls will be released to a law enforcement agency only.

(N)

(N)

VIP Ring

Customer can assign a distinctive ringtone for up to 48 individual callers.

(T)

(T)

*Some material previously found on this page is now found on Original Page 35.3.2 & 2nd Revised Page 35.5
Some material now found on this page was previously found on 1st Revised Page 35.5*

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd)

3.1.3 Business Voice Service (T)

A. Service Descriptions

1. BCP Unlimited Service** (T)

Provides unlimited local, and toll calling for Business Customers with 1-30 lines per location for a flat monthly rate. Service includes several Calling Features as described in Section 3.1.3B. Operator assisted calling includes a per call charge. Service is provided on a term basis only of 1, 2 or 3 years. Service not bundled with other Company offerings requires a 2 line minimum.

2. BCP Unlimited Local Service** (T)

Provides unlimited calling within the local calling area. Calls outside of the local calling area will be billed on a per minute basis. Customers subscribe on a term plan basis minimum of one (1) year if purchasing other Company services, or two years (2) if purchasing service on a stand-alone basis.

3. BCP Unlimited South Carolina Service** (T)

Provides unlimited calling within the State of South Carolina. Interstate calls will be billed on a per minute basis. Customers subscribe on a term plan basis minimum of one (1) year if purchasing other Company services, or two years (2) if purchasing service on a stand-alone basis.

** Effective December 13, 2016, the Company's BCP Unlimited, BCP Unlimited Local and BCP Unlimited South Carolina Local Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

A. Service Descriptions (Cont'd.)

4. Spectrum Business Unlimited Service** (C)

Provides unlimited local and domestic toll calling for Business Customers for a flat monthly rate. Service includes several Calling Features as described in Section 3.1.3.B. Operator and directory assisted calling includes a per call charge. Service can be bundled with other Company offerings.

5. Spectrum Business Unlimited Service Plus (N)

Provides unlimited local and domestic toll calling for Business Customers for a flat monthly rate. Service includes all Calling Features as described in Section 3.1.3.B. Directory Assistance calling (limited to 1000 uses) is included with this service. Operator calling includes a per call charge. Service can be bundled with other Company offerings.

6. Spectrum Basic Business Voice Service (C)

Provides unlimited calling within the local calling area. Calls outside of the local calling area will be billed on a per minute basis. Customers subscribe on a month to month basis.

** Effective July 9, 2017, the Company's Spectrum Business Unlimited Service voice service product will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd)

3.1.3 Business Voice Service

B. Custom Calling Features

There are no additional charges for the features listed below, however the Customer must select features when ordering service. Customers may add or remove features at any time. Voice Mail is available for an additional monthly per line charge.

- | | | |
|----|---|---------|
| 1. | 3-Way Call Transfer | (T) |
| | Put call on hold to consult with the party privately before transferring the call. |
(T) |
| 2. | Anonymous Call Rejection | (T) |
| | Blocks unwanted calls from callers who restrict sending caller ID information. | |
| 3. | Auto Attendant | (N) (D) |
| | Virtual automated receptionist that greets incoming callers with an Interactive Voice Response menu to transfer callers or allow them to leave a message. |
(D) |
| 4. | Automatic Callback (*66) | |
| | Automatically redials the last outgoing busy call and then notifies when the line is free. | |
| 5. | Block 3 rd Party Calls | |
| | Block third party calls and potential charges. | |
| 6. | Block Collect Calls | |
| | Block all incoming collect calls. | |
| 7. | Block International Calls | |
| | The Customer may opt to allow international outbound calls. |
(N) |

Some material previously found on this page is now found on Original Page 35.6.1.1

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (cont'd)

3.1.3 Business Voice Service (cont'd)

B. Custom Calling Features (cont'd)

- | | | |
|-----|--|---------|
| 8. | Call Forwarding Always | (T) (M) |
| | Forward all of your incoming calls to another number. | |
| 9. | Call Forwarding Busy | |
| | Forward all of your incoming calls to another number when the line is busy. | |
| 10. | Call Forwarding No Answer | |
| | Forward all of your incoming calls that are not answered within a specified number of rings to another number. | (T) (M) |
| 11. | Call Forwarding – Remote Access via Portal | (N) |
| | Use your mobile phone to log into portal to change call forwarding numbers. | (N) |
| 12. | Call Forwarding Selective | (T) (M) |
| | Forward calls only from telephone numbers previously entered into a pre-determined list. If a match occurs, the inbound call is forwarded to the number specified. | (T) (M) |

*Some material now found on this page was previously found on
2nd Revised Page 35.6.1 and 2nd Revised Page 35.8.1*

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

B. Custom Calling Features (Cont'd.)

- | | | |
|-----|--|--------------|
| 13 | Call Hold | (N) |
| | Enables the User to put an active call on hold and then make another call. User can return to the original call and alternate between the two. |

(N) |
| 14. | Call Logs | (T) |
| | Allows Customers to view the details of their most recent calls. Calls are broken up into three categories: Missed Calls, Dialed Calls, and Received Calls. | |
| 15. | Call Park and Retrieve | (N) |
| | Park a call from any phone in a business group and then retrieve the call from any phone in the business group. |

(N) |
| 16. | Call Return - *69 | (T) |
| | Allows Customers to call the last number that called their BCP phone line through the use of a feature access code. | |
| 17. | Call Scheduler | (T) |
| | Allows Users to maintain additional control of their features via Voice Manager by establishing advanced settings in their Call Scheduler (e.g. time of day/day of week) for features to be active. Up to three (3) User Configurations can be established but only one (1) can be active at a time. | |
| 18. | Call Transfer | (N) |
| | Place a call on hold and dial the number/extension to transfer the call to the party the caller is trying to reach. |

(N) |

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

B. Custom Calling Features (Cont'd.)

19. Call Waiting (T)
A special tone alerts the User when another caller is trying to reach him/her and User is already on the phone.
20. Call Waiting Caller ID (T)
If a call comes in while you are using your phone, you can see the calling party name and number while you are on another call. A tone alerts you to the waiting call. (T)
21. Call Waiting Cancel (T)
Cancel receiving incoming calls to ensure no interruptions while you are on an active call. (T)
22. Caller ID (T)
Allows a Caller ID display unit to display the name and number of incoming calls.
23. Caller ID – Block Per Line (T)
Allows the Customer to prevent delivery of their telephone number on all outgoing calls. This feature will be in operation on a continuous basis unless *82 is dialed to unblock before a call is placed. This feature may not operate when calling toll free and abbreviated telephone numbers (e.g., 211, 311, 911). (T)
24. Caller ID – Blocking and Unblocking Per Call (T)
Pressing a star code before dialing a number suppresses sending your Caller ID (calling name and number) to the party you are calling. (T)
25. Caller ID – Custom (T)
Allows Users to determine the name and phone number that displays to people receiving a call from the Customer to their caller ID. The Calling Line Identification (CLID) must be a number selected from the Customer account.

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

B. Custom Calling Features (Cont'd.)

- | | | |
|-----|--|-------------|
| 26. | Directed Call Pickup | (N) |
| | Enables picking up an incoming call ringing on another line in a Business Group by dialing the star code. |
(N) |
| 27. | Do Not Disturb (DND) | (T) |
| | Allows Customers to set their phone line status as unavailable. All calls to the line receive a busy signal. | |
| 28. | Extension Dialing | (N) |
| | A 4-digit extension assigned to the telephone number so the entire telephone number does not have to be dialed. |
(N) |
| 29. | Hunt Groups | (N) (D) |
| | Pre-determined ring sequences for a group of members that are set up in advance that determines how incoming calls will be answered. |
(N) (D) |
| 30. | Hunting - Sequential | (T) |
| | Allows sharing of a group of lines by many individuals for incoming calls. When a pilot number is dialed and is busy, hunting will be invoked. The call will be delivered to the first idle line found in the hunt group. | |
| 31. | Hunting -Uniform Call Distribution | (T) |
| | Allows sharing of a group of lines by many individuals for incoming calls. When a pilot number is dialed, the call will be assigned to the most idle line. | |
| 32. | Hunting Circular | (T) |
| | Allows sharing of a group of lines by many individuals for incoming calls. When any number in the hunt group is dialed and is busy, hunting will be invoked. The call will be delivered to the next idle line found in the hunt group. | |

Some material previously found on this page is now found on 3rd Revised 35.8.1

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

B. Custom Calling Features (Cont'd.)

- | | | |
|------|--|-------------|
| 37. | Simultaneous Ring | (N) |
| | Enable incoming phone calls to be received at different locations, on different phones. |
(N) |
| 38.. | Speed Dial (1-8) | (T) (M) |
| | Up to eight frequently called telephone numbers can be stored with keys 2-9 on the telephone keypad. |
(T) (M) |
| 39. | Three-Way Calling | (N) |
| | Add another party to a call already in progress. |
(N) |

Some material now found on this page was previously found on 2nd Revised Page 35.8.1

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.) (T)

C. Toll Free Services

1. BCP Toll Free Services** (T)

a. Description (T)

Toll Free Service is an inbound calling service, available to Company Customers with an active Business Class Phone (BCP) telephone number or Business Class PRI (BC PRI) telephone number, which permits calls to be completed to the Customer's location without charge to the calling party. Call charges are billed to the Customer rather than to the originating caller. Service is accessed by dialing a toll-free prefix (8xx). Vanity toll free numbers are available upon request [See Tariff Section 2.16]. Access to the service is gained by dialing a ten-digit toll-free number which terminates at the Customer's location. Toll Free Numbers may be listed in the national Toll Free Directory Assistance database. Customers may subscribe to a maximum of five (5) toll free numbers per Customer location. In addition to a Monthly Recurring and/or Non-Recurring charge, per minute charges will apply.

Rates are not mileage or time-of-day sensitive. Calls are billed in six (6) second increments after a minimum call duration for billing purposes of eighteen (18) seconds.

** Effective December 13, 2016, the Company's BCP Toll Free Services will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.) (T)

C. Toll Free Services (Cont'd.)

1. BCP Toll Free Services (Cont'd.)** (T)

a. Description (Cont'd.) (T)

Customers may choose from Basic Toll Free Service or Enhanced Toll Free Service, depending upon their needs. Basic Toll Free Service allows all toll free calls to terminate to a single BCP or BC PRI number. Enhanced Toll Free Service allows calls to terminate to multiple BCP or BC PRI numbers based on customer-selected features.

Time of Day Routing – Routes traffic to different locations and/or numbers based on time of day.

Day of Week Routing – Routes traffic to different locations and/or numbers based on day of the week.

Day of Year Routing – Routes traffic to different locations and/or numbers based on the day of year.

NPA Routing / NPA/NXX Routing – Routes calls based on origination. Routing can be based on area code/exchange.

Call Allocation – Routes toll free traffic to various BCP lines based on a pre-set percentage distribution.

NPA Selection / NPA/NXX Selection – Allows or blocks incoming calls based on originating area code or area code/exchange combinations.

** Effective December 13, 2016, the Company’s BCP Toll Free Services will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)
|
|
|
(N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

(T)

D. Remote Call Forwarding

1. Description

Remote Call Forwarding (RCF) is a telecommunications network service that enables all calls to a specified telephone number (RCF Telephone Number) to be automatically forwarded to another telephone number (Terminating Telephone Number).

2. Regulations

a. RCF is subject to the availability of suitable facilities.

b. The terminating telephone number must be a Business Voice Service or PRI telephone number located at the customer's physical address. **(T)**

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

E. Business Group Feature Package** (T)

1. Description

A set of features which allow a group of telephone numbers to share calls and special calling features for greater productivity. Extension Dialing is automatically provisioned and 3 features can be added by the user via our online portal. (C)
(C)

a. Standard Features

- Extension Dialing – ability to dial any Business Voice Service telephone number in the Business Group with just the last 4 digits of the telephone number

(D)
|
|
|
(D)

b. Optional Features

- Call Park and Retrieve – provides the ability to park and retrieve call from any station within the business group
- Directed Call Pick-Up – enables a member of the group to answer a call ringing on any other line in the group by dialing a code
- Call Hold – allows the user to put an active call on hold and then make another call.

** Effective July 9, 2017, Business Group Feature Package will be unavailable to new Customers. Customers currently subscribed to Business Group Feature Package may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)
|
|
(N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

F. Custom Ring** (T)

1. Description

Custom Ring allows Customers to have up to four (4) additional phone numbers on the same telephone line as their primary phone number. Each phone number rings with a Custom Ring pattern. All outgoing calls show up as the primary telephone number on Caller ID.

G. Extended Message (T)

1. Description

The Extended Message feature plays a message to all incoming calls to a number that has been disconnected or changed. The standard duration for Extended Message is 30 days. The Customer can choose to extend the duration for 60 days for an additional charge. (T)
(T)
(C)

** Effective July 9, 2017, Custom Ring will be unavailable to new Customers. Customers currently subscribed to Custom Ring may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)
|
|
(N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd.)

3.1.3 Business Voice Service (Cont'd.)

H. Mobility Package**

(T)

1. Description

The Mobility Package includes features that allow Customers to be highly mobile while still connected to their Business Voice Service phone lines. The package includes the following features:

- Simultaneous Ring – Allows Customers to have multiple phone numbers ring simultaneously when calls are received on their Business Voice Service phone. The first line to answer will be connected and the other lines will be released. If any line goes to voicemail then the other lines will be released. The Customer can have up to five (5) additional terminating locations, including non-Company numbers, in addition to their main line. Telephone numbers must be a 10-digit domestic telephone number.
- Sequential Ring – When the Customer’s phone is called, this feature rings up to five (5) additional phone numbers in sequence. The initial phone number will ring and after a preset number of rings the next phone number will ring and then the next numbers until the call is picked up or the call goes to voicemail or other no-answer processing from the main number. The caller can wait until the call is answered or leave a message at any point by pressing a key on their handset. If any of the lines are answered while ringing (including voicemail) then the Sequential Ringing will stop and the call can be completed. If no lines are answered then the call is sent back to the main line for processing (Voicemail, CFNA, etc.).
- Office Anywhere – Allows Customers to make it seem like they are using their office phone for outbound calls when they are working remotely. Calls made from the remote location show the Caller ID as being made from the Customer’s office phone through Office Anywhere.
- Personal Attendant – Allows Customers to answer calls with a custom greeting and then offer up to two (2) call treatment options: go to voicemail, go to another telephone number or go to an announcement. This feature can be used to act as a simplified version of Auto Attendant to answer calls when a user is away from their desk or if the business is closed.

** Effective July 9, 2017, Mobility Package will be unavailable to new Customers. Customers currently subscribed to Mobility Package may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission.

(N)
|
|
(N)

Issued: July 3, 2017

Effective: July 9, 2017

Issued By:

Betty Sanders, Sr. Director Regulatory Affairs
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd)

3.1.4 Business Class PRI Service**

(T)

A. Description

Business Class PRI is an Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) interconnected Voice over Internet Protocol (“VoIP”) service that provides unlimited local calling within the State of South Carolina for a flat monthly rate. Service is provisioned on a 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 “B” channels and one “D” channel. Fractional PRI service configurations of 8, 12 and 16 B channels are also available. The B channels carry voice communications and the D channel provides out-of-band signaling. Direct Inward Dial (DID) numbers or non-DID numbers may be assigned as part of the PRI service. Service is provided on a term basis only of 1, 2 or 3 years. Service includes Calling Features as described in Section 3.1.4.B below.

B. Calling Features

Caller ID – Allows a Caller ID display unit to display the name and number of incoming calls. The Calling Party Directory Name and/or Number (CPN) of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Inbound/Outbound Call Restriction Options – Allows the Customer to opt to disallow certain inbound calls: Collect, Third Party, or both. Allows the Customer to opt to disallow certain outbound calls: International, 900, or both international and 900/976.

** Effective December 13, 2016, the Company’s Business Class PRI Service will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission.

(N)
|
|
|
(N)

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd)

3.1.5 Business Class SIP Trunk Service**

(T)

A. Description

Business Class SIP Trunk Service is a voice and call processing service via six or more concurrent call paths using a Session Initiation Protocol ("SIP") connection to the Customer's private branch exchange ("PBX") or other equipment facilities and services ("Customer-provided equipment" or "CPE"), and a variety of features

B. Calling Features

Caller ID – Allows a Caller ID display unit to display the name and number of incoming calls. The Calling Party Directory Name and/or Number (CPN) of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Inbound/Outbound Call Restriction Options – Allows the Customer to opt to disallow certain inbound calls: Collect, Third Party, or both. Allows the Customer to opt to disallow certain outbound calls: International, 900, or both international and 900/976.

Trunk Overflow – Automatically reroutes all inbound calls to a pre-determined phone number when all channels are in use.

Alternate Routing – Automatically reroutes all incoming calls to a pre-determined number in the event of a service outage, or a power outage affecting inbound call processing.

Intercept Messaging – Provides a message for each call to a number that has been disconnected or changed upon customer request and provides the new number to the caller.

** Effective December 13, 2016, the Company's Business Class SIP Trunk Service will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. **(N)**

SECTION 3 – SERVICE DESCRIPTION

3.1 IP Voice Service (Cont'd)

3.1.6 Spectrum PRI Service

(N)

A. Description

Spectrum PRI Service is a voice-only, IP-enabled service that can be delivered over fiber or DOCSIS. A single Spectrum PRI offers customers a two-way trunk with the ability to make and/or receive up to 23 simultaneous calls. The product provides customers with the standard ISDN PRI configuration of 23 B channels for voice communications and a D channel for signaling, i.e., 23B+D, as well as other PRI service configurations.

A Fractional PRI service configuration of 12 B channels is also available. Spectrum PRI is provisioned as one or more PRI groups. PRI telephone numbers, e.g., DID numbers, are assigned at the trunk group level. Each PRI in the group uses its own D channel for signaling.

Spectrum PRI Service is provided for terms ranging from month to month to 1 to 5 years, or 7 years. Service includes Calling Features as described in Section 3.1.6.B below.

B. Calling Features

Caller ID – Allows a Caller ID display unit to display the name and number of incoming calls. The Calling Party Directory Name and/or Number (CPN) of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Inbound/Outbound Call Restriction Options – Allows the Customer to opt to disallow certain inbound calls: Collect, Third Party, or both. Allows the Customer to opt to disallow certain outbound calls: International, 900, or both international and 900/976.

Trunk Overflow - Automatically reroutes all inbounds calls to a pre-determined phone number when all channels are in use.

Alternate Routing -- Automatically reroutes all incoming calls to a predetermined number in the event of a PRI service outage, PBX outage, or power outage affecting inbound call processing.

(N)

SECTION 3 – SERVICE DESCRIPTION

3.2 Miscellaneous IP Voice Services

3.2.1 General

B. Terms and Conditions

1. The features in this section are included in the Company's IP Voice Service offering.
2. All features are provided subject to availability: Features may not be available with all classes of Service. Transmission levels may not be sufficient in all cases.

3.2.2 Directory Assistance (DA)

A. Local and National Directory Assistance Service

Local and National Directory Assistance Service (411) is furnished upon Customer request for assistance in determining telephone numbers. Unless otherwise stated in a product service description, Customers will be charged for all requests, including requests for listings that are not found and requests for numbers not listed or published. (T)
(T)

B. Directory Assistance Call Completion Service

Directory Assistance Call Completion Service provides a Customer calling Directory Assistance with the option of having the call to the last requested number completed. A service message will inform the Customer that he or she may be connected to the requested number automatically for a specified additional charge.

SECTION 3 – SERVICE DESCRIPTION

3.2 Miscellaneous IP Voice Services (cont'd)

3.2.3 Directory Listing Services

The alphabetical directory is a list of names that includes information essential to the identification of the listed party and facilitates the use of the directory. The Company reserves the right to refuse to publish listings which, in the judgment of the Company, are considered inappropriate.

A. Additional and Foreign Listings** (T)

1. Additional Listings are provided in addition to the main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing.
2. Customers may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the Customer is regularly listed.

B. Nonlisted Service**

At the request of the Customer, any one or all of the Customer's listings normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

C. Nonpublished Service**

1. The numbers of Nonpublished Service are not listed in the telephone directory or in the information records available to the general public.
2. Nonpublished information may be released to emergency service providers, to Customers who subscribe to Company offerings which require the information to provide Service and/or bill their clients, or, to Customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or numbers may also be delivered to Customers on a call-by-call basis.

** Customers who currently use Nonlisted Service and who retain the same telephone number on the Company's service may retain this service at current rates. This service is not available to new Customers.

Customers who currently use Nonpublished Service and who retain the same telephone number on the Company's service may retain this service at current rates. This service is not available to new Customers.

Effective July 9, 2017, Foreign Listings Service will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service Discontinuation provided by the Company to the User and to the Commission. (N)
|
|
(N)

Issued: July 3, 2017

Effective: July 9, 2017

Issued By:

Betty Sanders, Sr. Director Regulatory Affairs
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

SECTION 3 – SERVICE DESCRIPTION

3.2 Miscellaneous IP Voice Exchange Services (cont'd)

3.2.3 Directory Listing Services (cont'd)

D. Private Listing (N)

Customers may request their Directory Listing information to be held private, not available to the Directory Assistance operator or listing services. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the Customer has requested to be held Private and therefore omitted from the telephone directory or the disclosing of such a listing to any person where such a listing is published in the directory. The Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Private Listing Service. (N)

E. Extended Referral (T)

Upon disconnection of a line the Customer may request an extended announcement referring the caller to the Customer's new number for up to three months from the date of disconnect.

SECTION 3 – SERVICE DESCRIPTION

3.3 Trial Services

The Company may offer new services, not otherwise tariffed, from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on a permanent basis.

3.4 High Capacity Transmission Services

The Company provides local and intrastate telecommunications services, as described hereunder, on a wholesale basis and also to retail Business Customers.

3.4.1 General Description of Service

High Capacity Transmission Services provide high-capacity point-to-point, point-to-multipoint and multipoint-to-multipoint dedicated connection between one or more customer-defined locations and/or the Company. The service may utilize Ethernet interfaces, optical fiber and/or coaxial cable facilities, is scalable from 1 Mbps to 100 Gbps and will be designed and provisioned on an Individual Case Basis (ICB) pursuant to contracts with Customers. All requesting Customers shall have non-discriminatory access to ICB Services and facilities at nondiscriminatory rates. (C) (C)

SECTION 4 – RATES

4.1 Service Connection and Related Charges

4.1.3 Expedite Service

A. General

Upon acceptance of the Customer's application for service, the Company will notify the Customer of the time frame in which service will be installed. When a Customer requests to have an order processed faster than the established service interval and the Company agrees to give priority handling within its operations, an Expedite Service charge will apply.

B. Limitation of Liability

Once requested and accepted, the Expedite Service charge applies irrespective of whether the expedite request results in a shorter service interval. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly when an established expedited due date is not met by the Company.

C. Description of Charges

The Expedite Service charge is applicable per location, per request and applies in addition to any other service and installation charges. The Company reserves the right to assess any documented charges imposed by a third party that are directly associated with the Customer's request to expedite the service order.

D. Expedite Service Charges

Phone (Business Voice Service, PRI, SIP) Services	\$200	(T)
High Capacity Transmission Services	\$500	

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges

4.2.1 Residential IP Voice Service

A. Digital Phone Unlimited** (C)

1. Customers subscribing to Time Warner Cable cable television services and Time Warner Cable high-speed cable modem service.

\$39.95

2. Customers subscribing to either Time Warner Cable cable television service or to Time Warner Cable high-speed cable modem service.

\$44.95

3. Customers who do not subscribe to other Time Warner Cable services.

\$49.95

4. Digital Phone Nationwide Second Line cannot be sold with Digital Phone Local as the primary line. Monthly rate for Digital Phone Nationwide's second line is

\$29.95

B. Digital Phone Unlimited SC** (C)

1. Customers subscribing to Time Warner Cable cable television services and Time Warner Cable high-speed cable modem service.

\$29.95

2. Customers subscribing to either Time Warner Cable cable television service or to Time Warner Cable high-speed cable modem service.

\$34.95

** Effective March 14, 2017, the Company's Residential Digital Phone Unlimited, Digital Phone Unlimited SC and Digital Phone Local IP Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Customer voluntarily changes packages, Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (cont'd.)

4.2.1 Residential IP Voice Service (cont'd.)

- B. Digital Phone Unlimited SC (cont'd.)** (C)
3. Customers who do not subscribe to other Time Warner Cable services.
\$39.95
4. Digital Phone Unlimited SC Second Line cannot be sold with Digital Phone Local on the primary line. Monthly rate for Digital Phone Unlimited SC second line is
\$24.95
- C. Digital Phone Seasonal Service
- | | |
|---------------------------|--------|
| Monthly Recurring Charge: | \$9.95 |
| One-Time Set-up: | \$9.95 |

** Effective March 14, 2017, the Company's Residential Digital Phone Unlimited, Digital Phone Unlimited SC and Digital Phone Local IP Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Customer voluntarily changes packages, Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

Issued: March 9, 2017
Issued By:

Betty Sanders, Sr. Director Regulatory Affairs
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

Effective: March 14, 2017

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (cont'd.)

4.2.1 Residential IP Voice Service (cont'd.)

B. Digital Phone Unlimited SC (cont'd.) (C)**

3. Customers who do not subscribe to other Time Warner Cable services.

\$39.95

4. Digital Phone Unlimited SC Second Line cannot be sold with Digital Phone Local on the primary line. Monthly rate for Digital Phone Unlimited SC second line is

\$24.95

C. Digital Phone Seasonal Service

Monthly Recurring Charge: \$9.95

One-Time Set-up: \$9.95

** Effective March 14, 2017, the Company's Residential Digital Phone Unlimited, Digital Phone Unlimited SC and Digital Phone Local IP Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Customer voluntarily changes packages, Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

Issued: March 9, 2017

Effective: March 14, 2017

Issued By:

Betty Sanders, Sr. Director Regulatory Affairs
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (cont'd.)

4.2.1 Residential IP Voice Service (cont'd.)

E. Basic Service Local

1. First Line

Service	Voice Only
Flat Rate Service, per month	\$24.99
Intrastate Long Distance Usage Rate, per minute	\$0.07
Directory Assistance, per use	\$1.99

2. Second Line – Same as first line.

(N)

(N)

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (cont'd.)

4.2.1 Residential IP Voice Service (cont'd.)

F. Spectrum Voice

1. First Line

Service		(T)
Flat Rate Voice Only, per month	\$29.99	(T)
Flat Rate Voice with cable television and/or Internet bundle*	\$9.99	(N) (N)

2. Second Line

Service		(T)
Flat Rate Service, per month	\$19.99	

3. International long distance calling and rate plans may also be available.

G. Installation Charges

Basic Service Local and Spectrum Voice: \$49.99 (up to two lines)

* Customers with a cable television and Internet bundle prior to 9/18/2018 receive Voice service for \$29.99 the first year and \$19.99 thereafter. Existing bundled service Customers may migrate to the new offer structure after 9/18/2018. (N)
|
(N)

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges

4.2.2 Business Voice Service

A. BCP Unlimited Service**

Service is provided on a term basis only, with a minimum term period of 1 year. Term service rates are based on discounts off the Monthly Recurring Charge for month-to-month service, which is only available once the initial term agreement period has been completed and until such time as another term agreement is secured.

	Monthly Recurring Charge, Per Line
Stand-alone BCP * (single play)	\$83.95 (I)
BCP bundled with data or digital cable video television service (double play)	
Discount	13.7%-16.3%
Term Discount (1-3 years)	24.6%-32.8%
	<u>Per Line</u>
Multi-Line Volume Discount Plan:	
Service provided within existing Term Plan	\$35.99 (I)
Service provided Month-to-Month	\$36.99 (I)
- Minimum of 4 BCP Unlimited Lines	
- Minimum 3-Year Term	
- Not available in connection with other discounts, promotional offerings, or ICB arrangements.	

* There is a two (2) line minimum for stand-alone BCP service.

All term agreements are offered on a nondiscriminatory basis and are available at the same rates to similarly situated customers.

** Effective December 13, 2016, the Company's BCP Unlimited, BCP Unlimited Local and BCP Unlimited South Carolina Local Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission.

SECTION 4 – RATES(CONT'D.)

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.2 Business Voice Service (Cont'd.)

B. BCP Unlimited Local Service**

Monthly Recurring Charge, per line:

Service provided within existing Term Plan	\$31.95 (I)
Service provided Month-to-Month	\$34.95 (I)

Stand-alone (single play)
Minimum 2 Year Term

Bundled with data and/or digital Video Television
service (double or triple play)
Minimum 1 Year Term

Rate /minute for calls outside local calling area: \$0.07

C. BCP Unlimited South Carolina Service**

Monthly Recurring Charge, per line:

Service provided within existing Term Plan	\$36.95 (I)
Service provided Month-to-Month	\$36.99 (I)

Stand-alone (single play)
Minimum 2 Year Term

Bundled with data and/or digital Video Television
service (double or triple play)
Minimum 1 Year Term

** Effective December 13, 2016, the Company's BCP Unlimited, BCP Unlimited Local and BCP Unlimited South Carolina Local Voice Service products will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission.

Issued: February 7, 2019

Effective: February 21, 2019

Issued By:

Betty Sanders, Vice President - Regulatory
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.2 Business Voice Service (Cont'd.)

D. Spectrum Business Unlimited Service **

Monthly Recurring Charge, per line:	\$31.99 (I)
Installation Charge	\$99.00

E. Spectrum Business Unlimited Service Plus

Monthly Recurring Charge, per line:	
Existing customer service upgrade	\$49.99
New customer	
Months 1-12	\$29.99
Months 13+	\$39.99
Installation Charge	\$99.00

F. Spectrum Basic Business Voice Service

Monthly Recurring Charge, per line:	\$34.95 (I)
Installation Charge	\$99.00
Rate/Minute for Calling Outside local calling area	\$0.07

** Effective July 9, 2017, the Company's Spectrum Business Unlimited Service voice service product will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission.

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.2 Business Voice Service (Cont'd.) (T)

F. Toll Free Services (T)

1. BCP Toll Free Services** (T)

	<u>Monthly Recurring</u> <u>Charge</u>	<u>Non-Recurring</u> <u>Charge</u>
Basic Service	\$0.00	\$0.00
Enhanced Service per line (maximum 5 lines)	\$10.00	\$0.00
Per Feature Charge	\$0.00	\$50.00
Intrastate Per Minute		\$0.06
Additional Rate plans Available to multiline Customers with qualifying volume/service bundles:		
- Plan A		\$0.039
- Plan B		\$0.029
- Plan C		\$0.025
- Plan D		\$0.022
- Plan E		\$0.019

** Effective December 13, 2016, the Company's BCP Toll Free Services will be unavailable to new Customers. A Customer currently subscribed to one of these Services may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

Some material previously found on this page is now found on Original Page 40.5.0.2

Issued: December 8, 2016

Effective: December 13, 2016

Issued By:

Vincent M. Paladini, Assistant Secretary
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.2 Business Voice Service (Cont'd.)

F. Toll Free Services (Cont'd.)

2. Spectrum Toll Free Services

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>	
Toll Free Line	\$2.00	\$0.00	
Toll Free National Listing*	\$20.00	\$0.00	
Directory Listing*	\$5.00	\$0.00	
Intrastate, per minute		\$0.04	
Remote Number Forwarding	\$15.00	\$25.00 (N)	
Auto Attendant, each additional	\$15.00		(T)

* Rate after first free listing. (N)

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.2 Business Voice Service (Cont'd.)

G. Remote Call Forwarding* (T)

	<u>Installation Charge</u>	<u>Monthly Recurring Charge</u>
Remote Call Forwarded Telephone Number	\$25.00 (I)	\$15.00 (I)

H. Business Group Feature Package** (T)

	<u>Monthly Recurring Charge</u>	<u>Non-Recurring Charge</u>
Per Line	\$3.95	\$0.00

* Charges are applicable to new Customers effective July 9, 2017. Existing subscriber rates will not be re-rated. (N)
(N)

** Effective July 9, 2017, Business Group Feature Package will be unavailable to new Customers. Customers currently subscribed to Business Group Feature Package may continue to receive the Service (i.e., is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)
|
|
|
(N)

Issued: July 3, 2017
Issued By:

Betty Sanders, Sr. Director Regulatory Affairs
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

Effective: July 9, 2017

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.2 Business Voice Service (Cont'd.)

I.	Custom Ring**			(T)
	Custom Ring	Installation Charge	Monthly Recurring Charge	
		\$0.00	\$3.95	
J.	Extended Message			(T)
		Per Telephone Number		
		Non-Recurring Charge	Monthly Recurring Charge	
	30 days	\$0.00	\$0.00	
	60 days	\$2.00 (R)	\$0.00	(D)
K.	Mobility Package**			(T)
	Per Line	Non-Recurring Charge	Monthly Recurring Charge	
		\$0.00	\$3.95	

** Effective July 9, 2017, Custom Ring and Mobility Package will be unavailable to new Customers. (N)
Customers currently subscribed to these Services may continue to receive the Service (i.e., is |
“grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant |
to a notice of planned Service discontinuation provided by the Company to the User and to the |
Commission. (N)

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (Cont’d.)

4.2.3 Business Class PRI Service**

(T)

Service is provided on a term basis only, with a minimum term period of one (1) year. Term and bundle discounts are applied to the Monthly Recurring Charge for month-to-month service, which is only available once the initial term agreement period has been completed and until such time as another term agreement is secured. Local calling is included in the Monthly Recurring Charge.

	<u>Monthly Recurring Charge</u>
Stand-alone BC PRI (single play)	\$805.00
Stand-alone Fractional BC PRI 16B channels (single play)	\$565.00
Stand-alone Fractional BC PRI 12B channels (single play)	\$525.00
Stand-alone Fractional BC PRI 8B channels (single play)	\$495.00
BC PRI bundled with data or data plus Digital Cable video television service	
Discount (term and bundle)	12% - 43%
DID Number Blocks	
20 Numbers	\$3.00
100 Numbers	\$15.00
Intrastate rate	\$0.044/ minute

** Effective December 13, 2016, the Company’s Business Class PRI Service will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. **(N)**

Issued: December 8, 2016

Effective: December 13, 2016

Issued By:

Vincent M. Paladini, Assistant Secretary
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023

SECTION 4 – RATES

4.2 IP Voice Service Monthly Charges (Cont'd.)

4.2.3 Business Class PRI Service (Cont'd.)**

(T)

	<u>Monthly Recurring Charge</u>
Long Distance Calling*	
Per MOU rate after monthly allowance/package volume reached+	
3,000 MOU monthly allowance	\$0.00
5,000 MOU package (3,000 free plus 2,000 @ \$0.025 per MOU)	\$50.00
10,000 MOU package (3,000 free plus 7,000 @ \$0.020 per MOU)	\$140.00
20,000 MOU package (3,000 free plus 17,000 @ \$0.020 per MOU)	\$340.00
30,000 MOU package (3,000 free plus 27,000 @ \$0.019 per MOU)	\$513.00
50,000 MOU package (3,000 free plus 47,000 @ \$0.019 per MOU)	\$893.00
75,000 MOU package (3,000 free plus 72,000 @ \$0.018 per MOU)	\$1296.00
100,000 MOU package (3,000 free plus 97,000 @ \$0.017 per MOU)	\$1649.00

* Long distance calling is billed in six (6) second increments after a minimum call duration for billing purposes of eighteen (18) seconds. There is no rollover of unused minutes. Intrastate MOU charges after the allotment will revert to standard rates. Packages are one (1) per PRI Group.

+ Minutes over 100,000 minute threshold are billed at a flat rate of \$0.017 per minute.

** Effective December 13, 2016, the Company's Business Class PRI Service will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. **(N)**

Issued: December 8, 2016

Effective: December 13, 2016

Issued By:

Vincent M. Paladini, Assistant Secretary
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023

SECTION 4 – RATES (CONT’D.)

4.2 IP Voice Service Charges (Cont’d.)

4.2.4 Business Class SIP Trunk Service (T)**

Service is provided on a term basis only, with a minimum term period of one (1) year per call path with a minimum of six call paths and a maximum of 200 call paths. Term discounts are applied to the Monthly Recurring. Local calling is included in the Monthly Recurring Charge.

	<u>Monthly Recurring Charges</u>
SIP Trunk Call Path (per call path - minimum 6)	\$18.00
Discount for Term	11% - 22%
Trunk Overflow	\$24.95
DID Number Blocks – Block of 20	\$3.00
Block of 100	\$15.00
Intrastate Rate	\$0.044/minute
	<u>Non-Recurring Charges</u>
Installation	\$350.00

** Effective December 13, 2016, the Company’s Business Class SIP Trunk Service will be (N)
unavailable to new Customers. A Customer currently subscribed to this Service may continue to |
receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of |
Service or otherwise as described pursuant to a notice of planned Service discontinuation |
provided by the Company to the User and to the Commission. (N)

Issued: December 8, 2016

Effective: December 13, 2016

Issued By:

Vincent M. Paladini, Assistant Secretary
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Charges (Cont'd.)

4.2.4 Business Class SIP Trunk Service (Cont'd.)**

(T)

	<u>Monthly Recurring Charges</u>
Long Distance Calling*	
Per MOU rate after monthly allowance/package volume reached+	\$0.04/minute
3,000 MOU monthly allowance	\$0.00
5,000 MOU package	\$50.00
(3,000 free plus 2,000 @ \$0.025 per MOU)	
10,000 MOU package	\$140.00
(3,000 free plus 7,000 @ \$0.020 per MOU)	
20,000 MOU package	\$340.00
(3,000 free plus 17,000 @ \$0.020 per MOU)	
30,000 MOU package	\$513.00
(3,000 free plus 27,000 @ \$0.019 per MOU)	
50,000 MOU package	\$893.00
(3,000 free plus 47,000 @ \$0.019 per MOU)	
75,000 MOU package	\$1296.00
(3,000 free plus 72,000 @ \$0.018 per MOU)	
1000,000 MOU package	\$1649.00
(3,000 free plus 97,000 @ \$0.017 per MOU)	

* Long distance calling is billed in six (6) second increments after a minimum call duration for billing purposes of eighteen (18) seconds) There is no rollover of unused minutes. Intrastate MOU charges after the allotment will revert to standard Time Warner Cable Business Class rates

+ Minutes over 100,000 minute threshold are billed at a flat rate of \$0.017 per minute.

** Effective December 13, 2016, the Company's Business Class SIP Trunk Service will be unavailable to new Customers. A Customer currently subscribed to this Service may continue to receive the Service (*i.e.*, is "grandfathered") until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service discontinuation provided by the Company to the User and to the Commission. (N)

Issued: December 8, 2016

Effective: December 13, 2016

Issued By:

Vincent M. Paladini, Assistant Secretary
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Charges (Cont'd.)

[Reserved for future use]

Time Warner Cable Information Services (South Carolina), LLC
d/b/a Time Warner Cable of South Carolina

Page 40.10
1st Revised

(D)

SECTION 4 – RATES (CONT'D.)

4.2 IP Voice Service Charges (Cont'd.)

4.2.6 Spectrum SIP Trunk Service

If Customer selects to receive Spectrum SIP Trunk Service, Customer will receive voice and call processing services via eight or more concurrent call paths using a Session Initiation Protocol (“SIP”) connection to the Customer’s private branch exchange (including any non-Spectrum switch, collectively, “PBX”) or other Customer Equipment, and a variety of features, as described more fully in the applicable Service Order. Spectrum SIP Trunk Service, features and ancillary services will be designed, provisioned and rated on an Individual Case Basis (ICB) pursuant to Service Orders and contracts with Customers.

(C)

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(D)

(D)

SECTION 4 – RATES (CONT'D.)

[Reserved for future use]

(D)

(D)

Issued: April 10, 2019
Issued By:

Betty Sanders, Vice President - Regulatory
Time Warner Cable Information Services (South Carolina) LLC
12405 Powerscourt Drive
St. Louis, MO 63131

Effective: April 15, 2019

SECTION 4 – RATES

4.3 Miscellaneous IP Voice Exchange Services

4.3.1 Directory Assistance Service

	<u>Residential</u>	<u>Business</u>	
<u>Per Request for Subscribers to:</u>			(T)
<u>Spectrum Business Unlimited Service Plus, after allowance</u>	N/A	\$1.79	(N) (N)
<u>All Other Services</u>			(T)
Customer Dialed (Local)			
Clover, Lake Wylie, Lake Wylie West, York:	\$1.99	\$2.99	
All other areas:	\$1.99	\$2.99	
Customer Dialed (National)			
Clover, Lake Wylie, Lake Wylie West, York:	\$1.99	\$2.99	
All other areas:	\$1.99	\$2.99	
Operator Dialed (Local & National):			
Clover, Lake Wylie, Lake Wylie West, York:	---	\$4.00	
All other areas:	---	\$4.00	

SECTION 4 – RATES

4.3 Miscellaneous IP Voice Exchange Services

4.3.2 Directory Assistance with Call Completion Service

A. Terms and Conditions

1. Directory Assistance Call with Completion Service is furnished only where facilities are available. Normal usage charges apply in addition to a Directory Assistance Call with Completion Service charge.
2. When a caller requests more than one number from Directory Assistance, Directory Assistance with Call Completion Service is offered only for the last number requested.
3. The Directory Assistance with Call Completion Service charge applies only to calls actually completed.
4. The Directory Assistance with Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.
5. The Directory Assistance with Call Completion Service charge does not apply to disabled persons who are exempt from the Directory Assistance charge pursuant to this tariff.

B. Rates and Charges

<u>Per Completed Call</u>	<u>Residential</u>	<u>Business</u>
Customer Dialed (Local):		
Clover, Lake Wylie, Lake Wylie West, York:	\$1.99	\$2.99 (I)
All other areas:	\$1.99	\$2.99 (I)
Customer Dialed (National):		
Clover, Lake Wylie, Lake Wylie West, York:	\$1.99	\$2.99 (I)
All other areas:	\$1.99	\$2.99 (I)
Operator Dialed (Local & National):		
Clover, Lake Wylie, Lake Wylie West, York:	---	\$4.00 (I)
All other areas:	---	\$4.00 (I)

Issued: June 6, 2013
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023
212-364-8200
Julie.Laine@twcable.com

Effective: June 12, 2013

SC11303

SECTION 4 – RATES

4.3 Miscellaneous IP Voice Exchange Services (cont'd)

4.3.3 Operator Services

A. General

1. Calls may be completed or billed with live or mechanical assistance by the Company's operator center.
2. Calls may be billed collect to the called party or to the originating line. Calls may be placed on a station-to-station basis, or to a specified party (Person-to-Person) or designated alternate.
3. Charges for operator services will be credited to the Customer for calls completed to a wrong number, for incomplete connections, or for calls with unsatisfactory transmission.

(D)
|
(D)

B. Rates and Charges

1. Per Call Surcharges

(T)

	<u>Residential</u>		<u>Business</u>	
	<u>Per</u>		<u>Per</u>	
	<u>Call</u>		<u>Call</u>	
Station-to-Station				
Local:	\$1.99	(D)	\$2.99 (I)	(D)
Intrastate:	\$12.50	(D)	\$12.50	(D)
Person-to-Person				
Local:	\$2.75	(D)	\$5.00	(D)
Intrastate:	\$12.50	(D)	\$12.50	(D)

(T)
(T)

(D)
|
(D)

2. Busy Line Verification Service Charge

Local	\$6.45 per call	(I)	(C)
National	\$4.23 per call	(R)	(C)
3. Emergency Interrupt Service Charge

Local	\$12.90 per call	(I)	(C)
National	\$8.46 per call		(C)

Issued: June 6, 2013
Issued By:

Effective: June 12, 2013

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
60 Columbus Circle
New York, NY 10023
212-364-8200
Julie.Laine@twcable.com

SC11303

SECTION 4 – RATES

4.3 Miscellaneous IP Voice Exchange Services (cont'd)

4.3.4 Directory Listing Services

A. Nonlisted Service**

1. Terms and Conditions

The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the Customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Nonlisted Service.

2. Rates and Charges

	<u>Residential</u>	<u>Business</u>	
1. Nonrecurring Charge	\$5.00	\$0.00	
2. Monthly Recurring Charge			(T)
a. Clover, Lake Wylie, Lake Wylie West, York:	\$3.29	\$3.29	(N) (N)
b. All other areas:	\$3.75	\$3.75	(T)

** Customers who currently use Nonlisted Service and who retain the same telephone number on the Company's service may retain this service at current rates. This service is not available to new Customers.

Issued: March 27, 2008
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: April 1, 2008

SCf0802

SECTION 4 – RATES

4.3 Miscellaneous IP Voice Exchange Services (cont'd)

4.3.4 Directory Listing Services, (cont'd)

B. Nonpublished Service**

1. Terms and Conditions

The customer may be subject to nonrecurring and monthly recurring charges, as specified below, for Nonpublished Service.

Incoming calls to Nonpublished Service will be completed only when the calling party places the call by telephone number. The Company will adhere to this condition notwithstanding any claim made by the calling party.

No liability for damages arising from publishing the telephone number of Nonpublished Service in the telephone directory or disclosing the telephone number to any person shall attach to the Company. Where such number is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the Nonpublished Service.

The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a Nonpublished Service in the telephone directory or disclosing of such number to any person.

2. Rates and Charges

	<u>Residential</u>	<u>Business</u>	
Nonrecurring Charge	\$5.00	\$0.00	
Monthly Recurring Charge			(T)
a. Clover, Lake Wylie, Lake Wylie West, York:	\$3.29	\$0.00	(N) (N)
b. All other areas:	\$3.75	\$0.00	(T)

** Customers who currently use Nonpublished Service and who retain the same telephone number on the Company's service may retain this service at current rates. This service is not available to new Customers.

Issued: March 27, 2008
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: April 1, 2008

SCf0802

SECTION 4 – RATES

4.3 Miscellaneous IP Voice Exchange Services (Cont'd)

4.3.4 Directory Listing Services, (Cont'd)

C. Private Listing

Customers who purchase Company services after the effective date of this tariff page will be billed for Private Listing service as noted below.

	<u>Residential</u>	<u>Business</u>
Nonrecurring Charge	\$0.00	\$0.00
Monthly Recurring Charge		
a. Clover, Lake Wylie, Lake Wylie West, York:	\$3.29	\$0.00
b. All other areas:	\$3.75	\$0.00

D. Additional Listings

	<u>Residential</u>	<u>Business</u>	
Nonrecurring Charge	N/A	\$0.00	
Monthly Recurring Charge*			
All areas:	N/A	\$5.00 (I)	(T)

E. Foreign Listings** (T)

	<u>Residential</u>	<u>Business</u>
Nonrecurring Charge	N/A	\$0.00
Monthly Recurring Charge		
All areas:	N/A	\$3.15

* Charge is applicable to new Customers effective July 9, 2017. Existing subscriber rates will not be re-rated. (N)

** Effective July 9, 2017, Foreign Listings Service will be unavailable to new Customers. A Customer currently subscribed to this Services may continue to receive the Service (*i.e.*, is “grandfathered”) until Cancellation of Service or Termination of Service or otherwise as described pursuant to a notice of planned Service Discontinuation provided by the Company to the User and to the Commission. (N)
|
(N)

SECTION 4 – RATES

4.4 Miscellaneous Rates

4.4.1 Service Change Charges

Service Change Charges apply per line when a Customer requests a change in existing Service.

- A. Telephone Number Change – A charge may apply to each Customer-requested change in telephone number.
- B. Directory Listing Change Charge – A charge may apply to each Customer-requested change in directory listing.
- C. Rates and Charges

	Residential	Business
1. Nonrecurring Charge for Telephone Number change	\$10.00	\$20.00 (I)
2. Nonrecurring Charge for Directory Listing change:	\$10.00	\$10.00 (I)

4.4.2 Change of Responsibility

- A. Terms and Conditions

When acceptable to the Company, an applicant may supersede Service of an existing Customer where an arrangement is made by the Customer and the applicant to pay all outstanding charges against the Service. The applicant must also make arrangements to become a Time Warner Cable cable modem service customer. No non-recurring Service connection charge will be due from the applicant under this Tariff if the applicant becomes a Time Warner Cable cable modem service customer and a Customer for Service provided under this Tariff at the same time.

SECTION 4 – RATES

4.4 Miscellaneous Rates (cont'd)

4.4.3 [Reserved for Future Use]

(D)

(D)

Issued: July 10, 2013
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: July 19, 2013

SC11305

SECTION 4 – RATES

4.5 Promotional Offerings

From time to time, the Company may elect to offer promotional programs that shall waive, for a specified period of time not to exceed six (6) months, in whole or in part (1) any installation fee and/or (2) any recurring nonrecurring fees for any services other than local voice service or intrastate toll service. The promotional programs will be filed in advance with the Commission by letter. A promotional program may not waive any surcharge the Company is required to assess by Rule adopted by a State Agency or by statute. Promotional programs offered under this tariff shall not alter any term or condition of any service except with regard to the rate charged for the service. Descriptions of specific promotional programs, including the effective dates of the promotion and the rates to be charged under the promotion, shall be provided to the Commission on or before the offering date of the promotional programs. These descriptions shall be kept with the terms and conditions maintained by the Company.

4.6 Employee Rates

The Company may offer special rates or rate packages to its employees or employees of its affiliates.

4.7 Marketing

As a telephone utility under the regulation of the Public Service Commission of South Carolina, Company hereby asserts and affirms that as a reseller of intrastate telecommunications service, Company will not indulge or participate in deceptive or misleading telecommunications marketing practices to the detriment of consumers in South Carolina, and Company will comply with those marketing procedures, if any, set forth by the Commission. Additionally, Company will be responsible for the marketing practices of its contracted telemarketers for compliance with this provision. Company understands that violation of this provision could result in a rule to Show Cause as to the withdrawal of its certification to complete intrastate telecommunications traffic within the state of South Carolina.

4.8 Individual Case Basis (ICB) Charges

ICB pricing will be developed and used for special circumstances and Services that are not listed in this Tariff or as part of the Company's normal service offerings. ICB rates for similarly situated Customers shall be offered on a fair, equitable and nondiscriminatory basis.

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Issued: June 6, 2008
Issued By:

Julie Patterson Laine
Time Warner Cable Information Services (South Carolina) LLC
290 Harbor Drive
Stamford, Connecticut 06902
(203) 328-0671
Julie.Laine@twcable.com

Effective: June 13, 2008

SCf0804