

*This Rate Schedule, New Hampshire Rate Schedule No. 2,
replaces in its entirety the Company's
New Hampshire Rate Schedule 1*

New Hampshire

Rate Schedule

of

Time Warner Cable Information Services (New Hampshire), LLC d/b/a Time Warner Cable (T)

This Rate Schedule includes the rates and charges of service by Time Warner Cable Information Services (New Hampshire), LLC d/b/a Time Warner Cable between and among locations within the state of New Hampshire. This Rate Schedule is on file with the New Hampshire Public Utilities Commission. Copies may also be inspected during normal business hours at the Company's principal place of business at: 60 Columbus Circle, New York, NY 10023. (T)

CHECK SHEET

Pages of this Rate Schedule listed below are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original Rate Schedule and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION
Title	1 st Revised
1	2 nd Revised *
2	1 st Revised
3	1 st Revised
4	2 nd Revised *
5	1 st Revised
6	Original
7	Original
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12	Original
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16	Original
17	Original

* - indicates those pages included with this filing

Effective: May 6, 2019

Issued by:

Betty Sanders, Vice President - Regulatory
12405 Powerscourt Drive
St. Louis, MO 63131

SYMBOLS

The following are the only symbols used for the purposes indicated below:

- (D)** - Delete or discontinue.
- (I)** - Change Resulting in an increase to a Customer's bill.
- (M)** - Moved from another location.
- (N)** - New
- (R)** - Change resulting in a reduction to a Customer's bill.
- (T)** - Change in text

SECTION 1 - DEFINITIONS OF TERMS (T)

- Company** Time Warner Cable Information Services (New Hampshire), LLC d/b/a Time Warner Cable. (T)
- Customer** The commercial entity that orders Service and is responsible for payment of charges for Services rendered by Company in accordance with Company's Tariff and applicable regulations. This term also applies to an entity that was a Customer of the Company within the past 30 days and who requests Service at the same or different location.
- Service** Any telecommunications Service(s) provided by the Company any specified in this rate schedule.

SECTION 2 – SERVICES AND RATES

2.1 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.

2.1.1 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 (C) 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 (C) 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.

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SECTION 2 – SERVICES AND RATES (CONT'D.) (T)

2.1 High Capacity Transmission Services (Cont'd.) (T)

2.1.2 Special Construction and Special Arrangements (T)

A. Special Construction and Non-Routine Maintenance (T)

Subject to the agreement of the Company and to all of the regulations contained in this Tariff, special construction, special arrangements and non-routine maintenance may be undertaken on a reasonable-efforts basis at the request of the Customer. Such special construction, special arrangements and non-routine maintenance may be performed outside the Company's regular business hours or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. 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. In such cases, charges based on the cost of labor, material and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customers' request, extends beyond regular business hours into time periods including, but not limited to weekends, holidays and/or nights, additional charges may apply.

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

2.1.3 Rates and Charges (T)

The Company rates and charges for Services are established on an individual case basis (ICB) as the service is custom engineered based upon individual customer needs and locations. Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer. ICB rates will be offered to Customers in writing and will be made available to similarly situated Customers. (T)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (N)

2.2.1 General

IP Voice Service provides a connection to the Company's IP voice network which enables the Customer to:

- 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;
- access the Company's intrastate, interstate and international IP Voice Service;
- 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
- 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.

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. (N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.)

(N)

2.2.2 Residential IP Voice Services

A. Digital Phone Unlimited

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 Section 2.2.2.E are included at no additional charge.

Monthly Rate: \$39.95

B. Digital Phone In-State

This service allows for unlimited outbound local and intrastate calling. Interstate and international toll calling is available for an additional rate per minute basis. Digital Phone Digital Phone In-State customers do not have to be subscribers to Time Warner Cable's cable modem and/or cable television service. All Custom Calling Features in Section 2.2.2.E are included at no additional charge.

Monthly Rate: \$29.95

C. Digital Phone Local

This package allows unlimited local calling. The Digital Phone Local calling plan is available on the 2nd line with Digital Phone Unlimited primary line or Digital Phone In-State 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 Section 2.2.2.E are included at no additional charge.

Monthly Rate: \$24.95

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.)

(N)

2.2.2 Residential IP Voice Service (Cont'd.)

D. Digital Phone Seasonal Service

Digital Phone Seasonal Service is available to Digital Phone residential customers who reside in their homes only part of the year. 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. 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 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.

Monthly Rate: \$9.95

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.)

(N)

2.2.2 Residential IP Voice Service (Cont'd.)

E. Custom Calling Features

The following Custom Calling Features are included at no additional charge.

- Call Waiting
- Caller ID
- Call Waiting with Caller ID
- Caller ID – Block Per Line
- Caller ID – Block Per Call
- Call Trace
- Anonymous Call Reject
- Call Forward
- Three-Way Calling
- Speed Dial
- Inbound/Outbound Call Restriction Options

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.)

(N)

2.2.3 Business Class Phone (“BCP”) Services

A. BCP Unlimited Service

1. Description

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 2.2.3.D. Operator assisted calling includes a per call charge. Service is provided on a term basis only of 1, 2 or 3 years.

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.

2. Monthly Rates

	<u>MTM</u>	<u>TERM</u>		
		<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Single Play	\$81.95	\$60.95	\$56.95	\$54.95
Double Play	\$69.95	\$51.95	\$47.95	\$45.95
Triple Play	\$65.95	\$48.95	\$45.95	\$43.95

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

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.) (N)

2.2.3 Business Class Phone (“BCP”) Service (Cont'd.)

B. BCP In-State Service

1. Description

Provides unlimited calling within the State of New Hampshire. Interstate calls bill be billed on a per minute basis. Service is provided on a term basis only of 1, 2 or 3 years.

2. Rates

	<u>TERM</u>		
	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
Monthly:	\$34.95	\$34.95	\$34.95

C. BCP Unlimited Local Service

1. Description

Provides unlimited calling within the local calling area. Calls outside of the local calling area will be billed on a per minute basis. Service is provided on a term basis only of 1 year.

2. Rates

Monthly:	<u>1 Year Term</u>
	\$29.95
Rate /minute for calls outside local calling area:	\$0.05

(N)

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.)

(N)

2.2.3 Business Class Phone (“BCP”) Services (Cont'd.)

D. 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.

- Three-Way Call Transfer
- Anonymous Call Reject
- Call Forward
- Cancel Call Forward
- Call Forward Busy
- Call Forward No Answer
- Call Waiting
- Call Waiting ID
- Cancel Call Waiting
- Caller ID
- Caller ID – Block Per Line
- Caller ID – Block Per Call
- Caller ID via AIM
- Hunting
- Hunting Uniform Call Distribution.
- Hunting Circular
- Speed Dial
- Non-verified Account Codes
- Inbound/Outbound Call Restriction Options
- Selective Call Forward
- Selective Call Rejection
- Verified Account Codes

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.)

(N)

2.2.4 Supplementary IP Voice Services

A. General

The features in this section are available with the Company's IP Voice Service offerings.

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.

B. Directory Assistance

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

2. Rates

Per Completed Call:	
Customer Dialed (Local)	\$1.99
Customer Dialed (National)	\$1.99
Operator Dialed Surcharge	\$1.99

(N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

- 2.2 IP Voice Service (Cont'd.)** (N)
- 2.2.4 Supplementary IP Voice Services (Cont'd.)**
- C. Directory Assistance with Call Completion Service**
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. Rates
- | | |
|----------------------------|--------|
| Per Request: | |
| Customer Dialed (Local) | \$1.99 |
| Customer Dialed (National) | \$1.99 |
| Operator Dialed Surcharge | \$1.99 |
- (N)

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.) (N)

2.2.4 Supplementary IP Voice Services (Cont'd.)

D. Operator Services

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.
4. When the Customer requests an operator to dial the called number, an Operator Dialed Surcharge will apply in addition to the applicable Service charge as set forth below.
5. Rates

Per Call Service Charges			
		<u>1st Min</u>	<u>Each Addl Min</u>
	Station-to-Station	\$2.17	\$0.18
	Person-to-Person	\$2.17	\$0.18
	Operator Dialed Surcharge	\$1.99 per call	
	Busy Line Verification Service Charge	\$2.50 per call	
	Emergency Interrupt Service Charge	\$5.00 per call	

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2 IP Voice Service (Cont'd.) (N)

2.2.4 Supplementary IP Voice Services (Cont'd.)

E. Directory Listing Services

The Company reserves the right to refuse to publish listings which, in the judgment of the Company, are considered inappropriate.

1. Additional and Foreign Listings

Additional Listings are provided in addition to the main listing on a telephone service.

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.

2. Private Listing

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.

3. Rates

	Residential	Business
Nonrecurring Set Up Charge:		
Add'l & Foreign Listing	N/A	\$25.00
Monthly Recurring Charge:		
Additional Listing	N/A	\$3.15
Foreign Listing	N/A	\$3.15
Private Listing	\$4.00	\$0.00

SECTION 2 – SERVICES AND RATES (CONT'D.)

2.2	IP Voice Service (Cont'd.)		(N)
	2.2.5	Service Order and Change Charges	
	Account Set Up Fee Business		
	1-6 Lines	\$75.00	
	7-12 Lines; 12+ Lines	\$125.00	
	Telephone Number Change	\$39.95	
	Port and/or native fee	\$19.99	
	Directory Listing Change:	\$6.70	
	Feature Change Charge:	\$1.99	(N)