

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.12 NATURAL DISASTER RELIEF FOR CUSTOMERS

(N)

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

(N)

2.15 GRANDFATHERED PRODUCTS AND/OR SERVICES

When the equipment comprising a product or service is no longer readily available from the Company on a leased basis, the product or service will be classified according to one of the following grandfathered terms and conditions:

A. Category I - Existing or Available Stock Only

As of the date specified, new installations or additions, rearrangements, changes or moves of existing installations will be made if the required equipment is available from current stock at the time of the customer's request. Maintenance for Category I products/services will be provided as long as replacement parts are available from the manufacturer or current stock.

B. Category II - Additions and Maintenance Only

As of the date specified, new installations or moves requiring a new installation will not be made, except as otherwise specified in the Tariff. Rearrangements, changes, or moves which are technically feasible for existing installations will be provided if the required equipment is available from current stock at the time of the customer's request. Maintenance will be provided as long as replacement parts are available from the manufacturer or current stock.

C. Category III - Maintenance Only

As of the date specified, new installations or moves of existing installations will not be permitted, except as otherwise specified in the Tariff. Maintenance will be provided as long as parts are available from current stock.