



## Local Exchange Telephone Service Product Attachment

### Local Exchange Telephone Service General Product Description

Ritter Communications Local Exchange Telephone Service (Local Service) delivers voice-grade access lines for local, long distance, and toll-free service at the Customer's service location. Local Service rates include unlimited calling within the local exchange, as defined in the Company's tariffs. Additional usage charges apply for out-bound long distance, operator services, or in-bound "800" services. The specific Local Service product selected by Customer is set forth on the Sales Quote.

### Local Services

The following line types are supported:

- Business Exchange Lines
- Message Exchange Lines/Trunks
- Analog Direct Outward Dial (DOD) Trunks
- Analog Direct Inward Dial (DID) Trunks
- Analog Combination Trunks (2-Way)
- Analog Combination Trunks with DID (2-Way DID)

Customer may also choose to purchase one or more of the following options:

- |                           |                            |
|---------------------------|----------------------------|
| - Account Codes           | - Anonymous Call Rejection |
| - Automatic Callback      | - Automatic Recall         |
| - Call Block              | - Call Hold                |
| - Call Transfer           | - Distinctive Ringing      |
| - Speed dialing           | - Toll Restrictions (A-H)  |
| - Call Forwarding         | - Call Forwarding Busy     |
| - Call Waiting            | - Hunting                  |
| - Three Way Calling       | - Call Forwarding Variable |
| - Call Forwarding Busy/NA | - Remote Call Forwarding   |
| - Caller ID               | - Caller ID Name/Number    |

### Demarcation

The demarcation point for Local Service is the established demarcation point for the telecommunications access circuit at the Customer's site.

### Company Responsibilities

Ritter Communications will provision Local Service in a manner complying with telecommunications industry standards and with sole discretion regarding technical configurations and network resources. Local Service may be provisioned on Ritter-owned network facilities and/or through facilities of another carrier, and subject to availability of facilities to the Customer's service location(s).

Upon execution of this agreement, Ritter Communications will order facilities as necessary for the provision of Local Service. Customer will be responsible for any fees charged by any other carrier in the event Customer cancels service order or changes the service location(s).

Company will not begin billing until service is operational and accepted by the Customer. Billing will not be delayed if service is not complete for any of the following causes:

- Delays in availability of any required Customer-provided customer premise equipment (CPE);
- Delays in any required Customer-provided CPE configurations or applications;
- Customer fails to comply with items set out in the section below entitled "Customer Responsibilities".
- Customer unreasonably withholds acceptance with the intent to delay billing.

### Customer Responsibilities

- Customer must provide company with site contact (including escalation lists and off-hours contacts).
- Customer must provide company with technical information that is in its possession and is reasonably required by Company to perform its responsibilities.

### Credit for Outages

Customer will be eligible to receive a credit for any unscheduled outages experienced by the Customer. In order to receive the credit Customer must initiate a trouble report to the Company. Credits will be given based upon the outage time recorded in the applicable trouble ticket. Customer will be eligible for a credit on their invoice based upon the following schedule: if the outage is greater than 20 minutes, but less than 4 hours, Customer will be eligible for a credit equal to the value of one days' service; if the outage is for greater than 4 hours in duration, Customer will be eligible for a credit equal to the value of two days' service. The maximum credit available in any calendar month is 50% of the monthly recurring charges for the affected service. Planned maintenance during off-peak hours will not be considered an outage. This will be Customer's sole remedy and Ritter Communication's sole obligation with regard to any outage or service interruption.

### Requesting a Credit

To be eligible for a credit, Customer must contact Company within five days of the outage. Customer must provide the following information:

- Company name (if applicable) and contact person's name;
- Sufficient information to contact person(s) reporting the outage;
- Telephone number(s) affected by the outage;
- Date(s) and duration(s) of outage.