

LOCAL EXCHANGE TARIFF

**SCHEDULE OF RATES, RULES AND REGULATIONS
GOVERNING LOCAL TELECOMMUNICATION SERVICES
OFFERED BY**

**POKA LAMBRO TELECOMMUNICATIONS, LTD.
d/b/a POKA LAMBRO TELEPHONE COMPANY**

FOR ALL EXCHANGES WITHIN THE STATE OF TEXAS

Issued: MARCH 19, 2002

Effective: MARCH 20, 2002

Issued by:

**Poka Lambro Telecommunications, Ltd.
d/b/a Poka Lambro Telephone Company
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Symbols For Tariff Changes

General

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation

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DESCRIPTION AND AREA OF OPERATIONS

Poka Lambro Telecommunications, Ltd. (Company) is a public utility providing telecommunications service in the areas certificated to the Company by the Public Utility Commission of Texas.

Headquarters for the Company are located at:

P.O. Box 1340
11.5 Miles North of Tahoka, Hwy. 87
Tahoka, TX 79373

Company representatives may be contacted at (888) 568-7305.

The Company provides service throughout its capable serving area as approved by the Public Utility Commission of Texas.

Areas of Operation

<u>Exchange</u>	<u>NPA-NXX</u>	<u>County</u>
Seagraves	806-387	Gaines
Tahoka	806-561	Lynn
Post	806-990	Garza

N

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DEFINITIONS OF TERMS

ACCESS LINE

A central office circuit or channel which provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose Premises a station of the private line service is located or (2) who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer

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DEFINITIONS OF TERMS

BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

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DEFINITIONS OF TERMS

CENTRAL OFFICE AREA

The area within which the customer's lines are connected to the central office operating unit, or units, established by the Company.

CENTRAL OFFICE BUILDING

A building or portion of a building containing one or more central offices. There may be more than one central office building in an exchange, and one central office building may service more than one exchange.

CENTRAL OFFICE LINE

A circuit directly connecting an individual or party line main station, private branch exchange switchboard or key system with a central office.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services.

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DEFINITIONS OF TERMS

CLASS OF SERVICE

A description of telecommunications service furnished a customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-line.

COMMISSION

The Public Utility Commission of Texas.

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of 2-way communication between customer-provided terminal equipment.

COMPANY

Poka Lambro Telecommunications, Ltd.

COMPLEX SERVICE

The provision of a circuit requiring special treatment, special equipment or special engineering design.

CONDUIT

A tubular runway for facilities.

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DEFINITIONS OF TERMS

CONNECTING COMPANY

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premises requires a connection.

CONNECTION CHARGE

See "Service Charges."

CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties may be treated as continuous property at the Company's discretion.

CONTRACT

The service agreement between a customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

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DEFINITIONS OF TERMS

CONTRACT PERIOD

The length of time for which a customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOM CALLING SERVICES

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and may be furnished in connection with individual and multi-line services.

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS may be furnished in connection with individual and multi-line services.

CUSTOMER

Any person, firm, partnership, corporation, municipality, Company organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

CUSTOMER PREMISES INSIDE WIRE

All wire within a customer's premises, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, customer premises inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring provided by a customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

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DEFINITIONS OF TERMS

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARCATIION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a customer's premises. The demarcation point is located on the customer's side of the Company's protector or equivalent.

DETACHED ACCESS LINE

An additional circuit connected to an access line either directly or through a switching device which uses Company facilities.

DIRECT BURIAL

The installation of cables or conductors directly in the earth and not in conduit or duct.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

A physical connection of the electrical conductors in the communications path.

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DEFINITIONS OF TERMS

DIRECTORY

A book which typically lists each telephone customer alphabetically, with his/her service location and telephone number.

DIRECTORY ASSISTANCE SERVICE

Directory assistance service is furnished to supplement the information available in the directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

DIRECTORY LISTING

Information available in the directory and/or directory assistance records by which telephone users are able to ascertain the telephone number of a desired party.

DISCONNECT NOTICE

The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DISCONNECTION OF SERVICE

An arrangement for a permanent interruption of telephone service, made at the request of the customer, or initiated by the Company for violation of Tariff regulations by the customer. A "final" bill would be rendered showing monies owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried, wireless or underground distribution facilities to the point where connection is made with a customer's premises.

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DEFINITIONS OF TERMS

E911 SERVICE

See Emergency Number Service.

EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

ENHANCED EMERGENCY NUMBER SERVICE

See Emergency Number Service.

ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premises on which service is furnished.

EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

The area within which the Company furnishes telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE LINE

Any circuit or wireless device connecting an exchange access line with a central office.

DEFINITIONS OF TERMS

EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

FLAT RATE SERVICE

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary local exchange service.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

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DEFINITIONS OF TERMS

HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is provided.

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DEFINITIONS OF TERMS

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to service connection charges.

INTERFACE

- (a) The junction or point of interconnection between two systems or pieces of equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.
- (b) The point of interconnection between Company equipment and communications facilities on the premises of the customer. Also referred to as demarcation point.

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

INTRALATA

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

DEFINITIONS OF TERMS

INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more “primary terminations” in the same exchange.

INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

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DEFINITIONS OF TERMS

LINE

See "Access Line."

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic, and miscellaneous purposes.

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

LOCAL EXCHANGE SERVICE

Telecommunications service provided within an exchange for the purpose of establishing connections between customer premises within the exchange, including connections between a customer premises and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

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DEFINITIONS OF TERMS

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different exchanges between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

LONG DISTANCE MESSAGE TELECOMMUNICATIONS SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the rates, terms, and conditions of the Company's Long Distance Message Telecommunications Service Tariffs.

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DEFINITIONS OF TERMS

MESSAGE

A communication between two or more exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

MISCELLANEOUS COMMON CARRIERS

Communications common carriers which are not engaged in the business of providing either a public message telephone service or a public message telegraph service.

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DEFINITIONS OF TERMS

MODULAR OUTLET

See "Jack."

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provisions of network control signaling.

NETWORK INTERFACE

See "Interface."

NONLISTED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in the telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

DEFINITIONS OF TERMS

OTHER COMMON CARRIER (OCC)

This term denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission.

OTHER COMMON CARRIER TERMINAL LOCATION

A discrete operational and equipment location of the Other Common Carrier (“OCC”) from which the OCC furnishes and administers common carrier communications services to its patrons.

OUTLET

See “Jack.”

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

DEFINITIONS OF TERMS

PREMISES

The same premises consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

PREMISES WIRING

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, customer premises inside wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

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DEFINITIONS OF TERMS

PRIMARY SERVICE

The initial provision of voice grade access between the customer's premises and the switched telecommunications network. This includes the initial connection to a new customer, the move of an existing customer to a new premises, or the change of a telephone number.

PRIMARY TERMINATION

Applies to channels which extend beyond the continuous property of a customer or the confines of a single building housing the first premises of more than one customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

PRINCIPAL CENTRAL OFFICE

Refers to the central office in a single office exchange or to that office (usually the toll office) of a multi-office exchange which is designated as such for the purpose of measuring local and interexchange channel mileages.

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DEFINITIONS OF TERMS

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PRIVATE LINE SERVICE

The channels furnished to a customer for communication between specified locations.

PROTECTIVE CONNECTING ARRANGEMENT

Equipment provided by the Company for electrical protection when facilities provided by other than the Company are connected with facilities provided by the Company.

PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

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DEFINITIONS OF TERMS

PUBLISHED TELEPHONE NUMBER

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

REGISTERED PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

RESIDENCE EXCHANGE ACCESS LINE

An exchange access line used to provide exchange telephone service to a residence customer.

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DEFINITIONS OF TERMS

RESIDENTIAL SERVICE

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

ROTARY DIAL SERVICE

A service arrangement whereby calls are originated through the use of a telephone equipped with a rotary dial instead of push-button tone pad.

ROTARY HUNTING SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

ROUTE MEASUREMENT

The physical length of a circuit between two points.

SAME BUILDING

See "Building."

SERVICE CALL

A visit to a customer's premises in connection with a service difficulty. See also "Maintenance Service Charge."

DEFINITIONS OF TERMS

SERVICE CHARGE

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

SERVING CENTRAL OFFICE

The central office from which a customer's telephone service is normally provided.

SIGNAL CONDITIONING EQUIPMENT

That equipment connected to a channel to condition signals generated by data terminal equipment.

SINGLE CHANNEL (Half Duplex)

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

SPECIALIZED CUSTOMER PREMISES EQUIPMENT

Terminal equipment required by persons with impaired hearing, speech, vision or mobility. When this equipment is provided by a telephone Company, it is provided under Tariff in accordance with Part 64, Subpart F, of the Federal Communications Commission's Rules and Regulations.

STATION EQUIPMENT

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

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DEFINITIONS OF TERMS

SUPERSEDURE OF SERVICE

An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where service is being rendered, and if a notice to that effect from both the customer and the applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

SUSPENSION OF SERVICE

See Termination of Service.

TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the customer class filed with and approved by the Commission or the Federal Communications Commission.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in its Tariffs.

TELEPHONE COMPANY

See "Company."

DEFINITIONS OF TERMS

TELEPHONE NUMBER

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

TELEPHONE SOLICITATION

An unsolicited telephone call.

TELEPHONE OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and the interstate and intrastate long distance message telecommunications facilities, or network.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TERMINAL EQUIPMENT ACCESSORIES

Devices, apparatus, and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the telecommunications system of the Company, are connected either electrically, acoustically, or inductively.

DEFINITIONS OF TERMS

TERMINATION AGREEMENT

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company under its regulations concerning cancellation for cause.

TIE LINE

A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between exchanges.

DEFINITIONS OF TERMS

TOLL SERVICE

That part of the total telephone service rendered by the Company which is furnished between different local service areas in accordance with the rates and regulations specified in the Company's Long Distance Message Telecommunications Tariffs.

TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

TOUCHTONE DIAL SERVICE

A classification of exchange service furnished from the central offices, whereby calls are originated through the use of touchtone tone pad instruments in lieu of a rotary dial instrument.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

VACATION SERVICE

An arrangement made at the request of the customer for temporarily suspending service.

VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

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GENERAL RULES AND REGULATIONS

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GENERAL RULES AND REGULATIONS

5.1 GENERAL APPLICATION

5.1.1 The rules and regulations set out in this Tariff apply to the services and associated facilities furnished by the Company within its operating territory in the exchanges listed in Section 3 of this Tariff.

5.1.2 The rules and regulations in this section govern the furnishing of Local Exchange Service to customers. These rules and regulations are in addition to the rules and regulations contained in other Tariffs filed by the Company.

In the event of any conflict between any rate, regulation, or provision contained in these General Rules and Regulations and any rate, regulation or provision contained in the Tariffs described above, the rate, regulation, or provision of the specific Tariff shall apply.

5.1.3 Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company's local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.

5.1.4 The rules and regulations specified herein may be modified by the Company.

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GENERAL RULES AND REGULATIONS

5.1 GENERAL APPLICATION (Cont'd)

5.1.5 Failure on the part of any customer to observe these rules and regulations of this Tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.

5.1.6 These Tariffs cancel and supersede all other Tariffs of the Company issued and effective prior to the effective date shown on the individual pages of this Tariff.

5.2 ESTABLISHING SERVICE

5.2.1 Availability of Facilities

A. The Company's obligation to furnish service is dependent on its ability to obtain and maintain suitable rights of way, building access and facilities, without unreasonable expense, for the provision of such service and based upon the technical and economical feasibility of provisioning such service to specific end users.

B. The Company shall not be liable for failure to furnish service in any way provided that the Company shall not provide service in an unreasonably preferential, prejudicial, or discriminatory manner.

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GENERAL RULES AND REGULATIONS

5.2 ESTABLISHING SERVICE (Cont'd)

5.2.2 Application for Service

- A. Applications for service or requests or orders by the customer for additional services or facilities may be made in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An applicant may be required to make an advance payment at the time the application is accepted. The amount of the payment may be based on applicable Service Connection Charges and the first month's charges for Exchange Service. The provisions of this paragraph affect the initial payment only and regular monthly charges for service as well as billing and collection practices discussed within this Tariff are otherwise applicable.
- C. The Company may require a residential applicant to establish satisfactory credit as a condition of providing service in accordance with the Commission's rules and regulations and as shown in Section 5.6, herein.
- D. The Company will apply credit worthiness equally for divorced spouses for 12 months following divorce, where spouses had previously established credit with the Company.
- E. Requests for residential service shall be completed within a time period agreed to by the customer and the Company, where the customer has met the necessary conditions to be eligible to receive service.
- F. The Company will provide applicants an information brochure describing customer rights and how to file a complaint with the Commission.

5.2.3 Cancellation or Change in Application for Service

- A. Where the customer cancels an application for service prior to the start of installation of service, the payment of right of way or building access fees by the Company, or of special construction no charge applies.
- B. Where the provision of service has already been initiated by the Company prior to the cancellation, a reasonable Cancellation Charge may apply that is equal to the Company's costs.

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GENERAL RULES AND REGULATIONS

5.2 ESTABLISHING SERVICE (Cont'd)

5.2.3 Cancellation or Change in Application for Service (Cont'd)

- C. When a customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the customer may also be required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

5.2.4 Refusal of Service

A. Compliance by Applicant:

- 1. The Company may refuse to serve an applicant until such applicant has complied with the State and municipal regulations and the rules and regulations outlined in the Company's Tariffs governing the service applied for. Service may also be refused for any one of the following reasons:
 - a. The applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.

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GENERAL RULES AND REGULATIONS

5.2 ESTABLISHING SERVICE (Cont'd)

5.2.4 Refusal of Service (Cont'd)

A. Compliance by Applicant: (Cont'd)

1. (Cont'd)

- b. The Company may refuse to serve an applicant for indebtedness to another telecommunications provider for the same or similar services to those the applicant seeks to obtain from the Company. However, residential applicants who are indebted to an interexchange carrier for long distance charges may not be refused local exchange service.
- c. For refusal to make a deposit if the applicant is required to make a deposit under the requirements outlined in this Tariff.
- d. At the Company's sole discretion, it is technically or economically unfeasible to provision service to the Applicant.
- e. The applicant fails to comply with Company tariffs pertaining to operation of non-standard equipment or unauthorized attachments that interfere with the service of others.
- f. The applicant applies for service at a location where another customer received, or continues to receive, service and the bill is unpaid, and the Company can prove change in identity was made to avoid payment for services provided.

5.2.5 Transfer, Assignment, or Supersedure of Service

Service previously furnished to one customer may not be assumed by a new customer without lapse in the rendition of service. The new customer must execute a new service agreement which is subject to the provisions of this Tariff.

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GENERAL RULES AND REGULATIONS

5.2 ESTABLISHING SERVICE (Cont'd)

5.2.6 Minimum Service Periods

Unless otherwise specified elsewhere in this Tariff, the minimum service period for all services offered in this Tariff is one month beginning on and including the day following the establishment of service. The minimum service period relates to each applicable unit of service, either on the initial or subsequent installations. For purposes of administration, each month is considered to have thirty days.

5.3 FURNISHING OF SERVICE

5.3.1 Provision and Ownership of Service and Facilities

Service and facilities furnished by the Company on the premises of a customer or authorized user are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premises at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the customer's premises, or to remove such facilities which are no longer necessary for the provision of service.

5.3.2 Emergency Procedures

The Company may make reasonable provisions to meet emergencies resulting from failure of service and may establish procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of service.

5.3.3 Company Facilities at Hazardous or Inaccessible Locations

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The customer will reimburse the Company for any unusual costs involved.
- B. The customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

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GENERAL RULES AND REGULATIONS

5.3 FURNISHING OF SERVICE (Cont'd)

5.3.4 Protective Equipment

- A. Protective equipment may be required when a hazardous electrical environment is present at a customer's premises and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or customers. The customer may elect to provide the protective equipment subject to Company specifications, or such protective equipment can be provided by the Company on an Individual Case Basis.
- B. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission Rules and Regulations.

5.3.5 Telephone Numbers

Telephone numbers are the property of the Company and are assigned to the service furnished the customer. The Company reserves the right to change such numbers and/or the central office name associated with such numbers assigned to the customer, whenever the Company deems it necessary to do so in the conduct of its business.

5.3.6 Classifications of Service

- A. Basis for Classification
 - 1. The determination as to whether customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
 - 2. The Company reserves the right to classify any local service furnished a customer as business or residence service, in compliance with this Tariff.

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GENERAL RULES AND REGULATIONS

5.3 FURNISHING OF SERVICE (Cont'd)

5.3.7 Installation, Maintenance, and Repair of Facilities

- A. Where special conditions or requirements of the customer involve unusual construction or installation costs, the customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the customer or other persons authorized to use the service and not due to ordinary wear and tear, the customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the express written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the customer for losses experienced as a result of unauthorized tampering.
- C. The customer may be billed the applicable Minimum Service Charge for each service call to the customer's premises where off-hook condition is found.

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GENERAL RULES AND REGULATIONS

5.3 FURNISHING OF SERVICE (Cont'd)

5.3.8 Work Performed Outside Regular Working Hours

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the customer may be required to pay the amount of additional costs the Company incurs as a result of the customer's special requirements, in addition to the other rates and charges specified in this Tariff.

5.4 USE OF SERVICE AND FACILITIES

5.4.1 Use of Service

- A. Customer telephone service is furnished for the use of the customer, customer's family, employees or business associates, persons residing in the customer's household, patients of hospitals, and patrons of hotels/motels. The Company may refuse to install or may terminate a customer's service if it is located on premises of a public or semi-public nature or in a business establishment, where the public in general or patrons of the customer may make use of the service.

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GENERAL RULES AND REGULATIONS

5.4 USE OF SERVICE AND FACILITIES (Cont'd)

5.4.1 Use of Service (Cont'd)

- B. Services provided by the Company may not be resold by the customer or used in any manner for which the customer receives compensation from the user except as specifically provided herein:
 - 1. Access services provided pursuant to interstate or intrastate access services tariffs the Company issues.
 - 2. Services provided to hotels, motels, hospitals, and cellular and paging customers when such services are resold to guests, patients, or customers.
- C. The customer is responsible for payment of all charges of the Company for all services ordered by the customer, including those that are shared or resold as provided herein, regardless of whether such charges are associated with the customer's usage or that of any authorized users and regardless of whether such authorized users have paid the customer for their share of the Company's charges.

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GENERAL RULES AND REGULATIONS

5.4 USE OF SERVICE AND FACILITIES (Cont'd)

5.4.1 Use of Service (Cont'd)

- D. Given the customer's exclusive control of his communications over the Company's provided facilities, and of the other uses for which the Company facilities may be furnished, and because errors incident to the service and the use of facilities are unavoidable, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified herein.

5.4.2 Establishment of Identity

The calling party shall establish his/her identity in the course of any communication as often as may be necessary, and shall be solely responsible for establishing the identity of the person with whom connection is made at the called location.

5.4.3 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as authorized by the Company. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

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GENERAL RULES AND REGULATIONS

5.4 USE OF SERVICE AND FACILITIES (Cont'd)

5.4.4 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

5.4.5 Transmitting Messages

The Company offers the use of its facilities when available for communication between end users. However, the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections.

5.4.6 Unlawful, Abusive, or Fraudulent Use of Service

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service may be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company may refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.

- B. The Company may suspend or terminate telephone service to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others.

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GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

5.5.1 Disconnection of Service

A. Non-payment Service Interruption

In the event of a proposed disconnection of Residential Basic Local Service only, the following procedures shall apply:

1. The Company may issue a suspension or disconnect notice no earlier than the first business day after the bill is due. The notice will include the minimum amount due for tariffed local service to maintain basic local service.
2. No Residential Service will be disconnected for non-payment of Local Service Charges unless the Company issues a written notice of the proposed disconnection before the proposed date of disconnection. The notice must include:
 - a. The minimum amount due in order to maintain local service and the payment due date;
 - b. The reason for the disconnection, including the total unpaid balance due;
 - c. A telephone number which the customer may call for information about the proposed disconnection; and
3. Residential notices may include the customer's right to receive basic local telephone service if the customer does not owe for basic local service.

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GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

5.5.1 Disconnection of Service (Cont'd)

A. Non-payment Service Interruption (Cont'd)

4. A customer who reports an unauthorized charge on their bill may not be disconnected for nonpayment of an unauthorized charge.
5. Where the Company is in receipt of a partial payment from a residential customer, the payment shall first be allocated to basic local telephone service. The charge for basic local telephone service, if combined as part of a bundled package of services and subscribed to be a customer, will be the stand-alone rate for basic service according to the Company's Tariffs.

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GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

5.5.1 Disconnection of Service (Cont'd)

A. Non-payment Service Interruption (Cont'd)

6. If a customer's check is returned for insufficient funds or dishonored by the bank, this constitutes an automatic waiver of the written notice requirements.
7. Carrier-Initiated Toll Blocking

The Company will block a residential customer's access to long distance services for the nonpayment of long distance charges at the request and expense of a long distance carrier due to the nonpayment of long distance charges. The charge to the long distance carrier will not be more than \$10.00 for one-time installation and no more than \$1.50 per month for toll blocking.

Where technically capable, the Company will provide toll blocking to allow the residential customer access to toll-free numbers. The Company will not apply toll blocking in an unreasonably preferential, prejudicial, or discriminatory manner. The Company will notify the customer within 24 hours of initiating toll blocking.

GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

5.5.1 Disconnection of Service (Cont'd)

- B. Telephone service may be disconnected without notice under either of the following conditions:
 - 1. Where a known dangerous condition exists for as long as the condition exists.
 - 2. Where service is connected without authority by a person who has not made application for service, or who has reconnected service without authority following termination of service for nonpayment, or in instances of tampering with the Company's equipment or bypassing the same.
- C. Telephone service to a residential customer who fails to pay long distance charges may not be suspended or disconnected.

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GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

5.5.2 Termination of Service

A. Termination of Service by the Customer

Service may be terminated at any time upon reasonable notice from the customer to the Company. Upon such termination, the customer shall be responsible for the payment of all charges due. This includes all charges due for the period of service that has been rendered plus any unexpired portion of a minimum service period and applicable Termination Charges.

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GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

5.5.3 Restoration of Service

- A. For restoration of a customer's telecommunications service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 6 of this Tariff.
- B. Service will be restored within a reasonable length of time during regular working hours after payment of all past due charges, which may include any required deposit, payment of service charges for restoration of service, and payment of any and all late payment charges, if any. The Company may request the customer to supply cash, money order, or cashier's check in payment for the bill and Service Charge(s) in lieu of accepting a personal check or moneys not guaranteed.
- C. If the customer's service has been terminated the customer may be required to reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.

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GENERAL RULES AND REGULATIONS

5.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

5.5.3 Restoration of Service (Cont'd)

- D. At its sole discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

5.6 CUSTOMER RELATIONS

5.6.1 General

The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the tariffs relating to the services of the Company, as filed with the Commission, are available for inspection.

GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.2 Applicant or Customer Deposit

A. Definition of Applicant and Customer

For purposes of this subsection, an applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service.

B. Establishment of Credit

1. The Company may require a permanent residential applicant for service to satisfactorily establish credit, but such establishment of credit will not relieve the customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.
2. A residential applicant may not be required to pay a deposit if the residential applicant demonstrates a satisfactory credit rating by appropriate means including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the Company, or by ownership of substantial equity.

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GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.2 Applicant or Customer Deposit (Cont'd)

B. Establishment of Credit (Cont'd)

3. An applicant for business service may be required to make a deposit if the credit of the applicant for service has not been established satisfactorily to the Company.
4. An applicant who has previously been a customer of the Company and whose service has been discontinued for nonpayment of bills may be required to pay all amounts due the Company, or execute a deferred payment agreement if offered, and re-establish credit before service is rendered by the Company.

C. Interests on Deposits

The Company shall pay interest on deposits at the rate approved by the Commission for customer deposits. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date.

D. Deposit Required

When a permanent residential or business applicant does not meet the conditions listed in Section 5.6.1.B, a deposit may be required by the Company.

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GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.3 Payment for Service

A customer shall be responsible for the payment of all charges for services and equipment furnished the customer, including charges for services originated and/or charges accepted at the customer telephone. Failure to receive a bill or disconnect notice does not relieve the customer of the responsibility for payment. The services or facilities furnished by the Company may be suspended for failure of the customer to pay any sum due as set forth under Sections concerning discontinuance of service.

A. Billing Period and Charges

1. Bills for telephone service will normally be rendered monthly. However, when it is considered necessary or advisable by the Company, and upon authorization by the Commission, the Company may choose an alternative billing period. Bills shall show the period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same customer class that the Company may have chosen to transfer from a customer's prior delinquent account(s).

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GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.3 Payment for Service (Cont'd)

A. Billing Period and Charges (Cont'd)

2. Charges for local services and facilities are payable in advance.
3. Special charges, fees, and taxes - An additional charge shall be added to the customer's bill for service, which is equal to the pro rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due, upon approval of the charge by the Commission.
4. The Company may provide the customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the customer, at a reasonable charge.
5. The Company shall provide customer bills in accordance with the requirements of the Commission's Substantive Rules regarding customer bills and shall maintain monthly billing records of each account for at least two (2) years from the bill date.

B. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

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GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.3 Payment for Service (Cont'd)

C. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a customer so requests. If the customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice may be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

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GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.4 Allowance for Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for 24 hours or longer after being reported to be out of order and after access to the premises is made available, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.

5.6.5 Adjustment of Charges for Overbilling and Underbilling

If the Company fails to bill the customer for telecommunications services, a billing adjustment shall be calculated by the Company. If the customer is due a refund, an adjustment shall be made for the entire period of the overcharges.

If an overcharge is adjusted by the Company within three (3) billing cycles of the bill in error, interest shall not accrue. Unless otherwise provided in this Section, if an overcharge is not adjusted by the Company within three 3 billing cycles of the bill in error, interest shall be applied to the amount of the overcharge at an annual rate as approved by the Commission for overcharges.

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GENERAL RULES AND REGULATIONS

5.6 CUSTOMER RELATIONS (Cont'd)

5.6.5 Adjustment of Charges for Overbilling and Underbilling (Cont'd)

If the customer is undercharged, the Company may backbill the customer for the amount which was underbilled. The backbilling is not to exceed six (6) months unless the the underbilling is the result of theft of service.

At the Company's sole discretion, the Company may offer the customer a deferred payment plan for underbillings of \$50.00 or more.

5.6.6 Disputed Bills

- A. In the event of a dispute between a customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer.
- B. A customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

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GENERAL RULES AND REGULATIONS

5.7 LIABILITY OF THE COMPANY

5.7.1 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate Local Service Charge to the customer for the period of service during which such service irregularities occur and continue. However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint user or which arise from the use of customer provided premises equipment shall not result in the imposition of any liability whatsoever upon the Company.

- B. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in Paragraph A, above, will be allowed for the entire period surrendered.

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GENERAL RULES AND REGULATIONS

5.7 LIABILITY OF THE COMPANY (Cont'd)

5.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

5.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof; claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, and apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

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GENERAL RULES AND REGULATIONS

5.7 LIABILITY OF THE COMPANY (Cont'd)

5.7.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

5.7.5 Service and Facilities in Explosive Atmospheres

- A. The Company does not guarantee, nor makes any warranty with respect to, service and facilities provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the Company's facilities.
- B. The Company may require each customer to sign an agreement for the furnishing of such service and facilities as a condition precedent to the furnishing of such service and facilities.
- C. The customer shall furnish, install, and maintain sealed conduit with explosive-proof fittings between these facilities and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain these facilities within the hazardous area if, in the opinion of the Company injury or damage to Company employees or property might result from installation or maintenance by the Company.

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GENERAL RULES AND REGULATIONS

5.7 LIABILITY OF THE COMPANY (Cont'd)

5.7.6 E911 Service

1. Description

- a. 911 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.
- b. 911 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide access to 911 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 911 calls are routed for response.
- c. E911 (or Enhanced 911) Service automatically routes 911 calls to a PSAP and provides the calling telephone number and Registered Location, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. A Registered Location is defined as the most recent information obtained by the Company that identifies the physical location of an end user.
- d. Where access to E911 Service is provided over Internet Protocol (IP) technologies, the E911 Service may not operate during a power outage, and may not be restored until power is restored and end user equipment is reset. The IP-based E911 Service also will not operate if the customer's broadband connection is disrupted. If the customer moves the telephone equipment to a location other than the Registered Location, as defined herein, the E911 Service will not route the emergency call to the appropriate PSAP and provide the appropriate end user address. The Customer is responsible for updating their Registered Location information to ensure that IP E911 Service functions properly.

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GENERAL RULES AND REGULATIONS

5.7 LIABILITY OF THE COMPANY (Cont'd)

5.7.6 E911 Service (Cont'd)

2. Regulations and Liability Information

- a. E911 Service is regulated by the Texas Commission on State Emergency Communications.
- b. The telephone subscriber forfeits the privacy afforded by nonlisted and nonpublished service to the extent that subscriber information associated with the originating station location are furnished to the PSAP. The telephone subscriber (published and nonpublished) consents to the storage and retention of the subscriber name, telephone number and address in the E911 database and also consents to access to this information by PSAPs and Emergency Response Agencies for the sole purpose of responding to an emergency call.
- c. The Company makes no warranty that access to E911 will be uninterrupted, timely, secure, or error-free, or, in the case of IP-based E911, that battery backup power will be sufficient to maintain the service throughout any and/or all power outages.

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GENERAL RULES AND REGULATIONS**5.7 LIABILITY OF THE COMPANY (Cont'd)****5.7.6 E911 Service (Cont'd)****3. Rates and Charges**

- a. No charge will be applied by the Company to the calling party for calls placed to the 9-1-1 telephone number.
- b. A monthly 911 Service Fee will be imposed on each non-exempt “local exchange access line” or its equivalent as defined by the Texas Commission on State Emergency Communications. The amount of the fee varies by region and is set by the Texas Commission on State Emergency Communications.
- c. Where the 911 Service Fee does not fully offset the cost of 911 Service, a monthly 911 Equalization Surcharge will be imposed on each non-exempt “local exchange access line” or its equivalent, as defined by the Texas Commission on State Emergency Communications. The amount of the fee is set by the Texas Commission on State Emergency Communications.
- d. Remittance of the 911 Service Fee is generally determined by the physical location of the customer’s telephone. In the case of a customer receiving IP service that is nomadic, in that it can be accessed from any broadband connection, the situs for determining the applicable 911 Service Fee is the customer’s billing address.

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GENERAL RULES AND REGULATIONS

5.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service. Rates and charges quoted in response to such competitive requests may be different than those specified herein. ICB rates will be offered to the Customer or Prospective Customer in writing on a non-discriminatory basis.

5.9 PROMOTIONAL DISCOUNTS

The Company may from time to time offer promotional discounts. Such discounts will be for a specified period of time, will not exceed published rates, and will be offered to all qualifying Customers.

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GENERAL RULES AND REGULATIONS

5.10 SURCHARGES, FEES, AND TAXES

5.10.1 If, at any future time, a municipality acquires the legal right to impose an occupational tax, license tax, permit fee, franchise fee, or other similar charge upon the Company, and imposes the same by ordinance or otherwise, such taxes, fees, or charges shall be billed to the customers receiving service within the territorial limits of such municipality on a pro rata basis.

5.10.2 Texas Universal Service Fund (TUSF) Surcharge

- A. The Texas Universal Service Fund (TUSF) is a funding mechanism that has been established by the State of Texas to insure that local phone rates are affordable for low income customers in high cost areas, and to support programs for customers with disabilities. The TUSF Surcharge is intended to recover the cost of the TUSF assessment paid by the Company. The Company's TUSF Surcharge amount is determined by applying the TUSF assessment rate, as determined by the Commission, to actual rates for services that are considered "intrastate telecommunications services receipts," as that term has been defined by the Commission.
- B. The TUSF Surcharge will be identified on the retail customer's bill as "Texas Universal Service."
- C. Effective September 1, 2004, charges for all eligible intrastate taxable telecommunications services receipts on a retail customer's bill will be assessed a TUSF Surcharge based on the TUSF assessment rate approved by the Commission. The TUSF assessment rate may be changed periodically by the Commission.

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GENERAL RULES AND REGULATIONS

5.10 SURCHARGES, FEES, AND TAXES (Cont'd)

5.10.3 Municipal Franchise Fees

- A. Residential, non-residential and point-to-point access lines provided pursuant to this tariff are subject to a municipal franchise fee as established for the municipality in which the end user of the access lines is located. Effective with the charges billed on or after July 1, 2000, the monthly recurring municipal charge will be equal to a monthly amount developed using the criteria recommended by your local municipality with information supplied by the Company. The fee should be assessed as a per-line-charge on the end user bill. This municipal charge results from the implementation of House Bill 1777 - Telecommunications Franchise Law, which allows all municipalities to be compensated by CTPs for right-of-way usage. The fee has been developed and/or allocated across rate classifications according to local municipal guidelines.
- B. The rates associated with specific cities in which the Company provides end user access lines are identified in the Commission-approved document entitled "Updated Fee-Per-Access-Line Rates", established April 12, 2000, or as may be modified by the Commission.

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SERVICE CHARGES

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SERVICE CHARGES

6.1 DEFINITIONS

6.1.1 Account

A customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one or more premises as long as it is part of his/her main telephone system and billed to the main telephone number.

6.1.2 Service Charge Elements

A. Service Order Charge

The Company's charge associated with the receipt, recording and processing of information in connection with a customer's or applicant's request for service to be provided to the same account, at the same time and on the same premises or continuous property. Service Order Charges are further classified as either primary or secondary.

B. Line Connection Charge

This charge is associated with work functions where the Company connects a line or circuit to the serving central office or to the demarcation point at the customer's premises.

C. Customer Premise Visit Charge

The Company's charge associated with a trip to the customer/applicant's premises to comply with the customer/applicant's request to establish, to add to, or to rearrange service.

D. Returned Check Charge

The Company will assess the Returned Check Charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

SERVICE CHARGES

6.2 APPLICATION OF CHARGES

6.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the customer as indicated throughout this Tariff except as modified hereinafter. Such charges apply in addition to, and not in lieu of, Installation Charges or Construction Charges associated with unusual costs incurred to establish service.
- B. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, to add to, or to rearrange service as requested by the customer.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the customer requests that work be performed at hours outside of the normal business hours or business week, or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of customer's equipment or service from one premises to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Except for installment payments, Service Charges may be required to be paid at the time of application for service, or upon presentation of a bill.

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SERVICE CHARGES

6.2 APPLICATION OF CHARGES (Cont'd)

6.2.1 General (Cont'd)

- F. Service Charges are not applicable for:
1. Moves or changes required for normal maintenance and repair of the Company's service.
 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
 3. An upgrade or regrade of service for Company reasons.
 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
 5. Telephone number changes for Company reasons.
 6. When service is reestablished at any location within the same exchange after the destruction or partial destruction of the customer's premises by means beyond the control of the customer. If service is established at a new location and the customer later moves back to the old location Service Charges apply in connection with reestablishment of service at the old location.
 7. Except as provided within this tariff, when existing customers disconnect their Local Exchange Access Service.
 8. Blocking access to 900 Service, provided that the blocking is requested either at the time the telephone service is established at a new number or within 15 days of the establishment of the service.

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SERVICE CHARGES

6.2 APPLICATION OF CHARGES (Cont'd)

6.2.2 Specific Application of Service Charges

A. Service Order Charges

1. Primary Service Order Charges are applicable per service order for:
 - a. requests to establish an account for initial connection of service.
 - b. connection of additional local exchange access lines, private lines or detached access lines to an established service.
2. Secondary Service Order Charges are applicable per service order for:
 - a. moving or changing existing service and equipment.
 - b. adding new or additional service and equipment other than central office lines.
 - c. changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
 - d. restoration of service disconnected for non-payment of telephone bills.
 - e. subsequent requests for service, for restoration of service at the customer's request, and for requests for change in class or grade of service.
 - f. service ordered while that customer has a pending service order and which requests services that cannot be included on the pending service order.

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SERVICE CHARGES

6.2 APPLICATION OF CHARGES (Cont'd)

6.2.2 Specific Application of Service Charges (Cont'd)

- A. Service Order Charges (Cont'd)
2. Secondary Service Order Charges are applicable per service order for: (Cont'd)
 - g. each telephone number changed at the customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
 - h. changes to a directory listing if a customer requests this change more than once in a calendar year.
- B. Line Connection Charges are applicable:
1. to work functions associated with connecting a line or circuit to the serving central office or to the demarcation point at the customer's premises. Such work functions may include additions to or changes in:
 - circuits or lines,
 - telephone numbers,
 - line treatment equipment,
 - location of drop wire, aerial or buried, protectors, and/or ground system, when such changes are requested by the customer
 2. when two or more segments of a local private line or detached access line are bridged in the central office. In this event, a Line Connection Charge will apply for each segment of the affected line.

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SERVICE CHARGES

6.2 APPLICATION OF CHARGES (Cont'd)

6.2.2 Specific Application of Service Charges (Cont'd)

C. Customer Premises Visit Charge

1. A Premises Visit Charge is applicable when a trip to the customer's premises is required to complete work requested by a customer, as shown on the related service order.
2. Only one Premises Visit Charge will apply in connection with the same service order. Except when more than one trip to the customer's or applicant's premises is necessary for Company reasons, the charge will apply if additional trips are necessitated by a customer or an applicant request.
3. A Premises Visit Charge is applicable when a trip to the customer's premises is required to arrange for the connection of or change to customer-provided equipment.
4. A Premises Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

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SERVICE CHARGES

6.2 APPLICATION OF CHARGES (Cont'd)

6.2.2 Specific Application of Charges (Cont'd)

D. Returned Check Charge

1. The Company will assess the Returned Check Charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.
2. The Returned Check Charge will be applied in addition to any other charges assessed to the Company by the financial institution for each check returned due to insufficient funds.

E. Restoration of Service Charge

When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges, as discussed in Section 5 of this Tariff. In addition, a Restoration of Service Charge will be applied.

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SERVICE CHARGES

6.3 SCHEDULE OF SERVICE CHARGES

	<u>Residence</u>	<u>Business</u>	
A. Service Ordering Charge:			
1. Primary Service Order Charge	\$ 21.00	\$ 31.50	I D
2. Secondary Service Order Charge	\$ 8.00	\$ 13.50	I D
B. Line Connection Charge	\$ 20.00	\$ 20.00	I D
C. Premises Visit Charge	\$ 9.00	\$ 9.00	I D
D. Returned Check Charge	\$ 25.00	\$ 25.00	D
E. Restoration of Service Charge	\$ 23.00	\$ 23.00	D

6.4 TERMINATION CHARGE

When a customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable.

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BASIC LOCAL EXCHANGE SERVICE

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES

7.1.1 General

- A. The rates and charges listed in this Section apply to Local Exchange Services of Poka Lambro Telecommunications, Ltd., herein referred to as the Company, in its exchanges as specified on the Company's exchange service area maps as approved and on file with the Public Utility Commission of Texas.
- B. The telecommunications services listed in this Section are subject to the rates, charges, rules and regulations of the Local Exchange Tariff as it now exists or as it may be revised, added to or supplemented by superseding issues that are made a part of the Local Exchange Tariff.
- C. Basic Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates as set forth below. The facilities, plant and equipment used to provide Basic Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.
- D. Unless otherwise specified, the Rates and Charges listed below are for periods of one (1) month, payable in advance, and entitle the customer to local exchange access telephone service within the exchange areas as indicated below.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.2	Local Exchange Access Service Rates ^[1]	<u>Residential</u>	<u>Business</u>
	Exchange Access Line		
	Seagraves	\$9.50	\$18.35 ^[2]
	Post and Tahoka	\$9.50	\$18.35

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[1] Includes Touch Tone dialing capability.

[2] Existing Business customers as of August 31, 2004 shall be charged a \$9.50 access line rate (previously \$14.00), but will begin being assessed applicable taxes, fees and surcharges as may be located in this or other Company tariffs. Such charges shall be reflected as separate line items on the customer bill.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.3 Local Calling Areas

- A. Seagraves customers have unlimited local calling within the exchange areas of Seagraves, Brownfield, Plains, Denver City and in the 432-758, 432-788 and 432-955 areas of the Seminole exchange. D
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- B. Tahoka customers have unlimited local calling within the Tahoka exchange. Additionally, Tahoka customers have Extended Local Calling Service (ELCS) and Extended Area Service (EAS), as outlined in 7.1.6 and 7.1.7, below.
- C. Post customers have unlimited local calling within the Post exchange. Additionally, Post customers have Extended Local Calling Service (ELCS) and Extended Area Service (EAS), as outlined in 7.1.6 and 7.1.7, below.

7.1.4 Optional Local Calling Plans D

A. Regulations

The following Optional Local Calling Plans are not offered to Foreign Exchange Service or Pay Telephone Service subscribers.

The following Optional Local Calling Plans are available to customers in the Post, Tahoka and Seagraves exchanges. T

Minimum contract period for Optional Local Calling Plans is thirty (30) days.

Calls made to the designated calling area must be dialed by the customer on a station-to-station sent-paid basis without the assistance of a telephone operator.

Collect, credit card and third number billed calls are not included in the Optional Local Calling Plans.

Rates for the following Optional Calling Plans are in addition to the rates for Basic Local Exchange Service, as listed in 7.1.2, preceding.

Minutes of use purchased through the following Optional Local Calling Plans are available for one month, and many not accrue or be carried over to another month. Unused minutes for the month expire at the end of the billing cycle.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.4 Optional Local Calling Plans (Continued)

D

B. Optional Local Calling Plan Descriptions

Option A

Customers who subscribe to Option A will receive up to 120 minutes per month of one-way expanded local calling to all Poka Lambro exchanges, and adjoining Valor and Southwestern Bell exchanges with existing Extended Area Service (EAS). The exchanges included in this optional calling plan area are: Aten, Ausborne, Fletcher Carter, Gail, Hatch, Loop, Nelms, New Home, O'Donnell, Patricia, Punkin Center, Southland, Union, West Lakes, Wheatley, Brownfield, Lamesa, Levelland, Meadow, Post, Ropesville, Seagraves, Slaton, Tahoka, Wilson, and Wolfforth.

Rate per month \$2.50

Option B

Subscribers to Option B will receive up to 120 minutes per month of one-way expanded local calling to Lubbock County exchanges. The exchanges included in Lubbock County include: Lubbock, Acuff, County Line, Hurlwood, Idalou, Merrell, Ransom Canyon, Shallowater, Slaton, Wolfforth, and Woodrow.

Rate per month \$2.50

Option C

Option C allows subscribers to receive up to 240 minutes per month of one-way expanded local calling to all exchanges listed in Option A and B, above.

Rate per month \$4.75

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.4 Optional Local Calling Plans (Continued)

D

B. Optional Local Calling Plan Descriptions (Continued)

Option D

Option D allows subscribers to receive up to 480 minutes per month of one-way expanded local calling to all exchanges in the Lubbock Local Access Transport Area (LATA). The exchanges included in the Lubbock LATA include: Abernathy, Acuff, Afton, Amherst, Anton, Arnett, Aten, Ausborne, Bean, Brownfield, Bula, Caprock, Cone, Cotton Center, County Line, Crosbyton, Denver City, Dickens, Dry Lake, Earth, Edmonson, Elkins, Fieldton, Fletcher Carter, Floydada, Girard, Hackmont, Hale Center, Halfway, Happy Union, Hatch, Higginbotham, Hollandville, Hurlwood, Idalou, Jayton, Kress, Lamesa, Iariat, Lazbuddie, Lehmen, Levelland, Littlefield, Lockney, Loop, Lorenzo, Lubbock, Maple, Matador, McAdoo, Meadow, Merrell, Morton, Muleshoe, Needmore, Nelms, New Home, O'Donnell, Olten, Paducah, Patricia, Peacock, Petersburg, Pettit, Plains, Plainview, Post, Punkin Center, Ralls, Ransom Canyon, Redmon, Roaring Springs, Ropesville, Seagraves, Shallowater, Slaton, Smyer, Southland, Spade, Springlake, Spur, Sudan, Sundown, Tahoka, Tulis, Union, Verbena, Vigo Park, West Lakes, Wheatley, White Face, White River, Whitharral, Wilson, Wolfforth, and Woodrow.

Rate per month \$29.95

Option E⁽¹⁾

Option E includes up to 300 minutes per month of one-way expanded local calling to all exchanges listed in Option C, above, as well as the exchanges of Denver City and Plains.

Rate per month \$6.00

⁽¹⁾ Option E will be grandfathered effective December 5, 2005.

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.5 Expanded Local Calling Service (ELCS)

T

Expanded Local Calling Service (ELCS) is a mandatory unlimited two-way calling service applicable to designated exchanges. Monthly charges for ELCS are in addition to the basic local exchange rates found in 7.1.2, preceding.

A. Expanded Local Calling Scope

<u>Calling From:</u>	<u>ELCS to the following exchanges:</u>
Post	Lubbock, Ralls, Tahoka
Tahoka	Brownfield, Lamesa, Lubbock, O'Donnell, Post

B. Monthly Charges

Per Residence line	\$3.50
Per Business line	\$7.00

7.1.6 Extended Area Service (EAS)

T

Extended Area Service (EAS) is defined as an access arrangement whereby customers in one exchange may call customers in contiguous exchanges without incurring long distance charges by paying the flat extended area service rates. The following EAS arrangements are mandatory in the exchanges shown. Monthly charges for EAS are in addition to the basic local exchange rates found in 7.1.2, preceding.

A. Extended Area Service Calling Scope

<u>Calling From:</u>	<u>EAS to the following exchanges:</u>
Post	Verbena
Tahoka	Fletcher-Carter New Home, West Lakes, Wilson

B. Monthly Charges

Per Residence line	\$1.10
Per Business line	\$2.95

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS)

T

A. General

1. Prepaid Local Telephone Service (PLTS) is a telecommunications service assistance program available to residential telephone service subscribers.
2. Regulations contained in this tariff section apply to PLTS, only.
3. Customers subscribing to PLTS will receive the following services:
 - a. Voice grade dial tone residential service;
 - b. mandatory services where offered by the Company, including extended area service (EAS), extended metropolitan service (EMS), or expanded local calling service (ELC);
 - c. tone dialing service;
 - d. access to 911 service;
 - e. access to dual party relay service;
 - f. the ability to report service problems seven days a week;
 - g. access to the Company's business office;
 - h. one primary directory listing;
 - i. toll blocking service, and
 - j. non-listed service, if offered by the Company, at the customer's option.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS) (Continued)

T

B. Provision of Service

1. The customer subscribing to PLTS shall have mandatory toll blocking and usage sensitive blocking, if necessary, placed on the customer's telephone line.
2. The customer subscribing to PLTS shall not place or receive calls, including intraLATA and interLATA long distance or other usage-sensitive services, for which additional charges are billed to the customer's telephone number by the Company, through tariffs or contracts. The PLTS customer shall not subscribe to any services offered by the Company other than those included in PLTS, as defined in subsection A. 3., preceding.

C. Rates for PLTS Customers

1. The recurring monthly rates for customers subscribing to PLTS include the applicable residential tariffed rate for services described in subsection A. 3. preceding; any tariffed charges for non-listed service, if offered by the Company and if requested by the customer; and any surcharges and fees authorized by a governmental entity that are billed by the Company. These surcharges include, but are not limited to, 911, subscriber line charge, sales tax, and municipal fees.
2. Nonrecurring rates shall include all appropriate service connection or service restoral charges, which will be applied as stated in Section 6 of this tariff.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS) (Continued)

T

D. Payments Under PLTS

1. The PLTS subscriber is required to make an initial payment for service. This payment cannot exceed charges for two months of service under the PLTS plan described in this tariff, and any applicable non-recurring service connection or restoral charges.
2. Subsequent monthly recurring payments by the PLTS subscriber shall not exceed the rates for one month of service under PLTS.
3. The due date for subsequent monthly payments for PLTS shall be based upon the Company's regular monthly billing cycle.
4. A PLTS customer may also be required to make payments under the deferred payment plan as described in subsection E of this tariff.

E. Deferred Payment Plan for PLTS

1. As a condition of receiving PLTS, the Company may require a PLTS applicant to enter into a deferred payment plan for any outstanding debt owed to the Company for the same services previously received under basic local service and now subscribed to under PLTS. The deferred payment plan for PLTS shall not include any outstanding debt for any services that will not be received by the customer under PLTS, including but not limited to, intraLATA and interLATA long distance services.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS) (Continued)

T

E. Deferred Payment Plan for PLTS (Continued)

2. The Company shall determine the amount the PLTS subscriber owes for basic local services previously received and which the customer subscribes to under PLTS. The Company will apply any undesignated partial payment made by the PLTS subscriber prior to PLTS subscription to the amount owed the Company for services previously received under basic local service and to which the customer subscribes under PLTS. The Company will not reallocate undesignated partial payments to amounts yet to be incurred for basic local telecommunications service.
3. If the Company is unable to determine the amount of outstanding debt owed for the services previously received under basic local service and now subscribed to under PLTS, the Company shall not require an applicant to enter into a PLTS deferred payment plan.
4. Monthly payments under the PLTS deferred payment plan will be established as follows:
 - a. The amount of the monthly payment shall not exceed the greater of \$10 or one-twelfth of the outstanding debt.
 - b. The initial deferred payment shall be billed beginning with the third billing cycle after initiation of PLTS service and thereafter will be billed on a monthly basis.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS) (Continued)

T

F. PLTS Subscriber Deposits

The Company shall not require a deposit from any applicant for PLTS.

G. Disconnection of PLTS Service

1. Disconnection With Notice

The Company shall disconnect a PLTS subscriber after notice for any of the following reasons:

- a. Failure to comply with the terms of a PLTS deferred payment plan;
- b. Upon conclusion of all periods for which an advance payment has been applied to the PLTS account and when the customer's PLTS account has a zero balance; or
- c. Violation of the Company's rules pertaining to use of PLTS in a manner which interferes with the service of others or for the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer has been provided with a reasonable opportunity to remedy the situation.

2. Disconnection Without Notice

- a. The Company shall immediately disconnect a PLTS subscriber without notice under the following conditions:
 - (1). If the PLTS subscriber accrues new billable charges for toll or other services on their telephone bill;

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS) (Continued)

T

G. Disconnection of PLTS Service (Continued)

2. Disconnection Without Notice (Continued)

a. (Continued)

(2). Where a known dangerous condition exists for as long as the condition exists; or

(3). Where service is connected without authority by a person who has not applied for the service or who has reconnected service without authority following termination of service.

b. The Company shall send a final notice to a PLTS customer who has been disconnected pursuant to the provisions of this subsection, stating that the customer has been permanently disconnected from PLTS and that the customer shall no longer be eligible for PLTS from the Company. The notice shall also state the terms and conditions that the customer must satisfy before the customer can return to basic local service.

H. Return of PLTS Subscriber to Basic Local Service

1. The PLTS subscriber may return to the Company's basic local service providing that the customer has:

a. paid all outstanding debt in full to the Company, including indebtedness for the carriage charges of interexchange carriers where the Company bills those charges pursuant to tariffs or contracts; and

b. paid all bills for PLTS.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.7 Prepaid Local Telephone Service (PLTS) (Continued)

T

H. Return of PLTS Subscriber to Basic Local Service (Continued)

2. The Company shall notify the PLTS subscriber upon satisfaction of the obligations above that:
 - a. the customer is eligible to return to basic local service without PLTS restrictions;
 - b. the customer may request basic local service including toll blocking and or usage-sensitive blocking, if applicable, at the Company's tariffed rate and that such services may be removed at any time upon the customer's request; and
 - c. the customer must contact the Company to arrange to be returned to basic local service.
3. In addition to the requirements stated in this subsection, in order to return to basic local service the PLTS customer must:
 - a. Request subscription from the Company for basic local service; and
 - b. Pay the service restoral fee or service connection charges as described in Section 6. of this tariff, if applicable and assessed by the Company.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program

A. State Lifeline Program

The State Lifeline Program (“State Lifeline”) is a retail local service offering designed to make telephone service available at reduced rates to qualifying low-income customers

1. General

- a. A qualifying low-income customer subscribing to State Lifeline shall receive state reductions to their monthly tariffed residential local exchange access line rate.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for State Lifeline from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. State Lifeline rate reductions apply only to basic network service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion. If the customer subscribes to a bundled service, where available, the discount shall only apply to the basic network service portion of the bundled service.
- d. State Lifeline rate reductions do not apply to service connection charges.
- e. The Company may not disconnect the service of a State Lifeline customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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BASIC LOCAL EXCHANGE SERVICE

T

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

A. State Lifeline Program (Continued)

1. General

- f. Upon subscribing to State Lifeline, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- g. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- h. State Lifeline rate reductions will not be available on a retroactive basis except as directed by LIDA or the Commission

2. Designated Lifeline Program Services

The Company shall offer the voice telephony services or functionalities defined to be qualified, or designated, Lifeline Program service as enumerated in 47 C.F.R. §54.101(a)(1) (relating to Supported Services for Rural, Insular and High Cost Areas).

3. State Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

State Lifeline rate reductions will be provided per eligible customer. The applicant must certify that their annual household income is at or below 150% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 16 TAC § 26.412(d) regarding consumer qualifications for Lifeline.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

A. State Lifeline Program (Continued)

3. State Eligibility Requirement (Continued)

b. Obligations of the Customer

(1) A current customer of the Company may be automatically enrolled in State Lifeline by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

(2) A customer who is eligible for State Lifeline, but does not have telephone service at the time of application, shall be responsible for initiating a request for service from the Company.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. State Lifeline customers will lose their State Lifeline eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and given an opportunity to prove eligibility. Reduced billing under State Lifeline will be terminated if eligibility ceases.

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

A. State Lifeline Program (Continued)

4. Deposit and Credit Requirements

- a. The Company shall be prohibited from charging a service deposit in order to initiate State Lifeline if the eligible customer voluntarily elects to receive toll blocking.
- b. The Company may charge a service deposit if:
 - (1) The eligible customer denies subscription to toll blocking upon subscribing to State Lifeline.
 - (2) The Company receives a Commission waiver from having to provide toll blocking due to technical limitations.
- c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of State Lifeline.

5. Service Connection and Charges

- a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to State Lifeline.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

A. State Lifeline Program (Continued)

5. Service Connection and Charges (Continued)

b. Service connection charges do apply when:

- (1) Existing eligible customers requesting additional non-qualifying services at the time Lifeline Program reduced billing is initiated.
- (2) New customers (those without existing local exchange access service) eligible for State Lifeline and establishing qualifying service.
- (3) Any subsequent moves or changes after the initial connection to State Lifeline.

c. Applicable service connection charges for the Company are specified in Section 6 of this tariff

6. State Lifeline Program Rate Reduction

- a. The Company shall provide reduced billing for all State Lifeline eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in State Lifeline to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in State Lifeline and direct the customer to the LIDA for completion of the required forms for eligibility certification.**

If the eligible customer's existing telephone service arrangements meet State Lifeline criteria, the Company shall provide reduced billing as indicated above.

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

A. State Lifeline Program (Continued)

6. State Lifeline Program Rate Reduction (Continued)

b. Lifeline Service Discounts

Eligible consumers who subscribe to Lifeline Service will receive the following access line discounts as long as the total combined Lifeline discounts do not result in a rate of less than zero for a customer's basic local service:

	<u>Monthly Rate Reduction</u>	<u>Effective</u>
1. State reduction in monthly intrastate charges ⁽¹⁾	\$ 3.50	
2. Additional Lifeline Area Discount Windstream Communications SW - Seagraves Tahoka, Post exchanges ⁽²⁾	\$ 1.65	01-01-11

⁽¹⁾ Pursuant to 16 TAC §26.412(f)(1)(C).

⁽²⁾ Pursuant to the Texas High Cost Universal Service Plan Area Discount in 16 TAC §26.412(f)(1)(D)

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

N

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

1. General

- a. A qualifying low-income customer subscribing to designated federal Lifeline Program Services, as outlined below, is eligible to receive federal reductions to either his/her monthly tariffed residential local exchange access line rate and federal subscriber line charge or his/her monthly retail rate for an eligible broadband service. The qualifying low-income customer can only receive one federal discount on one service option.
- b. Nothing in this section shall prohibit a customer who is otherwise eligible for the federal Lifeline Program from obtaining and using telecommunications equipment and services designed to aid such customer in utilizing qualifying telecommunications service.
- c. The federal Lifeline Program rate reductions do not apply to service connection charges, except that customers eligible for the Tribal Link Up Program will receive a 100% reduction, up to \$100.00, on applicable service connection charges.
- d. The Company may not disconnect the service of a federal Lifeline Program customer for the non-payment of toll charges unless the Company has received a waiver from the Commission allowing disconnection of service for this reason.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

N

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

1. General

- e. Upon subscribing to the federal Lifeline Program, a customer will be offered a subscription, at no charge, to toll blocking service (in exchanges where technically available) which denies the customer access to the long distance telecommunications network; however, the customer is under no obligation to accept the subscription to toll blocking.
- f. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.
- g. The federal Lifeline Program rate reductions will only be issued on a going-forward basis and will not be available on a retroactive basis except as directed by LIDA or the Commission.
- h. Partial payments made by Lifeline customers will be applied first toward charges for local service.

2. Designated Federal Lifeline Program Services

- a. The Company shall offer the voice telephony service and broadband service or functionalities defined to be qualified, or designated, federal Lifeline Program service as enumerated in 47 Code of Federal Regulations §54.101(a)(1) and (2) (relating to Supported Services for Rural, Insular and High Cost Areas).

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

2. Designated Federal Lifeline Program Services (Continued)

- b. For voice service, the federal Lifeline Program rate reductions apply only to basic local exchange service and do not apply to non-basic services, regulated or non-regulated, such as long distance service or custom calling services. Customers may subscribe to these services, where available, at their discretion.
- c. For broadband service, the federal Lifeline Program rate reductions apply to the monthly recurring retail rate for eligible broadband service provisioned by the Company or its affiliated Internet Service Provider.
- d. All designated federal Lifeline Program services are subject to minimum service standards and exceptions delineated in 47 Code of Federal Regulations §54.408.

3. Eligibility Requirement

a. Qualifying Low-income (Eligible) Customer Criteria

The federal Lifeline Program rate reductions will be provided per eligible customer, limited to one discount per eligible household location. The applicant must certify that their annual household income is at or below 135% of the annual federal poverty guidelines, be an eligible resident of Tribal lands, or participate in, or have a person or child who resides in the customer household who participates in, a program identified in 47 Code of Federal Regulations § 54.409.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

3. Eligibility Requirement (Continued)

b. Obligations of the Customer

(1) A current customer of the Company may be automatically enrolled in the federal Lifeline Program by their participation in the qualifying programs or they may self-enroll by contacting the Texas Low-Income Discount Administrator (LIDA).

(2) A customer who is eligible for the federal Lifeline Program, but does not subscribe to a designated federal Lifeline Program service at the time of application, shall be responsible for initiating a request for a designated federal Lifeline Program service from the Company before any federal Lifeline Program discounts will be administered.

c. The LIDA reviews the customer application received and determines if the customer meets the eligibility criteria for the federal Lifeline Program. The LIDA shall provide a list of eligible customers to the Company on a monthly basis.

d. Federal Lifeline Program customers will lose their federal Lifeline Program eligibility once they cease to meet income criteria or cease to participate in one of the qualified programs. Customers will be notified by the LIDA for loss of eligibility and given an opportunity to prove eligibility. Reduced billing under the federal Lifeline Program will be terminated if eligibility ceases.

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

4. Deposit and Credit Requirements

a. The Company shall be prohibited from charging a service deposit for Lifeline voice-only service plans in order to initiate the federal Lifeline Program if the eligible customer voluntarily elects to receive toll blocking.

b. The Company may charge a service deposit if:

(1) The eligible customer denies subscription to toll blocking upon subscribing to the federal Lifeline Program.

(2) The Company receives a waiver from having to provide toll blocking due to technical limitations.

c. In instances where the Company may require a service deposit, the same credit verification procedures and deposit regulations used for all applicants who apply for service with the Company are also applicable to eligible customers of the federal Lifeline Program.

5. Service Connection and Charges

a. Service connection charges do not apply to eligible customers with existing, qualifying service converting to the federal Lifeline Program.

b. Service connection charges may apply when:

(1) Existing eligible customers request additional non-qualifying services at the time federal Lifeline Program reduced billing is initiated, or anytime thereafter.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

5. Service Connection and Charges (Continued)

b. Service connection charges may apply when: (Continued)

(2) New customers (those without existing local exchange access service) eligible for the federal Lifeline Program first order a designated federal Lifeline Program service.

(3) Existing eligible customers request any subsequent moves or changes to their service after the initial connection to the federal Lifeline Program.

c. In instances where service connection charges apply, customers qualifying for the federal Lifeline Program may qualify for the Tribal Link-Up Program and may be eligible to receive a reduction in the applicable service connection charges.

d. Applicable service connection charges for the Company are specified in Section 6 of this tariff.

6. Federal Lifeline Program Rate Reduction

The Company shall provide reduced billing for all federal Lifeline Program eligible customers within its service area after receipt of the list of eligible customers from the LIDA. In instances where the customer makes direct inquiries regarding participation in the Lifeline program to the Company, the Company shall make every effort to assist the customer by explaining the necessary steps to become eligible to participate in the Lifeline Program and direct the customer to the LIDA for completion of the required forms for eligibility certification.

BASIC LOCAL EXCHANGE SERVICE**7.1 LOCAL EXCHANGE RATES** (Continued)**7.1.8 Lifeline Program** (Continued)**B. Federal Lifeline Program** (Continued)

6. Federal Lifeline Program Rate Reduction

- a. If the eligible customer's existing voice or broadband service arrangements meet the federal Lifeline Program criteria, the Company shall provide reduced billing as indicated above.
- b. If the eligible customer's existing voice or broadband service arrangements do not meet the federal Lifeline Program criteria, the Company shall:
 - (1) advise the eligible customer by direct mail of the impending termination of his or her Lifeline service; and
 - (2) allow a subscriber 30 days following the date of the impending termination letter required to demonstrate continued eligibility.
 - (3) If the eligible customer chooses to make the necessary changes to their service arrangements, the eligible customer will receive reduced billing per the federal Lifeline Program at the time the change is effective or at the time new service is established.
- c. If the Company charges a federal End User Common Line Charge (a.k.a Federal Subscriber Line Charge), the federal Lifeline Program support amount must be applied to waive the federal End User Common Line Charge for federal Lifeline Program subscribers.

BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount

The Company shall apply federal Lifeline Program rate reductions, per eligible customer, as described below.

- a. The qualifying low-income customer can only receive one federal discount on one service option outlined below. The discount shall only be given if the customer and service meet qualifying criteria as specified above. N
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- b. The Company shall grant federal support to qualifying low-income consumers of eligible broadband service up to \$9.25 per month, subject to the support amount directed by the Federal Communications Commission in 47 Code of Federal Regulations §54.403 regarding Lifeline support amount. T

- c. The Company shall grant federal support to qualifying low-income consumers of eligible voice-only service as follows, subject to 47 Code of Federal Regulations §54.403 regarding Lifeline support amount. N
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 - up to \$7.25 per month from December 1, 2019 to November 30, 2020;
 - up to \$5.25 per month from December 1, 2020 to November 30, 2021;
 - no support per month beginning December 1, 2021 except in allowable circumstances defined by the FCC.

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BASIC LOCAL EXCHANGE SERVICE

7.1 LOCAL EXCHANGE RATES (Continued)

7.1.8 Lifeline Program (Continued)

B. Federal Lifeline Program (Continued)

7. Federal Lifeline Program Support Amount (Continued)

- d. The combined federal and state Lifeline Program discounts shall not result in a rate of less than zero charged for the customer's qualifying voice or broadband service.
- e. Tribal Lands Support Amount (where applicable). Additional federal Lifeline support of up to \$25 per month will be made available to qualifying eligible residents of Tribal lands.

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DIRECTORY PUBLICATION AND USE

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DIRECTORY PUBLICATION AND USE

8.1 DIRECTORY LISTINGS

8.1.1 Provision of Directory Listings

- A. These rates and regulations for directory listings apply only to the information records and the alphabetical Section of the directory containing the regular alphabetical list of names of customers.
- B. Listings are regularly provided in connection with all classes of exchange service unless the customer subscribes to Non-Published Number Service.
- C. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- D. A listing must conform to the Company's specifications with respect to its directories.
- E. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- F. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

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DIRECTORY PUBLICATION AND USE

8.1 DIRECTORY LISTINGS (Cont'd)

8.1.2 Primary Directory Listings

A. Number of Listings Provided Without Charge

Except as provided in this Tariff, one primary listing is provided without extra charge for each main service or for the first number in a group, when two or more main station lines are consecutively operated.

B. Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

C. Residence Listings

1. Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.
2. Any listing other than an individual name will be considered a business service listing, except as specified in this Tariff.

DIRECTORY PUBLICATION AND USE

8.1 DIRECTORY LISTINGS (Cont'd)

8.1.3 Additional Directory Listings

A. General

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.
4. Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:

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DIRECTORY PUBLICATION AND USE

8.1 DIRECTORY LISTINGS (Cont'd)

8.1.4 Non-listed Number Service

A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. Further, the number is not listed in the information records nor is it given out upon request.

8.1.5 Liability For Directory Listing Service

A. General

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by applicants or customers, the Company will not assume liability for the result of their publication in its directories nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

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DIRECTORY PUBLICATION AND USE

8.1 DIRECTORY LISTINGS (Cont'd)

8.1.6	Rates and Charges for Business or Residence	<u>Monthly Rate</u>
A.	Recurring Monthly Rate	
	Primary Service Listing	\$ N/C
	Additional Name Listings in alphabetical section only	\$0.50
	Foreign Directory Listing	\$0.50
	Non-listed Telephone Number	\$1.00
B.	Service Charges	
	1. See Section 6 of this Tariff for applicable Service Charges. A Secondary Service Order Charge applies for additions or changes in directory listings. For all orders to establish or change non-published numbers a Service Order Charge applies.	
	2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).	

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DIRECTORY PUBLICATION AND USE

8.2 PROVISION AND OWNERSHIP OF DIRECTORIES

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Company's liability for damages arising from errors or omissions in making up or printing of its directories is addressed in Section 8.1.5 of this Tariff.
- C. If a customer's number is incorrectly listed in the directory, and if the incorrect number is a working number, and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number but is a usable number, the customer's number shall be changed to the listed number at no charge, if requested.

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MISCELLANEOUS SERVICE ARRANGEMENTS

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.1 CUSTOM CALLING FEATURES

9.1.1 General

- A. Custom Calling Features are limited to those customers served by central offices arranged for this service and is furnished only in connection with individual line service.
- B. Description of Features
 - 1. Call Forwarding-Fixed

Call Forwarding-Fixed permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all calls will automatically be transferred. The second number is programmed by the Company, while the activation and deactivation of the Call Forwarding is controlled by the subscriber. To activate this feature, the subscriber will dial 72 and wait four seconds before hanging up. To deactivate, dial 73 and wait four seconds before hanging up. Calls may be transferred to a location outside of the Company's local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur toll charges.

- 2. Call Forwarding-Variable

Call Forwarding-Variable enables a station user to divert all incoming calls to another directory number. Call Forwarding is activated by first dialing a code, then the telephone number that calls are to be transferred to. Activation, deactivation and the forward-to destination are controlled by the station user. While in the active state, a reminder tone is generated to the line with the Call Forwarding Service as each call is transferred. Calls may be transferred to a location outside of the Company's local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur toll charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.1 CUSTOM CALLING FEATURES (Cont'd)

9.1.1 General (Cont'd)

B. Description of Features (Cont'd)

3. Call Waiting/ Cancel Call Waiting

Call Waiting/ Cancel Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or hitting the switch hook. Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

4. Three-Way Calling

Three-Way Calling allows a station user to add a third party to the existing call, enabling a simultaneous conference between parties at multiple locations. If multiple parties of the conversation subscribe to this service, each may establish an additional line, to a maximum of six lines.

5. Speed Calling

Speed Calling 8 Code enables a station user to call a list of up to eight (8) preselected directory numbers by dialing one-digit codes instead of the directory numbers. Up to thirty (30) numbers may be accessed by a two-digit code with Speed Calling 30 Code.

C. Custom Calling Packages

1. Package 1

This package includes Eight (8) Number Speed Dialing, Call Waiting/Cancel Call Waiting, Three (3) Way Calling and Call Forwarding.

2. Package 2

This Package includes Thirty (30) Number Speed Dialing, Call Waiting/Cancel Call Waiting, Three (3) Way Calling and Call Forwarding.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.1 CUSTOM CALLING FEATURES (Cont'd)

9.1.2	Rates and Charges*	Residential Per Line Monthly <u>Rate</u>	Business Per Line Monthly <u>Rate</u>
	Call Forwarding-Fixed	\$ 2.00	\$ 3.00
	Call Forwarding-Variable	\$ 2.00	\$ 3.00
	Call Waiting/Cancel Call Waiting	\$ 2.00	\$ 3.00
	Three-Way Calling	\$ 3.00	\$ 3.50
	Eight (8) Number Speed Dialing	\$ 2.50	\$ 3.50
	Thirty (30) Number Speed Dialing	\$ 3.00	\$ 4.50
	Package 1	\$ 5.00	\$ 7.50
	Package 2	\$ 5.00	\$ 7.50

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* Service Order Charges found in Section 6 also apply.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

9.2.1 General

A. Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7). CLASS is furnished only in connection with individual and multi-line line service where facilities exist.

B. Description of Features

1. Anonymous Call Rejection (ACR)

Allows subscribers to automatically reject all calls that have been “blocked”, and therefore marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

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2. Call Blocker

Enables customers to block the last incoming call or calls from a maximum of six (6) specified telephone numbers. To block specified telephone numbers, the customer can construct or modify a telephone number screening list by dialing a unique code. The telephone company’s equipment will screen incoming calls against the customer’s list and block those on the list. If facilities are unavailable to provide incoming call blocker via the customer’s list, standard call completion will occur. To block unknown telephone numbers, a customer can dial a special code after an unwanted call and block the number. Callers whose numbers are blocked are directed to a telephone company recorded announcement.

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3. Call Forwarding-Busy

Call Forwarding-Busy allows all calls to a subscriber’s line, when that line is busy, to be redirected to an alternate telephone number determined by the subscriber. To activate this feature, the subscriber will dial *90 and wait four seconds before hanging up. To deactivate, dial *91 and wait four seconds before hanging up. Calls may be transferred to a location outside of the Company’s local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur toll charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.1 General (Cont'd)

B. Description of Features (Cont'd)

4. Call Hold

Call Hold is a privacy feature that allows subscribers to keep a caller from being able to hear background noise or conversations in the subscriber's residence or business while the feature is activated.

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5. Calling Number Delivery

Calling Number Delivery will enable the subscriber to receive the calling number on incoming calls. The number will be delivered to the called party's Customer Premises Equipment (CPE) in the interval between the first and second ring. The calling number will remain for the duration of the call and can be viewed from the display on the CPE.

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6. Calling Name and Number Delivery

Calling Name and Number Delivery allows the transmission of Calling Party Name and Number to the subscriber's access lines. When a Calling Name and Number Delivery equipped line is on-hook, the Calling Party Name and Number is transmitted across the line during the silent interval between the first and second ring. Calling Name and Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the Calling Party Name and Number transmission.

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7. Call Return

Call Return enables the customer to automatically redial the telephone number of the most recent incoming call. The Telephone Company's equipment will make repeated attempts to establish the call, for a thirty (30) minute period beginning with the customer's activation of Call Return. The feature cannot be activated for calls originating from a line that is forwarded or from a line not associated with a telephone number, e.g., multiline hunting groups.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.1 General (Cont'd)

B. Description of Features (Cont'd)

8. Call Trace

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Call Trace allows the subscriber to initiate a trace on the last incoming call. The results of the trace will not be provided directly to the subscriber initiating the trace. The trace log will be available to designated law enforcement authorities upon request. The subscriber is responsible for contacting the appropriate law enforcement authority to determine further action to be taken.

The subscriber with this feature assigned as a station option will dial an activation code to activate the feature. The call will be traced automatically, and the originating directory number and the time the call was made will be recorded where capable.

9. Call Waiting ID

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Allows the customer to receive and view the Calling Name and/or Number for an incoming call while conducting a call. This feature allows the customer to identify the waiting caller before choosing to answer the call. The following limitations apply:

In order to subscribe to Call Waiting ID, the customer must also subscribe to Calling Name and/or Number Delivery and connect their own compatible customer premises equipment (CPE) in order to view calling party name and number.

Call Waiting ID Service will be provided in connection with individual and multiline residence and business lines. Although this service is available on line-side PBX trunk connections, it is not available on trunk-side PBX connections, such as DID. In addition, Pay Telephones Services are excluded from this tariff offering.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.1 General (Cont'd)

B. Description of Features (Cont'd)

10. Distinctive Ring

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This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time. Regulations for Directory Listings as set forth in this tariff will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

11. Preferred Call Forwarding

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Enables the customer to forward incoming calls from a maximum of six (6) specified telephone numbers to another telephone number. The customer can construct or modify a telephone number screening list by dialing an activation code. The telephone company's equipment will screen incoming calls against the customer's list and forward only calls from telephone numbers included on the list. Calls forwarded by this feature are subject to all applicable local and long distance charges. These calls are also subject to transmission limitations.

12. Priority Ringing

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Provides the customer with a distinctive alerting signal, ring or call waiting tone (if the customer has subscribed to Call Waiting), when the customer is called from a maximum of six (6) preselected telephone numbers. The customer can construct or modify a telephone number screening list by dialing a unique code. The Company's equipment will screen incoming calls against the customer's list and provide a distinctive ringing pattern for telephone numbers on the customer's list.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.1 General (Cont'd)

B. Description of Features (Cont'd)

13. Repeat Dialing

Enables the customer to automatically redial the last outgoing telephone number dialed. When the recalled telephone number is busy, the Company's equipment will make repeated attempts to establish the call for a thirty (30) minute period beginning with the customer's activation.

14. Rotary Hunting Line Service

A. Rotary Hunting Line Service is an optional service that provides groupings of local exchange access arrangements configured for the completion of calls when a line is busy by overflowing to an idle line in the same prefix, area code and group that is available to receive a call.

B. Rate for Rotary Hunting Line Service:

**Rate per
Month**

In addition to rate for Local Exchange Access Service, per local exchange access line

\$3.00

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15. Safety Line

Provides the subscriber with a safety feature whereby a phone left off the hook for approximately thirty (30) seconds will automatically dial a preprogrammed phone number to alert a family member, friend or neighbor in the event of an emergency.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.1 General (Cont'd)

16. Special Call Acceptance

Special Call Acceptance will allow subscribers to define a list of a maximum of six (6) directory numbers from which calls will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted directory numbers as desired.

C. CLASS Feature Packages

The following CLASS Feature Packages are available where facilities exist and include Touch Tone Calling at no charge.

1. Repeat Dialing, Call Return, Priority Ringing, Preferred Call Forwarding, Call Blocker and Special Call Acceptance.
2. Calling Name and Number Delivery and Call Return.
3. Calling Number Delivery, Call Blocker and Call Return.
4. Calling Name and Number Delivery, Call Blocker and Call Return.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.1 General (Cont'd)

C. CLASS Feature Packages (Cont'd)

5. Build-Your-Own Package

This CLASS feature package option is available to customers in the Seagraves, Post and Tahoka exchanges. The rates for the following Plans are set forth in 9.2.3, following. Under this feature package option, there are three separate Build-Your-Own Package Plans from which to choose.

N

- Plan 1: Choose any two of the below-listed features.
- Plan 2: Choose any four of the below listed features.
- Plan 3: Includes all of the below-listed features.

Feature Options for Build-Your-Own Package Plans:

- Call Forwarding-Variable
- Call Waiting/Cancel Call Waiting
- Three (3) Way Calling
- Eight (8) Number Speed Dialing
- Thirty (30) Number Speed Dialing
- Call Blocker
- Calling Name and Number Delivery
- Call Return
- Repeat Dialing
- Call Waiting ID
- Anonymous Call Rejection
- Call Forwarding-Busy
- Rotary Hunting Line Service

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.2 Rates and Charges for Individual Features*

	Residential Per Line Monthly Rate	Business Per Line Monthly Rate	
Anonymous Call Rejection	\$ 2.00	\$ 3.00	
Call Blocker	\$ 3.50	\$ 4.50	
Call Forwarding-Busy	\$ 2.00	\$ 3.00	I
Call Hold	\$ 1.00	\$ 1.00	
Calling Number Delivery	\$ 5.95	\$ 7.50	I
Calling Name and Number Delivery	\$ 6.50	\$ 9.50	I
Call Return	\$ 4.00	\$ 5.00	I
Call Trace [1]	\$ 10.00	10.00	

* Service Order Charges found in Section 6 also apply. Nonrecurring installation and service order charges may be waived for the first ninety days a service is made available in the Company's exchanges.

[1] Applies per successful call traced regardless of whether the customer contacts the appropriate law enforcement authorities to obtain call trace records. There is a maximum monthly cap of \$20 on Call Trace charges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.2 Rates and Charges for Individual Features*

	<u>Residential Per Line Monthly Rate</u>	<u>Business Per Line Monthly Rate</u>	
Call Waiting ID	\$ 3.50	\$ 4.50	I
Distinctive Ring	\$ 3.50	\$ 5.00	R
Preferred Call Forwarding	\$ 2.00	\$ 3.00	I
Priority Ringing	\$ 3.50	\$ 4.50	I
Repeat Dialing	\$ 2.00	\$ 4.00	I
Safety Line	\$ 3.00	\$ 3.00	I
Special Call Acceptance	\$ 2.00	\$ 3.00	I

* Service Order Charges found in Section 6 also apply. Nonrecurring installation and service order charges may be waived for the first ninety days a service is made available in the Company's exchanges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.2 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

9.2.3 Rates and Charges for Packaged Features*

	Residential Per Line Monthly <u>Rate</u>	Business Per Line Monthly <u>Rate</u>
Build-Your-Own Package (All exchanges)		
Plan 1 (two features).....	\$ 5.25	\$ 9.40
Plan 2 (four features).....	\$10.25	15.75
Plan 3 (all features).....	\$15.65	22.05

* Service Order Charges found in Section 6 also apply.

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P.O. Box 1340
Tahoka, Texas 79373

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.3 DIRECTORY ASSISTANCE SERVICE

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9.3.1 General

The Cooperative furnishes Directory Assistance Service whereby customers may request assistance in determining local and national directory information.

The rates set forth below apply to calls from customers whose requests for local or intraLATA directory information are provided by the Company and billed to its subscriber.

9.3.2 Regulations

- A. Customers may make two listing requests per call at no additional charge. Each additional listing request after the first two will be charged an additional Directory Assistance charge. There is a maximum of ten requests per call. Customers desiring more than one listing per call should inform the Directory Assistance operator at the beginning of the call.
- B. Where the customer places a call to the Directory Assistance attendant via an operator or has Directory Assistance charges billed to a telephone calling card, or a telephone number other than the originating number, the call shall be considered alternately billed. If dial facilities are not available, calls placed to Directory Assistance via an operator shall be considered as Customer dialed.
- C. No credit will be given for requested telephone numbers that are nonpublished or nonlisted. Likewise, no credit will be given for requested telephone numbers that are not found in the directory.
- D. Customers whose physical or visual disabilities prevent them from using the telephone directory are also excluded from Directory Assistance charges. Such customers must provide the Cooperative with a certificate signed by a physician or issued by any agency recognized by the state as having the authority to certify such disabilities.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.3 DIRECTORY ASSISTANCE SERVICE (Continued)

9.3.2 Regulations (Continued)

E. Calls placed from Pay Telephone Exchange Access Service will be given a maximum of two requests per call.

9.3.3 Rates and Charges

<u>Directory Assistance Rates</u>	<u>Rate per Use</u>
Direct Dialed	\$1.99
Alternately Billed	\$2.25

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.4 TOLL RESTRICTION SERVICE

9.4.1 General

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized toll calls from a customer's line, by means of blocking at the Company's central office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing.
- E. This service will not block all toll calls a customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
- F. The customer accepts full responsibility for denial of access to the toll network.
- G. The customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This service is available only where facilities permit.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.4 TOLL RESTRICTION SERVICE (Cont'd)

9.4.2 Rates and Charges

- A. The following rates and charges apply in addition to the established rates and charges for each access line with which these features are associated.

Monthly Rate

Per access line:

Toll Restriction

NO CHARGE

Toll Restriction with Toll-Free Access

NO CHARGE

- B. Service Charges

1. If Toll Restriction Service is ordered at the time of initial installation of local service no additional Service Order Charge will be applied for installation of Toll Restriction Service.
2. If Toll Restriction Service is added or changed after the initial service is installed, an installation charge of \$6.60 applies

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.5 OPERATOR ASSISTED LOCAL CALLS

9.5.1 General

Operator Assisted Local Calling is not furnished by the Company. Access to this service is provided by the Company and requests for Operator Assistance are completed by Southwestern Bell Telephone Company. Therefore, the Company passes along the rates, regulations and rules applied by Southwestern Bell Telephone Company for Operator Assisted Local Calls.

9.5.2 Rates and Charges

Southwestern Bell Telephone Company's tariffed rates for Operator Assistance apply to all requests for Operator Assisted Local Calls.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.6 VACATION SERVICE

9.6.1 General

- A. Vacation Service is provided to individual line customers whose requirements for telephone services are less than that which might normally be provided in any twelve (12) month period, and are not applicable to multi-line accounts.
- B. Upon request from a customer having any class of individual line exchange service, the service may be suspended for a period of not less than 30 days nor more than 180 days.
- C. A restoration of service charge will be made when service is restored. If service is restored at a location other than where service was suspended, the applicable service charges will apply.

9.6.2. Rates and Charges

Services will be billed at 50% of the regular rate for the basic access line charge. Services other than basic local service will be billed at the full monthly rate. Charges may be billed in total prior to the suspension of service or monthly at the option of the Company.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.7 DIRECT INWARD DIALING (DID) SERVICE

9.7.1 General

- A. DID Service consists of the central office switching equipment necessary to connect calls from the local exchange and long distance telecommunications network directly to stations or attendant positions associated with customer premises switching systems, without intermediate handling by an attendant.
- B. The provision of DID service is subject to the availability of Company facilities and telephone numbers, as well as the utilization of properly equipped customer premises equipment.
- C. DID Service must be provided on all lines in a trunk or access line group arranged for inward service. The service does not allow for the routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or access line group.
- D. The operational characteristics of interface signals between Company-provided connecting arrangements and customer-provided switching equipment must conform to Company specifications.
- E. The Company shall not be responsible to the customer or authorized user if changes in protection criteria or in any of the facilities, operations, or procedures of the Company render any customer-provided equipment or facilities obsolete, require modification of, or otherwise affect the use or performance of such equipment or facilities.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.7 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

9.7.1 General (Cont'd)

- F. The Company will provide directory listings in accordance with the regulations of Section 8 of this tariff. DID numbers furnished under these provisions are not entitled to free directory listings.
- G. Customer-premises switching systems must be able to intercept unused numbers transmitted to the switching equipment.
- H. The rates and charges for this service contemplate the use of standard Company equipment and serving arrangements.
- I. DID telephone numbers are normally provided in blocks of 10 or 100 consecutive numbers. However, the blocks may be provided on a nonconsecutive basis if this is within the normal limitations of the serving office. The Company retains its rights to the telephone numbers used in DID Service as provided in Section 3 of this tariff.
- J. DID Service may not be shared or jointly used except as allowed by this tariff.
- K. DID Service may not be used by the subscriber to furnish alternative services to third parties.
- L. DID Service is available to properly authorized certificated telecommunications utilities on a resale basis.
- M. DID Service cannot be used for toll by-pass.
- N. DID Service cannot be used to expand the local calling scope beyond that available to a customer's premise.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.7 DIRECT INWARD DIALING (DID) SERVICE (Cont'd)

9.7.2 Rates and Charges

	<u>Monthly Rate</u>	<u>Installation Charge [1]</u>
Direct Inward Dialing Service to Customer-Premises Switching Systems:		
DID Trunk (Per Termination)	\$ 20.00	
Per Initial Block of 100 DID Numbers Assigned	\$ 105.00	
Per Additional Block of 100 DID Numbers	\$ 15.00	
Per Initial Block of 10 DID Numbers Assigned	\$ 10.50	
Per Additional Block of 10 DID Numbers	\$ 1.50	

[1] C.O. DID services have no nonrecurring charges associated with them other than the appropriate rates for local exchange service and any applicable service charges as provided in this tariff.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.8 DETACHED EXTENSIONS

9.8.1 General

The rates and charges set forth below apply if the necessary facilities are available. If unusual expenditures are involved in making facilities available, the customer may be required to pay additional charges. The following rates are applicable for a maximum of one thousand (1,000) feet for residence service. For distances over one thousand feet, another residential line will be required.

Mileage is calculated for the route distance between buildings or premises for each two-point extension channel. Mileage is calculated in 100 ft. increments with fractions rounded to the next higher 100 ft. for each line.

9.8.2. Rates and Charges*

	<u>Monthly Rate</u>
Detached Extension Line:	
First 100 feet	\$ 1.00
Each additional 100 feet	\$ 1.00

* Service Order Charges found in Section 6 also apply.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 PACKAGES AND BUNDLES

9.9.1 Big Saver Feature Package

A. Description

The following Big Saver Feature Package is available to existing or new residential or business customers upon availability for each serving area.

The Big Saver Feature Package includes the following features:

- Caller ID Name and Number
- Call Waiting
- Three-Way Calling
- Call Forwarding (Variable)
- Speed Dial (8)
- Repeat Dialing
- Anonymous Call Rejection

B. Rates

	<u>Monthly Rate</u>	<u>Service Establishment Charge</u>
Residential.....	\$12.50.....	\$5.00
Business	\$14.50.....	\$5.00

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 PACKAGES AND BUNDLES

9.9.2 Teen Feature Package

A. Description

The following Teen Feature Package is available to existing or new residential customers upon availability for each serving area.

The Teen Feature Package includes the following features:

- Distinctive Ring
- Three-Way Calling
- Call Blocker
- Speed Dial (8)

B. Rates

1. Monthly Rate\$7.50
2. Service Installation Charge\$5.00

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.9 PACKAGES AND BUNDLES

9.9.3 Caller ID Bundle

A. Description

The following Caller ID Bundle is available to existing or new business or residential customers, upon availability for each serving area, when such customers order this bundle with an access line and one of the following add-on services: Security Monitoring, Bucket of Long Distance, or High Speed Internet. Add-on services must be ordered from Poka Lambro Telecommunications, Ltd. or one of its designated affiliate companies. Rates, terms and conditions for the add-on services are outlined separately herein or in other affiliated company tariffs or contracts. All Caller ID features are defined and governed by regulations outlined elsewhere in this section.

The Caller ID Bundle includes the following Caller ID features:

- Caller ID Name and Number
- Call Waiting ID

2. Rates

The following rates and charges apply in addition to the established rates and charges for associated services and do not include charges for necessary customer premises equipment.

	<u>Monthly</u> <u>Rate</u>	<u>Service</u> <u>Establishment</u> <u>Charge⁽¹⁾</u>
a. Residential.....	\$5.00.....	\$5.00
b. Business	\$5.00.....	\$5.00

⁽¹⁾ The Company will waive the Service Establishment Charge for the first ninety days the service is available throughout the Company's exchanges.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 811 DIALING SERVICE

9.10.1 General

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification system (811 Customer). 811 Service is used by the One Call Notification system to provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission's Sixth Report and Order (FCC 05-59) in CC Docket 92-105.

811 Service determines the central office serving the calling party, converts the dialed digits to a Customer designated Routing Telephone Number (RTN) and routes the call over the public switched telephone network utilizing Advanced Intelligent Network platforms and features.

9.10.2 Regulations

In addition to the following rules and regulations, the Rules and Regulations in Section 5 of this Local Exchange Tariff shall also apply.

- A. 811 Service is offered subject to the availability of facilities and is not available for resale.
- B. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office.
- C. The Customer designated RTN must be a toll-free number to ensure that toll charges are not incurred by the end-user.
- D. 811 Service can be accessed only by end-users who subscribe to the Company's local exchange service, and by end-users who obtain service from an entity that utilizes the Company's local switching to provide dial tone service to its end-users.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 811 DIALING SERVICE (Continued)

9.10.2 Regulations (Continued)

- E. 811 Service will not complete calls dialed using 1+, 0+, 0-operator assisted, 101XXXX, or inmate calls. 811 calls are not permitted where local calling is restricted.
- F. The Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the Customer's responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.
- G. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Company does not undertake to perform nor shall it be responsible for such programming.
- H. Caller ID information from the originating number is not provided to the 811 Customer on a real-time basis.
- I. The Company will make every effort to route 811 calls to the appropriate call center(s); however, it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening Acts of God that interfere with telephone service and/or with routing. The Company's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer-provided designated RTN. The Company reserves the right to discontinue the service, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Company personnel, facilities or services.

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MISCELLANEOUS SERVICE ARRANGEMENTS

9.10 811 DIALING SERVICE (Continued)

9.10.2 Regulations (Continued)

- J. 811 Service is provided solely for the benefit of the Customer. The provision of such service shall not be interpreted, construed, or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity, including end users of the Company or any providers of telecommunications service.

9.10.3 Explanation of Terms

811 Customer: The entity providing, with appropriate state authority, the excavation notice service under Texas Statutes, Chapter 251 of the Utilities Code.

Calling Party: The end user in a Company exchange placing an 811 call.

Terminating Number: The local or toll free number subscribed to by the 811 Customer.

9.10.4 Rates and Charges

The Company reserves the right to revise this tariff at a later date if charges are deemed appropriate or, if network rearrangements made by the Company or at Customer request in the future require the Company to incur additional costs.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES

10.1.1 General

Terminal equipment, inside wiring and/or communications systems may be connected at the customer's premises to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in these Tariffs.

10.1.2 Responsibility of the Company

- A. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, inside wiring or communications system. Telecommunications services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signalling where such signalling is performed by signalling equipment.
- B. At the customer's request the Company will provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with telecommunications services.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.2 Responsibility of the Company (Cont'd)

- C. The Company may make changes in its telecommunications service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any customer's terminal equipment incompatible with telecommunications service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the customer will be given adequate notice at least ten (10) days in advance, in writing, to allow the customer an opportunity to maintain uninterrupted service.
- D. The Company shall not be responsible to the customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, renders the customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

10.1.3 Liability of the Company

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.4 Responsibility of the Customer

- A. Upon request of the Company, the customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.

- B. The operating characteristics of customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
 - 1. The safety of Company employees or the public cannot be endangered.
 - 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
 - 3. No interference with the proper functioning of Company equipment or facilities.
 - 4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.4 Responsibility of the Customer (Cont'd)

- C. Upon suitable notification to the customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the customer. As soon as possible after such action is taken, the Company will inform the customer of the nature of the hazard and the type of remedial action taken. Failure of the customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company may result in suspension of the customer's service until such time as the customer complies with the provisions of this Tariff.
- E. The customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.5 Connection at Hazardous or Inaccessible Locations

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for telecommunications service through connecting equipment furnished by the Company.

10.1.6 Connections of Registered Equipment

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Tariff.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment (Cont'd)

- A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems (Cont'd)
2. The customer shall not connect registered equipment to a Company line if:
 - a. the total ringer equivalence of the equipment and of other equipment connected to the same line exceeds the allowable as determined by the Company; or
 - b. the ringer type is not a ringer type designated by the Company as suitable for that particular line.
 3. Unless the FCC grants a specific waiver or the exception described herein exists, all connections of registered equipment to Company-provided services shall be made through FCC registered standard jacks. However, in the case of registered communications systems, standard jacks may be wired in a nonstandard manner if wired in such a manner to prevent hazard, damage, malfunction or degradation of service.
 4. The requirement for the use of standard jacks as described in the preceding paragraph is waived for registered equipment which is located in hazardous or inaccessible locations.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment (Cont'd)

B. Premises Wiring Associated With Registered Communications Systems

Premises wiring is wiring which connects separately-housed equipment entities or system components to one another, or wiring which connects an equipment entity or system component with the Company point of demarcation located at the customer's premises and not within an equipment housing.

1. Fully-protected premises wiring is premises wiring which is either:
 - a. No greater than twenty-five (25) feet in length (measured linearly between the points where it leaves equipment or connector housings) and registered as a component of and supplied to the user with the registered terminal equipment or protective circuitry with which it is to be used;
 - b. A cord which complies with Section a. preceding, and which is extended once by a registered extension cord. Extension cords may not be used as a substitute for wiring which for safety reasons should be affixed to or embedded in a building's structure;
 - c. Wiring located in an equipment room with restricted access, provided that this wiring remains exposed for inspection and is not concealed or embedded in the building's structure, and that it conforms to Part 68 of the FCC Rules; or

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment (Cont'd)

- B. Premises Wiring Associated With Registered Communications Systems (Cont'd)
 - 1. Fully-protected premises wiring is premises wiring which is either: (Cont'd)
 - d. Electrically behind registered equipment, system components or protective circuitry which assure that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages or excessive longitudinal imbalance at the telephone network interface.
 - 2. Protected premises wiring requiring acceptance testing for imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
 - 3. Unprotected premises wiring is all other premises wiring.
 - a. Customers who intend to connect premises wiring other than fully-protected premises wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

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P.O. Box 1340
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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment (Cont'd)

B. Premises Wiring Associated With Registered Communications Systems (Cont'd)

4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
 - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
 - b. A failure has occurred during acceptance testing for imbalance; or
 - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under part 68.
5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment (Cont'd)

C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

10.1.7 Connections of Equipment Not Subject to Part 68 of the FCC Rules

Terminal equipment and communications systems not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the Tariff provisions in effect prior to October 17, 1977, requiring the use of a network control signaling unit and connecting arrangement, or customer-provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

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CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.2 SERVICE CHARGES

10.2.1 Maintenance Service Charge

If a Company employee makes a repair visit to the customer's premises where it is determined that the service difficulty results from the terminal equipment, inside wiring or a communications system, the customer shall be responsible for payment of a Maintenance Service Charge as shown in Section 6 of this Tariff.

10.2.2 Failure of Acceptance Tests

If the premises wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 78.215 of the FCC's code and/or if the wiring has caused harm to the network, the customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

10.2.3 Damages to Facilities

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the customer to facilities or equipment of the Company, caused by the negligence or willful act of the customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

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PRIVATE LINE SERVICE

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PRIVATE LINE TELEPHONE SERVICE

11.1 PRIVATE LINE TELEPHONE SERVICE

11.1.1 General

- A. Private line telephone service is the provision of required facilities, including channels and station equipment having no connection with a central office, which will enable a customer to communicate by Direct Current Pulses or data between specified locations. All facilities required for this service are furnished by the Company on a full period basis only.
- B. Private line telephone service will be provided on an individual case basis.

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DIGITAL SERVICES

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DIGITAL SERVICES

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12.1 ISDN-PRI SERVICE

12.1.1 GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800 Service, Wide Area Telecommunications Service and local business trunks.

12.1.2 DEFINITION OF TERMS

- A. "B" Channel - A 64 kilobit per second (kbps) channel used for information transfer between users. The "B" channel may be used in conjunction with circuit-switched service.
- B. Circuit Switching - A switching technique in which an entire circuit, or in a digital switch equipped for ISDN, a specific selection of time slots is dedicated to a given call.
- C. "D" Channel - A 64 kbps channel that carries signaling and control for the "B" channel.
- D. ISDN-PRI Arrangement - Provides ISDN capabilities between the customer's premises and the serving central office. One Arrangement consists of 23 "B" channels and one "D" channel (23B+D) or 24 "B" channels.
- E. PRI Trunk Group - A group of channels which are designated as one of the following:
 - Incoming Exchange Trunk Group
 - Outgoing Exchange Trunk Group
 - Two-Way Exchange Trunk Group
 - WATS Trunk Group
 - 800 Trunk Group
 - Interoffice Tie Group

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.3 DESCRIPTION OF SERVICE

ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (mbps) facility or equivalent and uses the ISDN architecture of 23 "B" channels and one "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, ISDN-PRI provides the customer with service capabilities and features described in this tariff.

ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 kbps over any "B" channel. One "D" channel can control up to twenty PRI Arrangements. In such cases, a single "D" channel in one ISDN-PRI Arrangement handles all signaling and control requirements of multiple ISDN-PRI Arrangements in a specified grouping, allowing supplemental ISDN-PRI Arrangements to consist of 24 "B" channels.

"B" channels can be allocated for specific services, such as DID, DOD, WATS, 800 Service or configure channels to access multiple services on a per-call basis. ISDN-PRI allows the user to have access to the directory number of the calling party. Provision of per-call and line blocking capabilities is a function of the customer premises equipment and the responsibility of the customer. ISDN-PRI will provide the industry standards for National ISDN 1 and National ISDN 2 for PRI with the following exceptions:

- Identification, - Delivery of Redirection Number for PRI Calling Number
- Identification, - Privacy of Redirecting Number for PRI Calling Number
- Identification. - Delivery of Redirection Reason for PRI Calling Number

For reasons of privacy, the Company will not provide Call Trace features with ISDN -PRI service, except to law enforcement officials.

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.4 CONDITIONS

ISDN-PRI service is available from serving central offices equipped with the necessary “clear channel” facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

NI-2 compatible equipment is required for operation. It is the customer’s responsibility to obtain and power such equipment.

Toll charges will apply when circuit-switched voice or data calls are completed outside of the customer’s local calling area.

All ISDN-PRI Arrangement configurations must have at least one 23B+D for signaling and control functions.

ISDN-PRI service is provided for use by the end-user customer only as a local switched service. ISDN-PRI service is not available for use by Commercial Mobile Radio Carriers, private Mobile Radio Carriers, Interexchange Carriers, VoIP Service Providers or other carriers or providers for use in aggregating or transporting inter-exchange traffic. Such usage is strictly prohibited by this Tariff. Other services designed for and intended for such use are offered by the Company specifically via interconnection agreement or the Company’s Access Tariff(s).

This service allows end users to dial the customer’s local number(s) to complete local calls to that customer. If the Company discovers that the customer is using this service on a non-retail basis by allowing end users to complete voice communications to third parties outside the customer’s local calling area, the Company has the right to terminate the ISDN-PRI retail service five days after notice has been provide via express delivery.

ISDN-PRI interface is comprised of a limited set of standard user network interfaces. The ISDN-PRI customer premises equipment (CPE) must be compatible with the network interface.

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DIGITAL SERVICES

12.1 ISDN-PRI SERVICE (Cont'd)

12.1.4 CONDITIONS (Cont'd)

Physically, the network is a metallic four-wire telephone loop interface between a switch equipped with ISDN and the network termination (NT2). NT2 customer premises equipment is required for providing physical compatibility in terminating telephone facilities at the customer's premises.

Each ISDN-PRI trunk group is equipped with one telephone number. Additional numbers may be ordered in blocks of 10 or 100 per DID Service terms and conditions listed in Section 9.

This tariff does not provide for the transmission of packet data on the "B" or "D" channels.

This service is available from central offices which have the necessary facilities to provide ISDN-PRI service on the standard ISDN network platform. In the event that a customer's local serving office is not so equipped, the Company will provide ISDN-PRI service from an alternate serving central office, determined by the Company, at no additional charge to the customer. The customer must accept the service central office location assigned by the Company and must agree to revert to service from his/her local serving central office when ISDN-PRI facilities become available.

If ISDN-PRI service is provided from an alternate or "foreign" central office, the customer must accept a number change to one associated with the alternate central office and the local calling areas associated with the alternate central office.

When ISDN-PRI becomes available from the local serving central office for an ISDN-PRI customer whose service has previously been provided from an alternate central office, the customer will revert to the local service, accept a telephone number change to the local telephone number(s) and be subject to the local calling areas of the local serving office. No charges will apply to the transfer of ISDN-PRI service from an alternate central office to a local serving office.

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DIGITAL SERVICES

12.1 ISDN-PRI SERVICE (Cont'd)

12.1.5 TERMINATION LIABILITY

In the event an ISDN-PRI service is terminated by the customer prior to completion of a term commitment period, the customer shall be liable for the termination liability. The customer shall be required to pay a Termination Liability Charge determined as follows:

Termination = 25% X (Number of Lines X Monthly Rate X (Number of Liability Terminated) Per Line Remaining Charge Months)

An ISDN-PRI customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period.
- Nonrecurring charges will not be reapplied.
- The new contract period begins with the first billing date following the renewal.
- Termination charges will not apply for the former contract period.

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DIGITAL SERVICES

12.1 ISDN-PRI SERVICE (Cont'd)

12.1.6 FEATURES

The following features are provided at no additional charge for PRI arrangements:

Calling Number Identification - Provides identification of the calling party's ten digit dialing number to the PBX or host computer within a system.

Multirate - Provides a single circuit whose bandwidth is a multiple of 64 Kbps. The circuit consists of one or more "B" channels, as required for each call. Multirate is also known as N x 64 data service.

Clear Channel Capability - Allows customers to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits.

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.7 SERVICE ADDITIONS, MOVES OR CHANGES

A. The ISDN-PRI Subsequent Activity Charge (SAC) is applicable for any changes to the customer configurations after initial installation. The SAC is applicable per occurrence.

B. For Contract/Term Commitment Arrangements:

During the contract period, the customer may add ISDN-PRI services at the monthly rates specified in the customer's contract.

If a customer upgrades from other Company services that utilize the same facilities from their location and the local serving central office and a new contract is of equal or greater monetary value, the NRC charge will be waived.

If the tariff rates on a contract are lowered, the subscriber may be allowed to cancel his/her existing contract without penalty, provided that a new contract is signed for equal or greater monetary value. The customer will be subject to all terms, conditions and rates of the new contract.

Prior to the expiration of an existing contract, a customer may extend the contract for another contract period without incurring the termination liability charges.

When a customer elects to relocate his/her ISDN-PRI service to a different premises not served by the same central office, prior to the expiration of his/her contract, the service is considered to be disconnected and the termination liability applies. However if the customer relocates to a location served by a suitably equipped central office and establishes an ISDN-PRI contractual payment plan of equal or greater monetary value, the customer may relocate service without incurring any termination liability. However, all installation charges at the new location will apply.

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DIGITAL SERVICES

12.1 ISDN-PRI SERVICE (Cont'd)

12.1.8 DESCRIPTION OF RATES

ISDN-PRI Service includes the following rate elements:

- ISDN-PRI Switched Facility
- ISDN-PRI Access
- Channel Activations
- Subsequent Activity
- ISDN Primary Rate Interface (PRI) - Switched Facility

A. The ISDN-PRI Switched Facility element is the line that connects the customer to the exchange and private line networks. Each ISDN-PRI line supports up to 24 channel network connections and uses digital technology to transport integrated capacity over a clear channel T-1 facility or functional equivalent.

B. ISDN Primary Rate Interface (PRI) - Access

The ISDN-PRI Access element provides the switch termination of the PRI line. A PRI Access element is required with each PRI line. PRI Access typically requires 23 individual B-channels and one D-channel. The B-channel is a bearer channel that carries digitized traffic at up to 64 Kbps. The D-channel is a signaling channel used to control and route B-channel traffic.

Channel Configuration of ISDN-PRI Access:

1. ISDN-PRI 23B plus D
ISDN-PRI 23B plus D-channel Backup
ISDN-PRI 24B
2. The ISDN-PRI 23B plus D-channel provides 23 individual B-channels and one D-channel for signaling. A 23B plus D-channel backup configuration provides the ability to provision a second PRI D-channel as a backup D-channel. A 24 B-channel configuration allows all 24 channels to carry traffic while the associated signaling is provided by either a 23B plus D or 23B plus D-channel backup configured ISDN-PRI.

DIGITAL SERVICES

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.8 DESCRIPTION OF RATES (Cont'd)

C. Subsequent Activity

Nonrecurring charges for database configuration work will apply for all subsequent activity related to changes in channel configuration or ISDN-PRI attributes. The database charges are applied on a per-PRI, per-order basis.

D. Channel Activations

1. Channel activation charges will apply to provide traffic capability for up to 24 B-channels. Channel activations are monthly recurring charges applied on a per channel basis with the exception of B-Channel - DID Only, which has a nonrecurring charge applied on a per facility basis.

2. Types of Channel Provisioning:

D-Channel Backup - A "D" channel provisioned to automatically take over for a failed "D" channel in the event of trouble.

DID/DIOD Channel - A "B" channel provisioned with DID/DIOD Service. DID Service allows callers to dial from the public network straight to a desired extension within a PBX or Centrex system without operator intervention. DIOD Service allows the above plus allows outgoing calls from extensions of a PBX or Centrex system to be placed directly by dialing an access digit and the desired number without operator intervention.

WATS & 800 Channel - A "B" channel provisioned with WATS or 800 Service. WATS Service allows customers to make toll calls to specified service areas on a direct dialing basis. 800 Service receives incoming calls that are free to the calling party.

IXC Channel - A "B" channel provisioned to interconnect with various compatible services provided by an Interexchange Carrier or other service provider.

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.8 DESCRIPTION OF RATES (Cont'd)

D. Channel Activations (Cont'd)

2. Types of Channel Provisioning: (Cont'd)

B-Channel - DID Only - A "B" channel provisioned with DID Service. DID Service allows callers to dial from the public network straight to a desired extension within a PBX or Centrex system without operator intervention.

Tie Channel - A "B" channel provisioned for dedicated connectivity between two customer switching points or between ISDN-PRI central offices that connect customer switching points.

Data Channel - A "B" channel provisioned for Switched Data Service. Switched Data Service provides end-to-end transport for switched digital data.

E. Term Discounts

Term Discounts are applicable to the PRI Access, PRI Switched Facility, and PRI Channel Activation charges for Voice Channels and Data Channels (up to 23 channels per individual PRI Access). Discount does not apply to D-Channel Backup. The term discount will be applied as follows:

- One year/12 months = 0% discount
- Two years/24 months = 4% discount
- Three years/36 months = 8% discount
- Four years/48 months = 12% discount
- Five years/60 months = 16% discount

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.9 RATES AND CHARGES

	<u>Nonrecurring Charge (1)</u>	<u>Monthly Charge</u>
Subsequent Activity Charge (per PRI, per order)	\$123.14	-
Additional Telephone Numbers	-	-
ISDN-PRI Switched Facility (see footnotes (2) through (5))	\$300.00	\$200.00
ISDN-PRI Access (Interface Arrangement) (23B+D, 24B, or 23B+D Channel Back-Up)(5)	\$300.00	\$200.00
Channel Activations (per channel in service)		
Voice (5)	-	\$14.06
Data (5)	-	\$22.65
D-Channel Backup	\$65.00	\$200.00
DID/DIOD Channel	-	\$13.50
WATS & 800 Channel	-	\$22.00
IXC Channel	-	\$21.50
Channel Activations (per PRI facility)		
B-Channel – DID Only	125.00	-

For footnotes, see next page.

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12.1 ISDN-PRI SERVICE (Cont'd)

12.1.9 RATES AND CHARGES (Cont'd)

Footnotes:

(1) Applicable Service Order Charges may apply in addition to the listed nonrecurring charges.

(2) Does not include all mandatory taxes, fees and surcharges.

(3) Where available, EAS and ELC charges are also applicable on a per-channel basis.

(4) Optional local calling plans, where available, are rated on a per-channel basis.

(5) Term discounts may apply per Subsection I.H.5, above.

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12.2 IP CENTREX SERVICE

12.2.1 General

- A. IP Centrex is a central office based service which provides key type features to multi-line business customers.
- B. All IP Centrex lines, trunk access or intra-group access, require both the switching access and loop access components in order for service to be offered by the Telephone Company. The service also requires a sufficient broadband connection. Broadband is not a tariffed component of this service.
- C. IP Centrex will be offered in wire centers where such equipment exists to provide the service. Customers must use Internet Protocol (IP)-capable telephony devices for all features to work properly.
- D. One directory listing is provided without charge for each IP Centrex system. Additional directory listings for IP Centrex stations may be provided to the customer at the regular business extra listing rate according to the regulations set forth in Section 8 of this tariff.
- E. The customer will order the quantity of lines to have trunk access to the public switched network and the remaining quantity of lines to have intra-group only access, subject to Telephone Company standards. Any request to deviate from these standards will be rated on an individual case basis.
- F. The lines for direct connections between Poka Lambro IP Centrex groups and other systems are provided primarily for communication between stations within each system.
- G. All general Rules and Regulations found in Section 5 of this tariff apply to the provision of IP Centrex service.
- H. IP Centrex lines and extensions may be terminated at the customer's single premises or at different premises served by the same central office.

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12.2 IP CENTREX SERVICE (Continued)

12.2.1 General (Continued)

- I. The service is not available for use with residential service or Pay Telephone Access Service.
- J. IP Centrex Service may not be used to resell local or long distance service.
- K. E911 Service accessible via IP Centrex Service is subject to limitations as outlined in Section 5.7.6, General Rules and Regulations.

12.2.2 IP Centrex Package

- A. Trunk access provides a maximum quantity of IP Centrex stations full access simultaneously to the entire public switched network. This maximum quantity is referred to as IP Centrex Trunk Access lines.
- B. Intra-group only access provides a customer's IP Centrex stations restricted access only to other stations within the predefined IP Centrex group. This access is referred to as intra-group (IG) lines.
- C. IP Centrex customers subscribe to service based on the total number of access lines which may process trunk access calling simultaneously. All lines ordered by the customer have the capability for trunk access. However, only a given quantity of lines ordered by the customer can process trunk access calling simultaneously, with all other lines in the group being left to process intra-group calling only. As an example, if a customer orders 20 lines and wants a quantity of 5 lines to have trunk access capabilities simultaneously, if any given 5 lines are processing trunk access calling, the remaining 15 lines will only be able to process intra-group calling until one of the 5 lines processing a trunk access call terminates the call.
- D. The customer may order optional features which are listed in Section 9 of this tariff.
- E. End User Common line charges (EUCL) will be billed as set forth in FCC rules and the Company's tariffs.

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12.2 IP CENTREX SERVICE (Continued)

12.2.3 Definitions

Abbreviated Dialing Codes

1) An arrangement where typically 3, 4, or 5 digits are used to call another station within the same customer group; or (2) Frequently called telephone numbers may be accessed by dialing single or multiple digits. Telephone numbers are programmed into the IP Centrex system and correspond to assigned digits also known as Speed Calling.

Customer Group

A collection of stations where calls originate and terminate within the IP Centrex system of a single IP Centrex customer.

Dual Tone Multi-Frequency

A method of telephone signaling which transmits two simultaneous tones at different frequencies to signify a digit (as part of a telephone number).

Hunting

A search through a group of numbers until an idle station is found or the first number of the group is reached. Used to avoid having incoming calls receive busy signals. The customer group to be searched and the sequence in which the search will be performed are defined by the IP Centrex customer at the time the system is installed.

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DIGITAL SERVICES

12.2 IP CENTREX SERVICE (Continued)

12.2.3 Definitions (Continued)

Switching Access

All facilities, excluding Loop Access facilities, for usage of the telecommunications switching network either for access to and from the public switched network (Trunk Switching Access), or for intercommunication only between stations within each IP Centrex system (Intra-Group Switching Access).

Loop Access

All facilities, including outside plant and central office circuit facilities, from the customer's premises to their IP Centrex service central office.

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12.2 IP CENTREX SERVICE (Continued)

12.2.4 Rates (1)

	Monthly Rate
A. SWITCHING ACCESS	
1. Centrex Trunk	(2)
2. Intra-Group Switched Access, per connection	\$3.60
B. LOOP EQUIVALENT	
Per Station	\$6.10

(1) Applicable service charges will apply, per Section 6 of this tariff.

(2) Applicable rates for Business Access Line Rates shall be applied per Section 7.

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